

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

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



LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Request for Proposal (RFP)

For

Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Date of Release of RFP: 02.06.2026

Last date and time for submission of bids: 07.07.2026, latest by 03:00 PM

Bid opening date and time: 07.07.2026, 03:30 PM

Address: Life Insurance Corporation of India, Central Office, Information Technology Department, Jeevan Seva Annexe Building, 2nd Floor, S.V. Road, Santacruz (West), Mumbai – 400054

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Section A: Introduction

1. Definitions

LIC	means without limitation the “Life Insurance Corporation of India” (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956) having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai 400 021
Bidder	The firm or company fulfilling eligibility criteria in its individual capacity and submitting a proposal in response to this RFP.
RFP	This Request for Proposal Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 inclusive of any clarifications/corrigenda/addenda to this RFP that may be issued by LIC.
Bid	The Bidder’s written submissions in response to the RFP signed by Authorized Signatory of the bidder.
Agreement	The written contract signed between the LIC and the Selected vendor and all the attached documents with respect to any/all deliverables or services contemplated by this RFP. The “Agreement” includes the RFP all addenda/corrigenda issued by LIC, subsequent mutually agreed modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
Authorized Signatory	The person authorized by the company’s Board/ Managing Director/ Director through a proper authorization to represent the company for purpose of this bid submission for signing and finalization of the bid documents on behalf of the company
Deliverables & Services	Means all services as per scope of work defined in the RFP.
Working Day	Shall be construed as a day excluding Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies, State Governments or Central Government of India as applicable to the concerned LIC office.
Day	Calendar Day
Clarifications	Means Addenda, corrigenda and clarifications to the RFP
Competent Authority	Head of department of IT-DT Dept. at LIC’s Central Office, Mumbai or any authority that is superior to him / her in LIC’s hierarchy.
Contract	The agreement entered into between LIC and the selected vendor in response to this tender and any or all such attachments and annexure thereto and all documents incorporated by reference therein. It also includes this bid document and its modifications/ clarifications.
Contract Value	The value of lowest commercial bid made by the successful vendor during online reverse auction and/or price negotiation if applicable
L1 Bidder	Bidder with L1 (lowest) quote after the evaluation of commercial

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	bids to whom LIC notifies the award of contract which will be decided during online reverse auction and/or through commercial bid
L1 Quote	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction. If Online Reverse Auction is held as per the conditions of the RFP – Lowest price discovered through Online Reverse Auction
Vendor	Means the successful Bidder/s as an outcome of this RFP with whom LIC signs the contract for rendering of services required in the RFP.
Specifications	Means all the functional, technical, operational, performance or other characteristics required of a Product or Service found in this RFP or any of the annexure or addendum or clarifications to the RFP.
“Party” and “Parties”	Each of the parties i.e., LIC and Selected bidder are collectively referred to as the ‘Parties’ and individually as a ‘Party’.
Default Notice	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
Law	Shall mean any Act, notification, bylaws, rules and regulations, directive, ordinance, order or instruction having the force of law, enacted or issued by the Central Government and/ or the Government of any state or any other Government or regulatory authority.
Personnel	Means professionals and support staff provided by the vendor and assigned to perform the Services or any part thereof. Personnel deployed by the vendor on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan.
Requirements	Shall mean and include the capability, characteristics, attribute or quality of systems as per schedules, details, description and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
Terms of Reference	Means the section which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
Timelines	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
Date of Acceptance	“Date of Acceptance” the system/project shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and

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	completed and a certificate from LIC is obtained by the Vendor. The date of acceptance of system will be the one stated in the Certificate issued in writing from LIC and duly signed by an authorized official of LIC.
Date of Acceptance of Purchase order	The date on which the Purchase Order is first communicated to the selected bidder (through e-mail/ letter/ portal).
Specified Personnel	Personnel deployed by the Vendor on the project to meet the requirements of the RFP and assigned to perform the services and any part thereof within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan in response to this RFP.
H1 Elimination Clause	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.

2. Abbreviations

SN	Terms/ Abbreviations	Meaning/ Interpretation
1	AMC	Annual Maintenance Contract
2	BCMS	Business Continuity Management System
3	BCP	Business Continuity Planning
4	BFSI	Banking, Financial Services and Insurance
5	BIA	Business Impact Assessment
6	Bidder	The person or the firm or company participating in this tender.
7	BO	Branch Office of LIC
8	BOM	Bill of Materials
9	CA	Configuration Audit
10	CAPA	Corrective Action and Preventive Action
11	CEH	Certified Ethical Hacker
12	CERT-In	Computer Emergency Response Team – India
13	CIA	Confidentiality, Integrity, and Availability
14	CIRT	Computer Incident Response Team
15	CISA	Certified Information Systems Auditor
16	CISM	Certified Information Security Manager
17	CISSP	Certified Information Systems Security Professional
18	CO	Central Office of LIC
19	DO	Divisional Office of LIC
20	DAM	Database Activity Monitoring
21	DE	Database Encryption
22	DRP	Disaster Recovery Planning

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SN	Terms/ Abbreviations	Meaning/ Interpretation
23	EMD	Earnest Money Deposit
24	GCCIH	GIAC Certified Incident Handler
25	GIAC	Global Information Assurance Certification
26	GOI	Government of India
27	IRDAI	Insurance Regulatory and Development Authority of India
28	ISMS	Information Security Management System
29	ISO27001 LA	ISO27001 Lead Auditor
30	ISO27001 LI	ISO27001 Lead Implementer
31	ITSM	IT Service Management (ITSM)
32	IVRS	Interactive Voice Response System
33	KGI	Key Goal Indicator
34	KPI	Key Performance Indicator
35	KRI	Key Risk Indicator
36	MeitY	Ministry of Electronics and Information Technology
37	MO	Mini Office of LIC
38	MSME	Micro, Small & Medium Enterprises
39	NC	Non-Conformities
40	NCIIPC	National Critical Information Infrastructure Protection Centre
41	NDA	Non-Disclosure Agreement
42	NSIC	National Small Industries Corporation
43	OSCE	Offensive Security Certified Expert
44	OSCP	Offensive Security Certified Professional
45	P & IR	Personnel and Industrial Relations Department of LIC
46	P&GS	Pension and Group Superannuation Department of LIC
47	PBG	Performance Bank Guarantee
48	PDCA	Plan-Do-Check-Act
49	PO	Purchase Order
50	PMC	Project Management Consultant
51	PSU	Public Sector Undertaking
52	PT	Penetration Testing
53	QSA	Qualified Security Assessor (QSA)
54	RA	Risk Analysis
55	RACI matrix	Responsible, Accountable, Consulted, Informed matrix
56	RPO	Recovery Priority Objective
57	RTO	Recovery Time Objective
58	SDLC	Software Development Life Cycle
59	SI	System integrator
60	SLA	Service Level Agreement
61	SO	Satellite Office of LIC

SN	Terms/ Abbreviations	Meaning/ Interpretation
62	SoA	Statement of Applicability
63	SoW	Scope of Work
64	SOP	Standard operating Procedure
65	Supplier	Successful vendor who has accepted purchase order.
66	TOC	Tender opening committee
67	U&R	Underwriting and Re-insurance Department of LIC
68	VA	Vulnerability Assessment
69	Vendor	Successful bidder
70	VM	Vulnerability Management
71	ZO	Zonal Office of LIC

Disclaimer

- a. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of LIC or any of its employees or advisors, is provided to the Bidders, subject to the terms and conditions set out in this RFP.
- b. This RFP is not an Agreement and is neither an offer by LIC, but an invitation to receive responses from the eligible Bidders.
- c. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own research, investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice/clarifications. LIC may at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- d. LIC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this RFP.

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- e. LIC also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- f. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- g. The issue of this RFP does not imply that LIC is bound to select a Bidder or subsequently to award the contract to the shortlisted Bidder, as the case may be, for the project and the LIC reserves the right to reject all or any of the Bids or Bidders without assigning any reason.
- h. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the Purchaser. In case any major revisions to this RFP are made by the Purchaser within seven days preceding the last date of submission of the Proposals, the Purchaser may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Purchaser nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.
- i. Subject to any law to the contrary and to the maximum extent permitted by law, LIC and its Directors, Officers, employees , agents disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document and any addendum/corrigendum to it or conduct ancillary to it whether or not the loss or damage arised in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees or agents. All information processed by the Bidder during solution deployment and maintenance belongs to LIC. By having the responsibility to maintain the infrastructure, the Bidder does not acquire implicit access right to the information or right to redistribute the information.

3. Activity Schedule

Sr. No.	Event/Activity	Details
1	RFP Ref. with date	LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026- RFP For Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution
2	RFP Release date	02.06.2026
3	Bid Processing Fee (Non-Refundable)	NIL
4	Submission of pre-bid queries and participant's detail for pre-bid meeting	15.06.2026, latest by 03:30 PM All queries related to this RFP to be sent on dam.tenders@licindia.com
5	Pre-bid meeting – (maximum 2 representatives from each eligible bidder), date, time and venue	16.06.2026, 11:30AM at the below mentioned address. Pre-bid meeting shall be conducted as Physical meeting only. There shall be no arrangements made for conducting the meeting through Video conferencing mode or Online mode.
6	Address for Communication/ submission pre-bid meeting/opening of bids	LIC of India, Central Office, IT-DT Department, 2nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santacruz (W), Mumbai – 400054
7	Earnest Money deposit (EMD)	INR 50,00,000 (Rupees Fifty lakh Only) EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate as mentioned in this RFP document.
8	Mode of submission	Online (www.tenderwizard.com/LIC)
9	Last date & time for submission of bids	07.07.2026, latest by 03:00 PM
10	Bid opening date & time (Eligibility & Technical)	07.07.2026, 03:30 PM
11	Commercial Bid (Indicative) submission date and time	Will be intimated to the technically qualified bidders later.
11	Commercial bid (indicative) opening date, time & venue	Will be intimated to the technically qualified bidders later.
12	Online Reverse Auction	Will be intimated to the eligible bidders (after

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		evaluation of Indicative commercial bids)
13	Contact Details	Mr. M.A. Roshith 022-67090519 dam.tenders@licindia.com
14	LIC's Official Website (URL)	https://www.licindia.in

- LIC reserves the right to extend the last date for the receipt of RFP Bids. LIC reserves the right to cancel the RFP at any time without penalty and without incurring any financial obligation to the Bidder.
- Any change to the Activity Schedule will be notified through website (<https://licindia.in/web/guest/tenders>, <https://eprocure.gov.in/> and www.tenderwizard.com/LIC) only. Amendments/corrigendum, if any, to this RFP would be hosted on above mentioned websites/URLs.
- In case the date of an event like last date for submission of bids, opening of bids etc. are declared as holiday in Mumbai, the respective date shall be treated as postponed to the next working day.
- Bidder's representatives should bring their company I-cards for Pre-Bid Meeting and any other meeting connected with this RFP.
- Only a maximum of two authorized representatives from each bidder will be allowed to attend pre-bid meeting and tender opening event and the authorized representative must attend the pre-bid meeting without fail.
- Online Reverse Auction schedule will be notified on the LIC website (<https://licindia.in/web/guest/tenders>, <https://eprocure.gov.in/> and www.tenderwizard.com/LIC) only.
- Bidders are requested to regularly visit above websites to keep themselves updated.

Section B: Invitation for Request for Proposal

1. Introduction

The Life Insurance Corporation of India, hereinafter referred to as LIC, a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai-400021, hereby invites Online Bids, towards this Request for Proposal (RFP) for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption (DE) Solution including Key Management solution and Hardware Security Module(HSM).

The Bid document can be obtained from the website of LIC "www.licindia.in" under tenders (<https://licindia.in/web/guest/tenders>). Interested entities are advised to study this RFP document carefully before submitting their proposals in response to the RFP.

Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

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

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

The Bidder should try to submit the Bid well before the last date to avoid any inconvenience at the last moment.

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

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For all dates/events pertaining to this RFP bidders are requested to refer to Section A-Clause-3 -Activity Schedule. Bids received after the stipulated time even on the due date or incomplete in any respect are liable to be rejected.

Wherever reference date is not mentioned, the date of RFP shall be taken as the reference date.

2. Bid Document Availability

The Bidder may download the RFP documents from the websites mentioned below:

- <https://licindia.in/web/guest/tenders>
- <https://eprocure.gov.in/>.
- <https://www.tenderwizard.com/LIC>

Addenda: Any modification / clarification /corrigenda related to bid document issued by LIC will be in the form of an addendum published on above mentioned portals. The eligible bidders are expected to visit the website(s) frequently during the pendency of this RFP process in order to keep themselves updated with any changes/modifications etc. in this regard.

3. LIC Business Hours

The business hours may vary from region to region and may be generally taken to be 7 hrs. and 30 minutes from Monday to Friday from 10.00 am to 5.30 pm, excluding holidays, Saturdays, and Sundays. The Vendor however should recognize the fact that they may be required to work beyond the business hours and holidays on need basis. The existing business hours in LIC may change in future, but it can be assumed to be about 48 hours per week.

4. Objective

Life Insurance Corporation of India for enhancing its information security posture intends to onboard an experienced System Integrator (SI) for supplying, commissioning, configuration, maintenance of Database Encryption Solution within its environment for the period of contract.

The selected Bidder will be responsible for design, implement, upgrade, rollout and support the Database Encryption (DE) solutions including Key Management solution (KMS) and Hardware Security Module (HSM) at the LIC's DC, DR, UAT and other COLO sites.

Selected Bidder shall supply and install all required Hardware and Software as per the broad objectives as outlined in this RFP.

5. Overview of RFP

For implementing the Database Encryption (DE) solution, the successful bidder shall be responsible for the below phase wise activities:

A. Phase 1 – Planning:

Outlining an implementation strategy and detailed plan for the in-scope solutions, ensuring alignment with organizational objectives.

B. Phase 2 – Designing:

Development of detailed implementation architecture diagram (high level and low level), relevant policies and procedures, etc. for the in-scope solutions.

C. Phase 4 - Implementing:

Deployment of in-scope solutions, its configuration, integration with applicable IT assets and the provision of applicable trainings to LIC team to establish a secure and functional environment.

D. Phase 3 – UAT:

In the User Acceptance Testing (UAT) phase, the deployed DE solution is validated by LIC users to ensure it meets all functional and technical requirements. This includes executing test cases, capturing feedback, resolving issues, and obtaining formal sign-off from stakeholders confirming the solution is ready for production.

E. Phase 4 - Sustaining:

Continuous monitoring, performance optimization, maintaining compliance with LIC policies, industry standards and regulatory guidelines, change management, incident response, etc.

The details are covered in the '**Section E – Scope of Services**' of this RFP.

6. Eligibility Criteria

To become eligible to respond to this RFP, the bidder should fulfill the following minimum Eligibility criteria.

SN	Eligibility Criteria	Documents to be Submitted
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.

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SN	Eligibility Criteria	Documents to be Submitted
2	<p>The bidder should be Original Equipment Manufacturer (OEM) or authorized partner of OEM with an authority to sell, upgrade supply, service, and support and maintain the proposed solution(s) (software) during the entire period of contract with LIC as on the date of RFP. Relevant Certification to be attached with the bid document. The bidder needs to submit Manufacturer Authorization Form (MAF), having reference to this RFP, from respective OEMs stating that bidder is authorized partner / system provider of OEM and is authorized to participate in this RFP.</p> <p>Note: In the response to the RFP, OEM (in individual capacity) and OEM with bidder cannot bid simultaneously i.e. either OEM (Original Equipment Manufacturer) in individual capacity or OEM with bidder i.e. their authorized distributor/partner in India can bid in the RFP.</p> <p>In case, both OEM (in individual capacity) and OEM with bidder submit the bids, the bid submitted by OEM (in individual capacity) alone will be considered.</p>	<p>OEM certificates are to be provided by vendor</p>
2	<ul style="list-style-type: none"> • The Bidder must have an annual turnover of minimum Rs. 100 Crores per annum during the last 03 (three) years preceding the date of this RFP • For MSME bidders, the turnover requirement will be as follows: • the MSME bidder must have an average turnover of Rs. 15 Crores in the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025), instead of the minimum turnover of Rs. 100 Crores as stipulated for other bidders. • Furthermore, MSME bidders must have made a profit (before tax) in each of the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025). • The MSME bidder must submit a valid MSME registration certificate along with the 	<p>Annual audited balance sheet for last three financial years</p>

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SN	Eligibility Criteria	Documents to be Submitted
	necessary financial documents to support the above criteria	
3	The bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during the last 03 (three) years preceding the date of this RFP.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years and CA Certificate
4	The Bidder should have a minimum of three (3) years of experience in supply, installation, implementation and/or maintenance of enterprise-grade Data-at-Rest Encryption (DE) solutions, Key Management Systems (KMS), and Hardware Security Modules (HSMs) 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.	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
5	<p>The Bidder should have successfully supplied, installed, implemented and/or maintained during the last seven (7) years preceding the date of this RFP:</p> <p>At least two (2) projects involving :</p> <ul style="list-style-type: none"> • Enterprise-grade Data-at-Rest Encryption solutions (preferably beyond native database TDE), • Centralized Key Management Systems (KMS) with full key lifecycle management, and • Hardware Security Modules (HSMs) (preferably FIPS 140-2 Level 3 or higher), <p>For: Private sector organizations in India with a minimum market capitalization of INR 500 Crores, OR PSUs / Government Organizations / Regulators / Stock Exchanges / BFSI sector firms in India or globally.</p> <p>It is not mandatory that all the above components (DE, KMS, and HSM) be implemented within a single project. However, the Bidder must demonstrate cumulative experience across all three areas through one or more eligible projects.</p>	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
6	Bidders and the proposed OEM should have support centres in India with availability of 24 x 7 onsite, telephonic/ remote support.	Declaration on company letter head duly signed by the authorized signatory of the bidder.

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SN	Eligibility Criteria	Documents to be Submitted
7	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF).	The bidder must submit the Manufacturer's authorization letter (i.e. MAF) from OEM as per Annexure – H.
8	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI valid as on the date of this RFP. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.	Declaration on company letter head duly signed by the authorized signatory of the bidder.
9	Power of Attorney/Board resolution or Authorization, duly authorizing the authorized signatory to act on behalf of the Bidder for all legal and financial matters pertaining to this Bid and the resulting contract, if any.	Copy of POA / Board resolution attested by company secretary to be submitted.

Note:

1. The bidders should submit their responses to the eligibility criteria in the format as provided in '**Annexure C – Eligibility Criteria**'.
2. Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
3. The technical bids of bidders who qualify in the eligibility bid evaluation only shall be opened for further evaluation.
4. All copies of supporting documents should be submitted as enclosures to Annexures. The same should be attested by Authorized signatory of the bidder.
5. The soft copies submitted should be digitally signed by Authorized signatory.
6. Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. LIC reserves the right to verify/ evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.

7. General Instructions

- The Bidder may download the RFP documents from the websites mentioned below:
 - a. <https://licindia.in/web/guest/tenders>
 - b. <https://eprocure.gov.in/>.
 - c. <https://www.tenderwizard.com/LIC>

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- The information provided in the RFP is believed to be true and reliable at the date obtained but does not purport to provide all the information necessary or desirable to enable the bidder to determine whether or not to participate in the RFP.
- The RFP provides an overview of the requirements. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidder must form their own conclusions about the solution, keeping in view LIC's requirements. Information contained in this RFP and corrigenda, if any, should be taken as guidelines for Bidders.
- LIC has used or will use its best judgment and assessment to fairly and reasonably represent the nature and scope of the work in order to submit viable bids. However, LIC shall not be deemed to give any guarantees or warranties of accuracy of any of the information in this RFP or any corrigenda, nor of its being comprehensive or exhaustive. Nothing in this RFP or any corrigenda is intended to relieve bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any corrigenda, as applicable.
- Failure to furnish all information required by the RFP or submission of a bid not responsive to the RFP in every aspect will be at the Bidder's risk and may result in rejection of the Bid.
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of LIC. Any notification of preferred Bidder status by LIC shall not give rise to any enforceable rights to the Bidder.
- This RFP supersedes and replaces any previous public documentation & communications. Bidders should place no reliance on such communications.
- Failure to comply with the requirements of this RFP and corrigenda, if any, may render the bid non-compliant and the bid may be rejected. Hence, bidders must:
 - a) Include all required Documents, Certificates, etc. specified.
 - b) Follow the format provided and respond to each element in order as set out
 - c) Comply with all requirements as set out.
- Pre-Contract Integrity Pact (IP): This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact with LIC, on a stamp paper of Rs.500, would be eligible to participate in bidding. "Integrity Pact" format is given in **Annexure N**.

As per CVC Circular No 04/06/23 having Reference: 015/VGL/091 dated 14.06.2023 of Revised Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02 / 2.04 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP is signed by both the parties till the completion of contract. Any violation of the same would entail disqualification of the bidders and exclusions from future business dealings.

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After award of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them.”

Bidders may refer site: <https://cvc.gov.in/> & <https://cvc.gov.in/files/iem-pdf/IEM%2000004.pdf>

- LIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.
- Response to this RFP by the bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexures, clarifications, if any.
- All the terms and conditions and the contents of the RFP along with the Annexures, clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful bidder, from time to time as an outcome of this process.

8. Issue of Corrigendum

1. LIC will endeavor to provide timely response to all queries in utmost good faith. However, LIC, at its discretion, may choose not to respond to the query which is not under purview of this RFP.
2. At any time prior to the last date for receipt of bids, LIC may, for any reason, whether at its own initiative or in response to a clarification requested by a bidder, modify the RFP Document by issuing corrigendum.
3. The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on portals/websites mentioned under Section B: Invitation for Request for Proposal, sub-section 2. Bid Document Availability.
4. Any such corrigendum shall be deemed to be incorporated into this RFP.
5. In order to allow Bidders a reasonable time to take the amendments, if any, into account in preparing their Bids, LIC, at its discretion, may extend the last date for the submission of Bids.
6. Any change in the timelines as decided by LIC will be posted in LIC website, Tender Wizard and GOI e-procurement portal. The Bidders, in their own interest are requested to check the website regularly to know the updates.

9. Terms and Conditions

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 vendors from time to time as an outcome of this RFP Process.

Section C: Instructions to Bidders (ITB)

1. Pre-bid meeting and Clarification/ Amendment of Bid Documents

- a) The Bidder is expected to examine all instructions, statements, terms, and specifications in the RFP document as amended from time to time. LIC has made considerable effort to ensure that accurate information is provided in this RFP and the information is given solely to act as guidelines for Bidders.
- b) The bidder who meets the pre-qualification criteria and technical criteria as specified in this document will be short-listed.
- c) Interested entities are advised to study this RFP document carefully before submitting their bids in response to the RFP. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this RFP with full understanding of its terms, conditions and implications.
- d) LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and may request for additional information, if required, from the bidders. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to Bidder or any other person or party.
- e) This document should not be construed as Tender.
- f) Submission of the bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his bid. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent short listing of the successful bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.
- g) Failure to furnish all information required by the bidding documents or submission of a bid not responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- h) Furthermore, during the RFP process, LIC has disclosed or will disclose in the RFP and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda.
- i) If deemed necessary, LIC may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give a presentation for the purpose of clarification of the bid submitted by him.

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- j) The Bidder requiring any clarification of the bidding documents should submit written/ email queries within timelines indicated in this document.
- k) At any time prior to the deadline for submission of bids, LIC may modify the bidding document by amendment.
- l) Any clarification issued by LIC will be in the form of an addendum/ corrigendum. The amendment will be binding on all bidders. LIC, at its discretion, may extend the deadline for submission of bids to allow bidders reasonable time to take the amendment into account. Verbal requests for clarification will not be entertained.
- m) A pre-bid meeting will be held with bidders as given in the activity schedule.
- n) In case any bidder does not attend pre-bid meeting, it will be assumed that the bidder(s) has/ have no points in the RFP document that need clarification.
- o) Any clarifications/ queries/ suggestions regarding the RFP should be conveyed to LIC by the bidder only through email-id specified in activity schedule, on or before the date mentioned in the activity schedule. LIC may accept or reject the suggestions offered by the bidder.
- p) Queries not received within the time specified may not be entertained by LIC.
- q) LIC may seek clarification/ additional information or document(s) from any bidder related to this RFP and bidder’s response must reach LIC within 6 (six) working days by email/ hard copy. All such information and document(s) provided by the bidder will be taken to form part of his/her response.
- r) If any clarification/ document called by LIC is not submitted by the bidder within six (6) working days or incomplete response is received from the bidder, it may lead to rejection of his bid and no further correspondence in this matter will be entertained. However, LIC reserves the right to take a final decision in this regard.
- s) If a Bidder discovers any significant ambiguity, conflict, omission or any other deficiency in this RFP, the bidder should immediately notify the same to LIC in writing or by email before the pre-bid meeting. The queries should necessarily be submitted in the following format, strictly in an excel document:

LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026					
Sl. No.	RFP Section	Sub-Section	Pg. No.	RFP Clause	Bidder Query

- t) For all dates/events pertaining to this RFP, bidders are requested to refer to **Section-A Clause-3-Activity Schedule**. Bids received after the stipulated time even on the due date or incomplete in any respect are liable to be rejected.

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- u) Wherever reference date is not mentioned, the date of RFP shall be taken as the reference date.

2. Submission of Bids

1. E-Tendering Online bids are hereby invited for the works mentioned through online e-Tendering System portal --
<https://www.tenderwizard.com/LIC> from the intending bidders.
2. **This is an E - Tender and hence Bids must be submitted "ONLINE"**. Bids are to be submitted online through aforementioned e-Tendering System portal (Tender Wizard). All documents are to be scanned and uploaded. Please refer to **Annexure- S** for Online Tendering Guidelines.
3. **The online bid submission process shall comprise two stages. In Stage I, bidders shall submit their Eligibility and Technical Bids online in the respective sections of the Tender Wizard portal. In Stage II, bidders shortlisted on the basis of the evaluation of their Eligibility and Technical Bids shall be invited to submit their indicative Commercial Bids online..**
4. The original Bid must be printed on 8.27" by 11.69" (A4 size) paper in indelible ink.
5. Bids should be complete, properly indexed, annexure-wise, duly supported by relevant documents and should contain no duplicate documents.
6. The indicative prices are ONLY to be quoted in the indicative commercial bids.
7. LIC will not be responsible for non-receipt of bids/quotations in online Tender wizard portal within the specified date and time due to any reason.
8. Bids received beyond the date and time mentioned in the activity schedule will be termed as "Late" and will not be accepted.
9. The Bidders should submit their bid(s) along with the scanned copy of Bank Guarantee towards the EMD wherever applicable.
10. Hard copy of Bank guarantee for EMD, Integrity Pact should be submitted to LIC in a sealed cover within one working day from the last date of submission of bids.
11. Any alterations, erasures, overwriting, blanking-out, or discrepancies in figures etc. may render the bid invalid.
12. The participating SI should size the proposed solution and provide the quantities accordingly in their Technical bids.
13. The bid will be treated as legally void and will be rejected if:
 - Bid is not signed by the duly authorized person or
 - Bid submitted is unsigned or partially unsigned
 - An image of signature found pasted on pages instead of wet signature.

14. By submitting a bid, the bidder's signatory certifies that in connection with this RFP:
- The bidder's organization or an agent of the bidder's organization has arrived at the technical offer in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,
 - The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor.
 - No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.
15. Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the RFP document.
16. Please note that prices must not be indicated anywhere in the Eligibility bid or Technical Bid, failing which the Bid may be rejected.
17. The bidder should not respond to this RFP for this requirement in consortium with any other partner. All such consortium bids will be summarily rejected.
18. Participation in this RFP will mean that the bidder has accepted all terms and conditions and clauses of this RFP and subsequent Corrigendum/ modification(s) to this RFP, if any.
19. The Bidders should submit their Bid along with the required documents and Certificates as stated in the **Section H- Enclosures**.
20. During Bid evaluation, if any deviation is observed, LIC may call for clarifications/ confirmations and may decide to accept any deviation at its discretion and the decision of LIC in this matter will be final.
21. If any compliance or clarification sought by LIC is not submitted within 6 working days of being called for, bids are liable to be rejected. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final and binding.
22. During scrutiny of technical bid, if any technical specification/s of any item is/are changed by mutual consent to meet our requirement, all the Bidders will be informed of the same and asked to submit fresh quotation for that/those item/s if any.
23. Bidders are advised to submit their bids online well in advance of the deadline to avoid any last-minute issues. LIC shall not be held responsible for any circumstances that may prevent submission of bids before the cut-off time.
24. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful

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bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.

25. The Arithmetical errors will be rectified on the following basis:

- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

If the bidder does not accept the correction of errors, its bid will be rejected.

26. Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.

27. The Bidder should have the capability to implement and maintain the project during the contract period of 5 years. The vendor should also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years. The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions including the price component.

28. 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.

3. Technical Bid

The Technical-Bid document should contain the following:

- i. Please refer **Section H: Enclosures** indicating the list of documents to be submitted as part of Technical Bid document.
- ii. Covering letter (on bidder's letterhead) giving reference of this RFP and consent for acceptance of all the Terms & Conditions of this RFP (including modifications, if any, issued subsequently) and mentioning list of all the enclosures.
- iii. Technical specification compliance sheet as per **Annexure F**.
- iv. 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, HSM, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power supply.

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- v. 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.
- vi. Complete bill of quantity to be submitted along with technical bid as per format given in the **Annexure – R**.
- vii. Technical details/brochures of the product(s).
- viii. No indications as to price aspect or financial stipulations are to be given in the technical bid, failing which the bid shall be rejected.

4. Commercial Bid

- i. **Bidders qualifying in the eligibility and technical evaluation stages shall be required to submit indicative commercial bids. The indicative commercial bids shall be submitted based on the finalized solution architecture and the corresponding Bill of Materials (BoM) agreed upon after completion of the technical evaluation stage.**
- ii. Price is to be quoted in Indian Rupees only.
- iii. Only fixed price commercial bids (indicative prices) for all the items/services specified in proposed will be considered.
- iv. All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per **Annexure G**.
- v. For each component, commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies etc., and shall be exclusive of GST.
- vi. Any other tax which may be payable if and wherever applicable at the place of delivery will be paid extra on actual basis by LIC, subject to production of original documents / receipt issued by appropriate authority.
- vii. The bidder shall quote the price as per specified format for the entire project on a single responsibility basis. The price shall be quoted entirely in Indian Rupees and taxes will be paid on actual basis. The price shall be written both in figures & words in the prescribed offer form.
- viii. No line items in Commercial Bid (indicative prices) shall be submitted as zero. Prices of different line items should not be clubbed under one-line item.
- ix. It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules / regulations / orders of any government/non-government / regulatory authority in force.
- x. The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labor rates, etc.
- xi. The spread of costs for ATS/AMC/Warranty needs to be provided in appropriately distributed manner. If bidder is found to make upfront loading of these charges / payments etc. to initial years, then bidder's bid may be rejected.

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- xii. Proposals are liable to be rejected if bidder indulges in unfair pricing practice.
- xiii. Only bidders who are technically qualified in the first stage shall be eligible to submit the Commercial Bid (indicative pricing) in the second stage.

5. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LIC shall be in English language. As far as numbers are concerned the same should be in English Numerals.

6. Modification and Withdrawal of the Bids

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

7. Compliant Bids / Completeness of Response

- a. The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support. Information should be submitted in the same format as per the Annexure(s) attached.
- b. Bidders are advised to study all instructions, clarifications, terms, requirements, appendices/ Annexures and other information in this RFP document carefully. Submission of the bid/ proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c. Failure to comply with the requirements as set out within the RFP and failure to submit the bid as detailed in the RFP may render the bid non-compliant. In such a case, the bid may be rejected.
- d. Bid with insufficient information to permit a thorough evaluation may be rejected.
- e. LIC reserves the right to verify the validity of bid information and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
- f. If a bid is not responsive and not fulfilling all the terms and conditions of the RFP, it may not be considered and will be rejected by the Corporation and may not subsequently be made responsive by the Bidder by correction of the non-conformity. However, LIC reserves the right, to waive/ modify any of the requirements of the bid in the best interests of LIC.
- g. Rejection of non-compliant bid:
 - LIC reserves the right to reject any or all bids on the basis of any deviation(s).

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- Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.

8. Files not to be password protected

The soft copies of the uploaded files under eligibility, technical bids and Indicative commercial bids as per **Annexure-G (excel format)** and other zipped files should not be password protected.

The bids are to be submitted in the format (soft copy) as per the Annexures in this RFP.

9. Pricing, Billing, Duties and Taxes

- a) The commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies, cess etc., and shall be exclusive of GST.
- b) Vendor will be entirely responsible for upfront payment of all applicable taxes like GST, License fees, road permits etc. GST shall be mentioned in the Invoices and payments will be made as per invoices submitted.
- c) GST wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actuals on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of two months from the date of payment of the taxes, the vendor will not be eligible for any reimbursement on this count.
- d) 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.
- e) The successful bidder, after the online reverse auction (ORA), has to furnish **price breakup** i.e., basic price and applicable taxes in the invoices submitted by them.
- f) It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules/ tax laws/ regulations/ orders of any government/ regulatory authority in force, transportation, insurance of services etc. without any additional cost to LIC.

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

9.1 Deduction of Taxes at Source

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

10. Earnest Money Deposit (EMD)

- i. Bidders shall submit along with the bid, EMD of INR 50,00,000 (Rupees Fifty lakhs) in the form of unconditional and irrevocable Bank Guarantee (BG), payable at Mumbai as per the format given in **Annexure-O (Bank Guarantee for E.M.D.)**. This should be executed by a Nationalized/ Scheduled Bank acceptable to LIC.
- ii. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria.
- iii. EMD shall be valid for a period of twelve months from the date of release of RFP.
- iv. Non submission of EMD or submission of EMD not conforming to criteria mentioned here along with Eligibility Bid Document will disqualify the Bidder.
- v. The EMD will not carry any interest.
- vi. The EMD of those Bidders, who do not qualify in the eligibility evaluation or technical evaluation, will be returned to the issuing Bank of Bidders without interest after completion of RFP process.
- vii. The EMD will be refunded to the successful bidder after:
 - a. Acceptance of Purchase Order
 - b. Signing of the Contract(s)
 - c. Submission of required Performance Bank Guarantee (PBG)
- viii. The EMD submitted by the bidder may be forfeited and other action(s) may be taken against bidder if:
 - a. The bidder backs out of the RFP process after the last date and time for submission of bids.

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- b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP i.e. **Section-C - Clause 40** – Fraud and corrupt practices.
- c. The Bidder withdraws or amends its Bid during the period of Bid validity.
- d. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or
- e. Bidder does not respond to requests for clarification of its Proposal.
- f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- g. Successful Bidder fails to submit Performance Bank guarantee within specified time limit (within 14 days from issue of Letter of intimation).
- h. The successful bidder does not accept the Purchase Order issued by LIC or does not execute the Contract(s) within the time prescribed by LIC.
- i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails
 - i. To sign the Contract within the specified time limit (within 14 working days from issue of Contract form) ; or
 - ii. To furnish unconditional and irrevocable Bank Guarantee towards the Performance Guarantee as mentioned in this RFP or
 - iii. to furnish Non-Disclosure Agreement (NDA) as per LIC's format **(Annexure Q)**
- ix. The successful bidder who does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC shall be blacklisted by LIC and shall be barred from participating in any future RFP/bids/tenders of LIC for a period of next 5 years.
- x. In exceptional circumstances, LIC may seek the Bidders' consent for extension of the period of validity of bids. The request and the responses thereto shall be made in writing. In such a case, the EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its EMD unless it is the shortlisted bidder who has been notified by LIC that its bid has been shortlisted. A Bidder granting the request will not be required nor permitted to modify its bid.

11. Opening of Bids

- a) The date and venue of opening of RFP bids shall be as per the **Section-A Clause-3 - Activity Schedule**.
- b) The bids received online in Tender wizard before the specified closing date and time in the Activity Schedule, shall be opened by the Tender Opening Committee (TOC) in the presence of bidders or their authorized representatives (maximum 2 representatives per Bidder) who may choose to attend the opening of the bids on the specified date, time and venue as given in the Activity

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Schedule (only one representative per bidder shall be permitted in each of the bid openings).

- c) All bids will be scrutinized to determine whether the submitted bids are complete and fulfill the RFP requirements.
- d) The passwords of password protected files shall be called for from Bidders during the Bid evaluation stage.

12. Evaluation process for selection of bidder

- a) LIC will evaluate the Bids submitted in response to the RFP and all supporting documents/ documentary evidence as per the requirements stated in the RFP documents and its subsequent Corrigendum/modifications (if any).
 - i. LIC may ask for meetings with the Bidders to seek clarifications on their bids.
 - ii. LIC/Evaluation Committee reserves the right to request any shortfall documents/clarifications from bidders during the evaluation stage. The requested clarifications or documents must be submitted within six working days from the date of request.
 - iii. Technicalities or minor irregularities in bids may be waived during evaluation if it is in LIC's best interest. The bidder may either be given an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its bid, or the deficiency waived if it is to LIC's advantage to do so.
 - iv. Evaluation of the responses to the bids and subsequent short listing of the bidder will be entirely at the discretion of LIC and will be binding on the bidders. LIC's decision shall be final and no correspondence seeking clarifications about the decision shall be entertained.
- b) The Technical bids of bidder who successfully qualifies in the eligibility criteria **(Annexure – C)**, shall only be opened subsequently for technical evaluation.
- c) The technically qualified bidders will be intimated by email/letter to submit the 'Commercial Bid (indicative price)' through Tender wizard online.
- d) The date and time of opening of indicative commercial bids will be published in website and will be intimated by email/letter.
- e) The 'Commercial bids (indicative price)' of technically qualified short-listed bidders will be opened by the Commercial bid opening committee in the presence of bidders/ their authorized representatives (maximum 2 per bidder) who choose to attend.
- f) Thereafter, these bidders need to participate in online reverse auction (ORA) for which web-based online tender wizard platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to these bidders by LIC. The exact business rule will be intimated to the participating bidders before commencement of online reverse auction (ORA).

g) Technical bid evaluation criteria

The bidder shall submit a **Technical Bid proposal** clearly detailing the proposed solution. **The submission shall, at a minimum, include the following:**

- Supported encryption methods (TDE, file-level, application-level) and overall data-at-rest coverage across databases, files, and backups
- Provide details of the supported database encryption mechanisms (e.g., Transparent Data Encryption (TDE)) and encryption of database backups. The response should include the extent of data-at-rest protection for database files and database backup files, including key management and encryption algorithms used.
- List of supported databases/platforms (MongoDB, MySQL, Oracle, Postgres, Teradata, SAP HANA, Vertica, SQL Server, NoSQL, etc.) and any limitations
- Key management lifecycle details including key generation, distribution, storage, rotation, archival, and destruction
- Automated key rotation policies and key hierarchy/segregation (Prod, DR, UAT, multi-tenancy)
- Details of proposed HSM including model, specifications, and certifications (e.g., FIPS 140-3 Level 3 or higher)
- HSM high availability, clustering, failover, and cryptographic capabilities
- Secure key storage and protection mechanisms within KMS and HSM
- Backup architecture for KMS and HSM including secure key backup and restoration procedures
- Disaster recovery strategy including geo-redundancy, DR site setup, and recovery processes
- Integration capabilities with databases, applications, APIs/SDKs, and existing infrastructure (AD/LDAP, SIEM, monitoring tools)
- Compatibility with cloud and hybrid environments (if applicable)
- Role-based access control (RBAC), dual control, and segregation of duties
- Audit logging, monitoring, and reporting capabilities
- Performance impact on systems and benchmark details (if available)
- Scalability of the solution to handle increased workloads and environments
- Compliance with regulatory and security standards (RBI, SEBI, PCI-DSS, ISO 27001, etc.)
- Detailed architecture diagram showing integration of DE, KMS, and HSM
- Deployment approach including agent-based/agentless options
- Complete product documentation including datasheets, manuals, and version details
- Any assumptions, prerequisites, or dependencies for successful implementation.

- **The bidder shall, as part of the Technical Bid submission, propose the deployment architecture of the offered solution, appropriately designed to suit LIC’s distributed database architecture and operational requirements. Based on the proposed deployment architecture and the technical evaluation thereof, the indicative Bill of Material (BoM) for the required hardware and software components shall be finalized by LIC. Bidders qualifying in the Technical Evaluation stage shall subsequently be required to submit indicative commercial quotations for the finalized hardware and software components as part of the next stage of the RFP process.**
- As part of the Technical Evaluation process, the bidder shall provide relevant client references for similar implementations carried out in large enterprise environments, preferably involving distributed database architectures.
- LIC reserves the right to seek supporting documentary evidence, conduct reference checks, interact with the bidder’s existing clients, or request technical presentations/demonstrations prior to finalization of the solution architecture and implementation approach.
- The bidder shall facilitate such interactions and provide the necessary supporting information, documents, and contact details of client references upon request by LIC.
- **Technical proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:**

Sr. No.	Criteria	Evaluation Details	Max Marks
A	Bidder Experience	Number of relevant implementation projects (design, supply, and implementation and / or maintenance) of Data-at-Rest Encryption (DE), KMS, and/or HSM solutions in BFSI/Govt/Pvt sector in last 5 years:	20
		• 10 marks for each implementation project	
		• 5 marks for each maintenance-only engagement	
		Note:	
		• Implementation & maintenance under same contract counted as one	
		• Experience must include at least one KMS/HSM deployment project for full scoring	
		• Documentary proof (Work Order / Client) required	
B	Presentation & Solution Approach	The bidder shall make a detailed presentation. Marks will be awarded as follows:	35

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		<ul style="list-style-type: none"> • Understanding of business & technical requirements – 5 marks 	
		<ul style="list-style-type: none"> • Solution architecture & integration approach – <u>Bidder should propose the deployment architecture of the proposed solution suited for LIC's distributed database architecture</u> 10 marks 	
		<ul style="list-style-type: none"> • Deployment strategy & implementation roadmap – 5 marks 	
		<ul style="list-style-type: none"> • KMS & HSM architecture and key management approach – 5 marks 	
		<ul style="list-style-type: none"> • Security, scalability & compliance considerations – 5 marks 	
		<ul style="list-style-type: none"> • Project governance model & team structure – 5 marks 	
C1	Mandatory Technical Compliance	<p>100% compliance with all specifications mentioned in Annexure-F</p> <ul style="list-style-type: none"> • This is a mandatory (pass/fail) criterion • Non-compliance to any clause will lead to disqualification 	Qualifying (No Marks)
C2	Detailed Technical Evaluation	<p>Evaluation based on qualitative and functional capabilities of the proposed solution:</p> <ul style="list-style-type: none"> • Advanced encryption capabilities (beyond native DB TDE) – 7 marks • Key lifecycle management (generation, rotation, archival, destruction) – 7 marks • HSM features (FIPS compliance, HA, clustering, key protection) – 7 marks • Integration capabilities (multi-DB, applications, APIs) – 7 marks <p>Backup & Recovery (KMS & HSM) – 7 marks</p> <ul style="list-style-type: none"> • Performance, scalability & minimal overhead – 5 marks • Security features (dual control, segregation of duties, audit trails) – 5 marks 	45
		Total Marks	100

Copies of Work order /Client reference to be provided. Credentials and other evaluation criteria will be computed as of RFP date.

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The Bidder needs to achieve the following in the technical evaluation stage to be qualified for commercial bid opening:

- 100% compliance in technical compliance (Annexure –F)
- Bidder should obtain minimum score of 80 out of 100 under sub-scores mentioned in above table.

13.Right to Accept Any Bid and To Reject Any or All Bid(s):

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

14.Commercial Bid Evaluation:

The Commercial bids (indicative prices) submitted by the Bidders will be opened. After the opening of the Commercial Bid LIC will conduct the Online Reverse Auction (ORA).

If LIC decides then the Online Reverse Auction will be conducted and the eligible Bidders will be informed about the "Business Rules" and the details of the ORA, subsequently. The decision of LIC in this matter is final and will solely depend on the circumstances prevailing then.

- a) Only those Bidders who qualify in technical evaluation would be shortlisted for indicative commercial submission and further evaluation.
- b) The Bidder has to specify both in figures & words for all price quoted in Commercial Bid (indicative).
- c) Arithmetical errors will be rectified on the following basis:
 - i. If there is a discrepancy between the total price quoted in the bid and the total price that is obtained by multiplying unit price and quantity, the unit price shall prevail. The total price will be corrected accordingly.
 - ii. If there is discrepancy between the amount in words and figures, the amount in words will prevail.

If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

d) **Price Variation Factor and H1 Elimination clause:**

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

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by more than 40% as compared to the average of quoted prices of all Eligible bidders for all items in aggregate.

- e) The total Bid Price for this clause shall be made in Indian currency inclusive of all taxes, duties, levies etc., and shall be exclusive of GST.
- f) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.
- g) The specifications (Commercial Bids format) shall be submitted in the formats as per the respective Annexure-G specified in this RFP.
- h) **NPV Rule:** While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis.
 - 1) The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows.
 - 2) Discounting rate to be used: 10%
 - 3) Standard software for example 'Excel' can be used for the NPV computation.

15. Online Reverse Auction

- a) After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.
- b) The Indicative Commercial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- c) Thereafter, the technically qualified bidders subject to provisions of Price Variation Factor and H1 Elimination clause, will be required to participate in online reverse auction for which web-based e-tender platform will be made available by LIC.
- d) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder.
- e) The commercial figure quoted will be an all-inclusive figure inclusive of taxes, cess, out-of-pocket expenses, traveling, boarding, permits, lodging but excluding applicable item such as GST.
- f) The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.
- g) Only fixed price financial bids indicating total price for all the deliverables and services specified will be considered.

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- h) During reverse auction, the participating bidders shall input only the total cost (in NPV) that they have to offer.
- i) Any conditional bid may be rejected.
- j) The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Controller of Certifying Authorities (CCA) as per Information Technology Act, 2000 as amended from time to time.
- k) LIC will determine the Start Price and other parameters for the Reverse Auction on its own and/ or by evaluating the price band information available in the (indicative) commercial bids of the technically qualified bidders based on the lowest quote received in the indicative commercial bids.
- l) Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.)
- m) The bidder with the L1 Quote in ORA, subject to clause (x) -notification criteria mentioned below, will be declared successful Bidder
- n) The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material/ Indicative Commercial Bid, even when the total price has reduced in the auction. Any significant reduction in the cost of Expert Services/ Professional Support/ Training/ OEM Services/ Manpower deployment is not desired during reverse auction. LIC may require the bidder to justify and maintain reasonableness of cost of such items. LIC's decision in this matter shall be final and binding.
- o) The final outcome of the bidding process will be published on the LIC website.
- p) The bid price shall be in Indian Rupees.
- q) Errors & Rectification: Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.
- r) The bidder would need to provide all costs in Annexure G, as per the format of Indicative Commercial bid details.
- s) In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid and EMD.

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- t) The final selected L1 bidder (subject to clause (x)-notification criteria mentioned below, will be informed about the selection and the result will be notified on the LIC website and the bidders are advised to visit the above website for any information in reference to this RFP.
- u) In case, only one bidder is technically qualified, no reverse auction will take place. However, LIC reserves the right to negotiate price with the lone bidder. The prices once finalized through online reverse auction or negotiation will be termed as the “approved prices”.
- v) LIC will provide web-based E-tender system for ORA.
- w) As per the new Inter-Operability Guidelines released by The Controller of Certifying Authorities (CCA), the Secure Socket Layer (SSL) certificate for an e-Procurement Application is generated on a new algorithm, SHA2. The Digital Signature Certificates that will be applicable for these platforms have to be SHA2 algorithm compliant. The exact details will be informed before commencement of the ORA.
- x) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered

y) Notification Criteria

LIC will award contract to the Successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose bid has been determined to be responsive, and is the lowest price bid at the end of online reverse auction subject to Guidelines on Public Procurement Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II)-Part(4) Vol.II dated 19.07.2024 will be applicable for this RFP and allotment will be done in terms of said Order as under:

- a) 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.
- b) If L1 is not from a ‘Class-I local supplier’, the lowest bidder among the ‘Class-I local supplier’ will be invited to match the L1 price subject to Class-I local supplier’s quoted price falling within the margin of purchase preference, and the contract shall be awarded to such ‘Class-I local supplier’ subject to matching the L1 price.

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- c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.

In case the L1 bidder fails to fulfill any of the obligations under the RFP within the timelines defined, LIC reserves the right to cancel his selection and declare the L2 bidder (bidder with the second lowest commercial bid after Online Reverse Auction) as successful bidder provided this bidder agrees to match the commercial bid of the L1 bidder.

16. Notification of Award:

After Online Reverse Auction, LIC will notify the successful bidder in writing through a letter of Notification of Award that its bid has been accepted and send the Bidder the Contract Form incorporating all terms and conditions between the two parties.. The Bidder, in turn, has to confirm the acceptance for the Offer made by LIC through mail or registered letter. LIC's decision in this matter will be final and binding. In case the tendering process has not been completed within the stipulated period, LIC may like to request the bidders to extend the validity period of the bid and EMD.

Within 14 days of the letter issued by LIC for selection as the "selected vendor", the Bidder will furnish Performance Bank Guarantee, valid for the entire contract period. (Please refer to Clause-27- sub-clause (h)).

In case the selected bidder fails to submit performance guarantee within the time and manner stipulated, LIC at its discretion may cancel the notification of award placed on the selected bidder without giving any notice whatsoever.

After the submission of Performance Bank Guarantee and Non-Disclosure Agreement by the successful Bidder, the Purchase order shall be issued and Bidder shall be required to execute a contract with LIC.

17. Activities to be performed

- a) Activities to be performed are detailed in **Section-E – Scope of Work**.
- b) No activities will be carried out from the vendor's location without written and prior permission from LIC or explicitly allowed in this RFP.

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- c) For conducting the in-scope activities, the successful bidder will have to deploy resources to be available in LIC Mumbai office and visit the various offices as required by LIC.
- d) Laptops will be allowed only on need-to-have basis. Desktops will be provided by LIC. Pen drives and external drives will not be allowed within LIC's premises.
- e) Successful bidder and its representatives will ensure utmost care for protection of data/ information/ assets etc. of LIC as per Digital Personal Data Protection Act 2023.
- f) Subcontracting or engagement of external resources for ad hoc requirements shall not be permitted unless expressly approved by LIC for a specific activity, requirement, and duration. Notwithstanding the above, subcontracting shall be permitted solely for the implementation of native encryption on MySQL databases.
- g) The bidder shall remain fully responsible and accountable for all deliverables, performance, compliance, confidentiality, and obligations arising out of such subcontracting arrangement. LIC shall have no contractual relationship, liability, or obligation whatsoever towards the subcontractor or outsourced entity.

18. Non-Disclosure Agreement (NDA)

- a) The Successful bidder shall be required to execute a Non-Disclosure Agreement as per Annexure-Q on a non-judicial stamp paper of value Rs.500/- (Rupees Five Hundred only) duly signed by the Authorised Signatory of the Company.
- b) During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, databases, security infrastructure, IP addresses, router configuration, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/ third party the information so received. Also, the bidder may:
 - i. use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need-to-know basis to accomplish the purpose stated in this RFP,
 - ii. advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employees to honor these obligations.
- c) Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.

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d) Bidder shall ensure compliance to Digital Personal Data Protection Act 2023.

19. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

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

20. Contracting

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

21. Contacting LIC

No Bidder shall contact, through any means of communications, with LIC or its employees on any matter relating to this bid, from the date of floating of RFP to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of LIC or has some queries related to the bid, it should do so through the designated email-ID given in the Activity Schedule. Any effort by a Bidder to influence LIC in its decisions on bid evaluation, bid comparison or contract award shall result in rejection of the Bidder's bid and blacklisting.

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 of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
- f. Bids not conforming to the requirements of the terms and conditions may not be considered by LIC. However, LIC reserves the right, to waive/ modify any of the requirements of the BID, in the best interests of LIC.

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- g. LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. The decision of LIC will be final in this matter.

23. Disqualifications

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

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

24. Confidentiality and privacy

1. Confidential Information not to be disclosed

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

The Successful Bidder including but not limited to its personnel, its agents and Associates is bound by the conditions of the Non-Disclosure Agreement submitted by the Bidder in response to the RFP as per **Annexure Q**.

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

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- a) Use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need-to-know basis in order to accomplish the purpose stated in this RFP.
- b) Advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employee to honor these obligations.

The successful Bidder will treat as confidential all data and information about LIC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of LIC.

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

2. Exceptions to obligations

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

- i.** is disclosed by a party to its Advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract;
- ii.** is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;
- iii.** is disclosed by LIC;
- iv.** is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly;
- v.** is shared by LIC within LIC's organization, or with another Agency, where this serves legitimate interests;
- vi.** is authorized or required by law, including under the contract, to be disclosed;
- vii.** is in the public domain otherwise than due to a breach of this clause ;
- viii.** Is lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential; or
- ix.** Is independently developed by the Recipient without use or reference to such Confidential Information.

3. Obligations on disclosure

Where a party discloses Confidential Information to another person:

- i. Pursuant to clauses i, ii or v of Clause 2 above, the disclosing party must notify the receiving person that the information is Confidential

Information; and not provide the information unless the receiving person agrees to keep the information confidential;

ii. Pursuant to clauses iii and iv of Clause 2 above, the disclosing party must notify the receiving party that the information is Confidential Information.

4. Additional confidential information

i. The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract.

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

5. Period of confidentiality

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

i. Any item of information, for the contract period and one year thereafter; and

ii. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information.

25. Patent Rights and other litigation costs:

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the Hardware deliverables, in LIC's country, the successful Bidder will act expeditiously to extinguish such claim. If the successful Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the successful Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the successful Bidder of such claim, if it is made,

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without delay as when received. In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.

26. Land Border Clause

The land border clause is governed by the Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. Bidders and OEMs have to submit a self-declaration for land border clause in the form of Annexure T which shall form a part of eligibility criteria specified in this RFP.

27. Performance Bank Guarantee (PBG)

- a) After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable Performance 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". In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion may cancel the letter of selection without giving any notice 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.
- c) In case of extension of the contract by LIC, the vendor should submit fresh PBG of the same amount or extend the validity period of the submitted PBG to cover the extended validity period of the RFP. This should happen within one month prior to the expiry of the earlier PBG, unless otherwise intimated by LIC. If not, a penalty will be applicable. In case the Vendor defaults in renewal of PBG as stated above, the PBG or part thereof may be invoked and LIC's decision in this matter will be final.

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- d) Format for submitting the Performance Bank Guarantee is attached herewith as Annexure-K.
- e) The PBG will not carry any interest.
- f) The PBG may be required to be submitted in multiple numbers, if required by LIC.
- g) The PBG may be invoked for entire amount if the vendor backs-out of his obligations as per this RFP or if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC.
- h) If vendor fails to submit the required PBG within 14 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 35 days from the date of letter issued for selection as the "selected vendor", LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and may blacklist them.
- 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.
 - i. The bidder fails to honor expected deliverables or part as per this RFP after issuance of PO.
 - ii. Any legal action is taken against the bidder restricting its operations.
 - iii. 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 & conditions.
- j) In the event of any contract amendment, the Vendor shall, within seven days of agreeing to such amendment, furnish the amended performance guarantee, valid for the duration of the Contract as amended, including warranty obligations.
- k) The bidder has to replenish the invoked portion of PBG amount, by means of additional PBG within a period of 20 days from date of last invocation.

28. Placing of Orders and Making Payments

- a) The Central Office of LIC at Mumbai will place orders (either in full or in phases) with successful bidder for deliverables under this RFP at any time during the validity period of this RFP.
- b) LIC reserves the right to place repeat orders for additional services/ reassessment on the same terms & conditions during the validity of the contract.
- c) The Successful Bidder necessarily has to execute all the purchase orders issued by LIC and meet all the obligations of the Contract. The successful Bidder should point out any discrepancy/ deficiency in the Purchase Order(s) within five days of their receipt. The date on which the required information/ correction in Purchase Order is intimated to the successful bidder would be deemed to be the date of acceptance of the Purchase Order for the purpose of calculating the delivery period and penalty thereof.
- d) Payment terms & conditions are specified in Section-G-Payment Terms & Conditions. The Service Level Agreements (SLA) and Penalties are defined under Section-E Clause-10 of this RFP.

29. User Validation (UV) by Stakeholders

- a) Vendor has to carry out each activity in the presence of LIC officials (users) of the concerned project/ department (unless otherwise indicated). The users will validate the activities carried out by the vendor and raise any concern within 6 working days of submission of the reports failing which it shall be assumed that the user has validated the report.
- b) In case of any discrepancy in services/ software supplied, the vendor should remediate it at its own cost and risk and demonstrate its proper functioning.

30. Period of Validity of Bids

- 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 non-responsive if the bid is submitted with a shorter validity period.
- b) In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended by the bidder. Such extension will not require modification of the bids already submitted. A Bidder may refuse the request without forfeiting its EMD unless it

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is the shortlisted bidder who has been notified by LIC that its bid has been accepted.

- c) A Bidder granting the request will not be required nor permitted to modify its bid.
- d) The contract shall be for a period of five years from the date of signing of contract.
- e) The prices under this RFP will be valid for a period of five years from the date of issue of first Purchase Order.
- f) The commercial offer quoted in ORA shall be on a fixed price basis for the contract period. No upward revision in the price would be considered on account of subsequent increases during the offer validity period except for GST and any other applicable taxes.
- g) However, if there is any reduction on account of government levies, during the offer validity period, the same shall be passed on to LIC.

31. Late Bids

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

32. Duration of the Engagement

The duration of the engagement would be 5 years from the date of signing of contract. The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions including the price component

33. Costs to be borne by Respondents

All costs and expenses incurred by bidders in any way associated with the development, preparation and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations/ presentations, etc. and providing any additional information required by LIC will be borne entirely and exclusively by the bidder.

34. No Legal Relationship

No binding legal relationship will exist between any of the bidders and LIC until the issues of Purchase Order/ execution of a contractual agreement.

35. Price Negotiation Committee (PNC) Meeting

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 Prices Rates".

36. Limitation of Liability

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 vendor to pay liquidated damages to LIC; and the aggregate liability of the vendor 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.

The liability of the vendor arising out of violation of Intellectual property rights shall be governed by Section-F Clause -7. Intellectual property rights

37. Force Majeure

- a) The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond reasonable control of the vendor (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only), including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, outside that vendor's organization sabotage, order/action, or regulations of government, local or other public authorities.
- b) If a Force Majeure situation arises, the vendor shall promptly notify LIC in writing of such conditions and the cause thereof within 7 calendar days of such

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event and prove that such a situation is beyond their control and will affect the implementation of the agreement. The Affected Party will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract.

- c) Unless otherwise directed by LIC in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Notwithstanding the above, the decision of LIC shall be final and binding on the Vendor.

If non-performance or diminished performance by the Affected Party due to the circumstances as above continues for a period of more than 30 consecutive days, the other party may terminate the Contract immediately by giving the Affected Party written notice of 90 days.

If the Contract is terminated:

- a. Each party will bear its own costs and neither party will incur further liability to the other;
- 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.

38. Settlement of Disputes/Arbitration

The vendor and LIC shall endeavor their best to amicably settle all disputes arising out of or in connection with this RFP in the following manner:

If a dispute arises in relation to the conduct of the Contract (Dispute), a party must comply with this clause before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause.

Parties agree that neither party shall be entitled for any pre-reference or pendent-lite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.

A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of the dispute. During the 30 days after a notice is given as stated above (or longer period if the parties to the Dispute agree in writing),

each party to the Dispute must use its reasonable efforts through a meeting of Senior Executive (or their nominees) to resolve the Dispute. If the parties cannot resolve the dispute within 30 days after the notice is given then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof which cannot be settled by mutual negotiation between the parties shall be finally settled by Arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modification, Rules or enactments thereof.

- a) In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability the same will be referred in writing to an arbitrator appointed mutually, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliations Act, 1996 or of any modifications, Rules or re-enactments thereof. The venue of arbitration shall be Mumbai. The Bombay High Court in Mumbai shall have exclusive jurisdiction over this matter, to the exclusion of all other Courts.
- b) Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- c) The vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
- d) The work under contract shall continue during the Arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.
- e) No interest will accrue on any amount during the Arbitration proceedings

39. Indemnifying LIC

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.

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- 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 Vendor's deliverables made available by Vendor where use of such modification would have avoided the infringement.
 - iii) Information, materials instructions, or specifications that are themselves infringing which are provided by or on behalf of LIC or which LIC requests or requires Vendor to use.
 - iv) the use of the Vendor 's deliverables in a manner not agreed to.
 - b) Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's negligence.
- B. If the vendor fails to indemnify LIC against the above events and if LIC is required to pay compensation to a third party resulting from such events, the vendor shall be responsible for the compensation including all expenses (court costs, lawyer fees etc.). LIC will give notice to the vendor of such a claim.

40. Fraud and Corrupt Practices

The Bidder/Vendor shall be bound by all applicable anti-bribery and competition laws and the contract may be terminated by LIC, if the vendor is convicted by an Indian court of competent jurisdiction under the applicable anti-bribery and competition laws.

The vendor and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics at all times during selection process, pre and post the RFP process. Notwithstanding anything to the contrary contained in this RFP, LIC shall reject a Bid without being liable in any manner whatsoever to the Vendor, if it determines that the Bidder/Vendor has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable / restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full the EMD / PBG, as the case may be for, as mutually agreed genuine pre-estimated compensation and damages payable to LIC inter alia, time, cost and effort of the Corporation, in regard to the RFP, including consideration and evaluation of such Bids and such Vendor may not be allowed to participate in any RFP issued by LIC during a period to be decided by LIC.

Without prejudice to the rights of LIC under Clause above and the rights and remedies which LIC may have under the Letter of Notification of shortlisting , if the bidder/vendor, as the case may be, is found by LIC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Letter of Notification of Short listing or the execution of the Agreement, such Bidder/Vendor shall not be eligible to participate in any IT/Consultancy related RFP issued by LIC for a period of two years from the date of such finding, as the case may be.

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

- a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the Letter of Notification of Award or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of LIC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Notification of Award or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical bidder/ adviser of LIC in relation to any matter concerning the Project;
- b) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- c) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by LIC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a conflict of Interest; and

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

41. Applicable Law

This RFP shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts and hence, any legal dispute will come under the jurisdiction of Bombay High Court only.

42. Ambiguities within the Document

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

- a) Apart from the clauses where specifically mentioned all other terms and conditions of the RFP are applicable.
- b) as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
- c) In the event of any inconsistencies between this RFP clauses and its Annexures, the provisions of RFP shall prevail. However, if a specific provision in RFP or an Annexure explicitly states that the Annexure will take precedence, then such provision will apply;
- d) As between any value written in numerals and that in words, the value in words shall prevail.

43. Notices

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

44. Service of notices

A Notice must be:

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

LIC's Address for notices:
The Executive Director (IT-DT),
LIC of India, Central Office,

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2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

Effective on receipt

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

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

45. Rights reserved by LIC

LIC reserves absolute and unconditional right to:

- a) Accept or reject any or all Bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof.
- b) Seek clarifications and/or additional documents from bidders, issue clarifications to queries by bidders and/or modify the RFP in part or full, without assigning any reasons whatsoever prior to finalization of the RFP.
- c) If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC will reserve the right to debar the Bidder from participating in future RFP's floated during the empanelment period and / or servicing of hardware for a period to be decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.
- d) Verify the validity of bid information waive any of the requirements of the RFP, if, at the sole discretion of LIC, the best interests of LIC would be served. However, this will be done before opening of the commercial bid(s).
- e) Cancel the RFP process at any time prior to contract award, without thereby incurring any liability to the affected Bidder(s). Reasons for cancellation will be determined by LIC at its sole discretion. In such a case, the bid price will be refunded to the bidders without any deduction and without any interest.
- f) Recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and/or invoking PBG, if any, under this contract.

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- g) Ascertain the effectiveness and efficiency of the resources deployed for this project through interview, performance review etc. and insist for proper substitute.
- h) To debar the bidder from bidding and take any other action as may be deemed necessary prospectively for a period to be decided by LIC if it is found at any future point of time that the bidder had made a statement which is factually incorrect,
- i) Procure any equipment's/components/services outside this RFP.
- j) Decide all unforeseen issues on the merits of each case
- k) LIC may terminate the agreement if it determines at any time that Vendors or their representatives were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that agreement, without the concerned Vendors having taken timely and appropriate action satisfactory to the LIC to remedy the situation.

The decision of LIC in all matters will be final and binding on all bidders participating in this bid.

46. Right to Verification

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

Bids may be rejected under following circumstances:

- a) Bids received by LIC at bid submission after the last date and time of receipt of bids.
- b) Bids submitted anywhere other than the place for bid submission mentioned in the RFP.
- c) Bids not accompanied by the requisite EMD. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to claim for such waiver by providing copy of valid NSIC/MSME Certificate as part of eligibility criteria.
- d) Bids not conforming to the requirements, terms and conditions mentioned in this RFP document.

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- e) If the bid is incomplete or is evasive or contains incorrect/ inaccurate/ misleading information to permit a thorough analysis in LIC's estimation.
- f) If the bid is not properly/ duly signed/initialed by the authorized person
- g) If there is any effort by a Bidder for revelations of prices in any form or by any reason before opening of commercial bids or canvassing/ lobbying or to influence LIC in its decisions on bid evaluation, bid comparison, short listing or contract award decisions etc.
- h) Bids with material deviations or conditions unacceptable to LIC
- i) Bids from bidders not responding to queries or documents sought by LIC within stipulated time

The decision of LIC in all matters will be final and binding on all bidders participating in this bid.

47. Arithmetical Errors

Arithmetical errors will be rectified on the following basis:

- a) If there is a discrepancy between the total price quoted in the bid and the total price that is obtained by multiplying unit price and quantity, the unit price shall prevail, and the total price will be corrected accordingly.

If there is discrepancy between words and figures, the value written in words will prevail.

48. Award and Signing of Bid Contract

- a) The Contract will be based on this RFP and its Annexures, clarifications, corrigenda, addendum & modifications (if any) to the RFP and bidder's valid response to RFP /clarification to queries made during evaluation stage and presentations made by the Bidder during evaluation with respect to this RFP.
- b) LIC will award the Contract to the successful bidder subject to the provisions of notification criteria mentioned under Section-B Clause-16- Online Reverse Auction—Sub-clause(X)- Notification criteria .
- c) LIC will notify the successful vendor in writing via letter/ email, that its bid has been awarded.
- d) The purchase order shall be issued to successful bidder after the submission of Performance bank guarantee and Non-Disclosure Agreement(NDA)

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- e) LIC will send a copy of the Contract Form (template of contract form attached as Annexure –P) to the successful vendor.
- f) Within 14 working days of receipt of the Contract Form, the successful vendor shall sign and date the Contract and return it to LIC.

49. Cancellation of Contract and Compensation

- 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 30 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. However, upon termination, vendor will be paid for the services performed by vendor as per the RFP till the date of termination.
- 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.
- d) In the event of cancellation of agreement or termination of the order, the vendor will assist in smooth migration to a new vendor. If vendor does not cooperate, LIC will invoke the Performance Bank Guarantee.
- e) LIC may, at any time, by a prior written notice of 30 days, terminate the successful bidder and / or reduce the scope of the Services.
- f) On receipt of a notice of termination or reduction of scope, the Successful bidder must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination; and continue work on any part of the Services not affected by the notice.
- g) If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.
- h) 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.

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- i) The deliverables that are complete and ready for delivery within 30 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 previously procured by the Bidder.
- j) 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.
- k) LIC may at any time terminate the Contract by giving written notice to the Successful bidder, if the Successful bidder becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.

50. Terms of Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned or otherwise transferred, in whole or in part, by the selected Vendor and any such sale, lease, assignment or transfer otherwise made by the selected Vendor shall be void and of no effect whatsoever.

51. Minimum Wages

The bidder/vendor hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948. In this effect, the bidder has to submit the undertaking on their company letterhead signed by an authorized signatory.

The successful bidder will ensure strict compliance of all labor laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and LIC will not be liable for any such persons/personnel of successful bidder and shall not be liable for any levies / penalties etc. that may be imposed by the Authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between LIC and the successful bidder /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with LIC. In the event of any demand/fines/penalty made by any

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of the authorities on LIC in respect of the conduct/actions taken by the bidder/their employees/laborer's, LIC will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

52. Normalization of Bids

LIC shall undertake the process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that shortlisted bidders are on the same technical ground. After the normalization process, if LIC feels that any of the Bids needs to be normalized, LIC may at its discretion ask all the technically shortlisted bidders to re- submit the technical bids once again for scrutiny. The resubmissions can be requested by LIC in the following two manners:

- Incremental bid submission in part of the requested clarification by the LIC or
- Revised submissions of the entire bid in the whole.

LIC can repeat this normalization process at every stage of technical bid submission till LIC is satisfied. The shortlisted bidders agree that they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to LIC during this process. The shortlisted bidders, by submitting the response to this RFP, agree to the process and condition of the normalization Process.

53. Communications

Any communication given by one party to the other pursuant to the Contract shall contain the RFP reference and should be sent to other party in writing or by email and confirmed in writing to the other Party's address. For all written communication related to this RFP, the following shall be the address of LIC:

The Executive Director (IT-DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

54. Publicity

Any publicity by the vendor in which the name of LIC is to be used should be done only with the prior and explicit written permission of LIC.

55. Consortiums or sub-contractor

No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.

56. Conflict of interest

- I. The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists nor is likely to arise in the performance of its obligations under the contract.
- II. A Vendor will not have a conflict of interest that may affect the Services. Bidder shall not have a conflict of interest that may affect the evaluation process. Any bidder found to have a conflict of Interest shall be disqualified. In the event of disqualification, bidder shall forfeit and LIC shall appropriate the EMD/PBG, if available, as mutually agreed genuine pre-estimated compensation and damages payable to LIC for, inter alia, the time, cost and effort of LIC including consideration of such bidder's Proposal, without prejudice to any other right or remedy that may be available to LIC hereunder or otherwise.
- III. LIC requires that the Vendor provides professional, objective, and impartial services and at all times hold LIC's interests" paramount, avoids conflicts with other assignments or its own interests, and acts without any consideration for future work. The Vendor shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.
- IV. Without limiting the generality of the above, bidder shall be deemed to have a conflict of Interest affecting the evaluation process, if:
 - i. the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate(or any constituent thereof) have common controlling shareholders or other ownership interest;
 - ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate;
 - iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Proposal of either or each of the other Bidder; or there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common

controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment.

Notification of a conflict of interest:

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

57. Varying the Services

I. Variations proposed by LIC –

LIC reserves the right to initiate any change in the scope of contract.

LIC will request the Vendor in writing setting out the proposed variations.

- a) within 15 working days after receiving LIC's request or within another period mutually agreed, the Vendor must respond in writing to LIC specifying what impact those variations will have on:
 - i. the Service Charges; the Services or Deliverables, including any Deliverable.
 - ii. the Vendor's ability to perform its obligations under current Contract (including its ability to meet Milestones) and with respect to the change of scope proposed.
- b) Within 15 working days after receiving the Vendor's response, or within another period mutually agreed, LIC will give the Vendor a written notice accepting or rejecting the response.
- c) The contract may be varied only in writing signed by each party.

II. Effective date of variation –

Any variation in the services will take effect from the date on which the parties execute a Change Order. In such a case, the Contract will be amended to give effect to the Change Order.

III. Change Order –

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- a) If any such change causes an increase or decrease in the cost of, or the time required for, the vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the vendor for adjustment under this clause will be asserted within fifteen (15) days from the date of the vendor's receipt of LIC's change order.
- b) Payment under this clause will be made only if Change orders are exercised, approved and delivered.

IV. Change Requests –

The following would constitute a Change request:

- a) Any work which has not been specifically mentioned in the scope of work of the RFP, the annexure, and the pre-bid queries
- b) Any changes in the deliverables post approval by LIC.
- c) The effort estimated in man-days for the change request will be mutually discussed and finalized with SI.
- d) The successful Bidder may provision cost of 100-man days for any major change requests that are expected during the contract period of 5 years.
- e) The payments towards utilized man-days will be made during the quarterly payments in respective quarters. No payments shall be made if man-days are not utilized.
- f) The successful Bidder may provision 20-man days for each year and equally distribute the cost in 5 years.
- g) Unutilized man-days in a year if any shall be carried forward to next year. LIC may utilize more than 20 man-days in a year within the overall 100 man-days for 5 years.

Over and above the pre-provisioned 100 man days, if required, the effort estimate and costs would be discussed and finalized in discussions with the vendor.

The basis of this cost for effort estimation would be the as per rates quoted by the vendor in the final Commercial Bid (after ORA).

Payment under this clause will be made only if Change requests are approved by LIC, exercised, and delivered.

V. Contract Amendments –

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

- VI. Additional Database Encryption solution(including KMS & HSM) software licenses and hardware (that may be required in future)
- a) LIC reserves the right to procure additional software licenses or hardware at any time during the entire contract period, starting from the date of Purchase Order (PO) issuance.
 - b) The unit rates for any additional software licenses or hardware and associated implementation costs shall be the same as those discovered in the ORA.
 - c) LIC does not commit or guarantee the procurement of any additional licenses or hardware in the future.
 - d) If no additional licenses or hardware are procured, LIC shall not be liable to make any payment towards such licenses, hardware or associated implementation services.
 - e) The bidder shall provide an undertaking (as per **Annexure-Y**) confirming that any additional licenses, hardware and implementation services, if procured, will be supplied at the same unit rates as discovered in the ORA.

58. Important time-limits

Sr No		Time-limit
1	Issue of Letter of intimation to Successful Bidder selected after ORA	Within five working days from ORA
2	Submission of PBG and Non-disclosure Agreement by Successful Bidder	Within 14 days from issue of letter of intimation
3	Issue of Purchase order by LIC to successful bidder	Within 3 working days from receipt of PBG and NDA from successful bidder
4	Issue of Contract form by LIC to Successful bidder	Within 2 working days from Issue of Purchase order
5	Execution of Contract by successful bidder	Within 14 working days from the issue of contract form
6	Start date of Warranty/AMC of	From the date of installation of hardware

	Hardware and Software components	and software components.
7	Period of Contract	5 years from date of signing of contract

59. Liquidated damages

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 0.25 % 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.

60. Digital Personal DATA Protection Act, 2023

The Vendor shall comply with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time, along with rules and applicable information security guidelines issued by the Insurance Regulatory and Development Authority of India (IRDAI).

The solutions proposed under this RFP, including Database Encryption (Transparent Data Encryption), Key Management System (KMS), and Hardware Security Module (HSM), shall provide adequate technical safeguards for protection of digital personal data processed or stored in LIC systems.

The proposed solution shall support the following capabilities:

- Encryption of data at rest to protect from data theft of database files and backup files .
- Secure cryptographic key lifecycle management through a centralized Key Management System integrated with Hardware Security Modules.
- Role-based access controls, audit trails, and activity logging for monitoring encryption and key management operations.

The Vendor shall provide necessary documentation and support to enable LIC to implement appropriate technical safeguards for protection of digital personal data in accordance with the Digital Personal Data Protection Act, 2023.

The Vendor shall not disclose or share LIC data with any third party without prior written consent of LIC, except where required under applicable law. Any

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breach of confidentiality or violation of applicable data protection laws shall attract appropriate penal action including termination of contract and legal action as per applicable laws.

61. Change in Constitution

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

Section D: Current Environment

1. Current Environment

LIC is currently having the following structure and geographical spread:

- Corporate Office (also called as Central Office): Mumbai
- Zonal Offices: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Kanpur, Delhi, Mumbai, Patna)
- Zonal training Centers: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Agra, Delhi, Pune and Jamshedpur)
- Management Development Centre: 1 (Mumbai)
- Divisional Offices: 113
- Pension & Group Superannuation Units: 74
- BOs/ SOs/ MOs etc.: 4800 (approx.)

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

2. Corporate Office

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

3. Zonal Office Addresses

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

4. Zonal Offices and its Divisions

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

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5. Location of existing Data centres.

For the list of Data centres across India where LIC Databases are hosted, refer to Annexure-W - Data for Sizing

Section E: Scope of Services

1. Scope of work – Database Encryption

The solution shall provide comprehensive protection of data at rest through third-party database encryption and transparent file system or volume-level encryption. Database encryption capabilities may include column-level encryption, or other mechanisms to protect sensitive data within database systems without requiring significant application changes. File system or volume-level encryption shall encrypt data written to disk, including database files, logs, and backups, with transparent access for authorized users. The solution shall integrate with enterprise KMS and HSM for secure key management and provide centralized policy administration, audit logging, monitoring, and privileged access controls. The solution shall support compliance with applicable regulatory and industry requirements, including DPDP Act 2023, GDPR, PCI-DSS, and HIPAA..

The bidder shall be responsible for the end-to-end implementation and 5-year maintenance of Encryption solution for securing data at rest across LIC's databases and server infrastructure. The scope includes, but is not limited to, the following:

- Supply and installation of host-based encryption agents on supported operating systems (Windows, Linux) across physical, virtual, and cloud environments.
- Configuration of file-, folder-, and volume-level encryption, including encryption of database files, without requiring changes to applications or data formats.
- Implementation of controls to restrict and monitor privileged user access, including access by root or administrative users.
- Enablement of online (near zero-downtime) encryption and rekeying capabilities for seamless deployment and key rotation.
- Integration with existing SIEM solutions (e.g., Splunk, QRadar) for real-time security monitoring and audit logging.
- Generation of compliance-ready access logs and reports to support regulatory requirements (e.g., PCI-DSS, HIPAA, GDPR).
- Proper solution sizing, policy design, and encryption rule sets based on LIC's data protection and compliance requirements.
- Integration with enterprise Key Management Systems (KMS) and Hardware Security Modules (HSM) for secure key storage and lifecycle management.
- Provision of Annual Technical Support (ATS) and Annual Maintenance Contract (AMC) for a period of five (5) years, including updates, patches, and OEM-level support.
- Delivery of comprehensive documentation, knowledge transfer, and administrator training to ensure smooth operations and governance.

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- The bidder shall propose an enterprise-grade encryption solution integrated with KMS/HSM for centralized key management and policy enforcement.

MySQL Native Encryption Feasibility, Testing, and Implementation

- The Core application of LIC of India (eFeap) runs on MySQL Database on RHEL platform.
- LIC of India currently has multiple MySQL database instance (150+) with three different replicated copies for each of the 150+ instances(total approximately 600 instances) Current MySQL version is 8.0.34 and are in process of upgrading to 8.4.8.
- All the instances of eFeap MySQL database instances should be encrypted using native encryption.
- The selected bidder shall undertake the following activities with respect to eFEAP MySQL Database Instances:

Phase 1: Assessment & Blueprinting

- **Performance Baseline Creation:** Capture clear performance baselines (CPU, IOPS, latency, throughput) for all critical database instances *before* native encryption is applied.
- **Encryption of Data:** Native Encryption of innodb database, logs such as redo, undo, binary logs.
- **Proof of Concept (PoC) & Tuning:** Execute the native encryption in a staging/uat environment on a simulated 2TB dataset to benchmark the exact time window required and fine-tune variables like innodb_ddl_threads and buffer pool allocations.
- **Validation of Backup:** Validate successful backup using existing commvault appliance
- **Validation of Replication:** Validate successful replication between source and replica using GTID
- **Validation of DR Drill:** Validate successfully the LIC's automated DR Drill process with encrypted MySQL Database
- **Rollback plan:** Bidder shall prepare, validate and document a rollback plan for the activity

Phase 2: Automation & Pipeline Engineering

- **Playbook Development:** Design and test the end-to-end automation playbooks that handle:
 1. Taking/verifying a fresh backup.
 2. Registering the instance with the KMS/Vault.
 3. Initiating online table space, logs encryption.
 4. Verifying encryption status.

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- **Rollout Scheduling Strategy:** Group all DB instances into risk-managed batches to ensure zero business disruption.

Phase 3: Post-Migration Optimization & Support

- **Overhead Compensation Tuning:** Actively monitor instances post-encryption to adjust MySQL memory parameters, thread pools, and cache sizes to neutralize the cryptographic overhead.
- **KMS Lifecycle Management:** Establish operational procedures for master key rotation, access control policies, and disaster recovery scenarios (e.g., what happens if a DB node loses connectivity to the Key Vault). Integrate with KMS and HSM (Hardware Security Module)
- The bidder shall ensure that the implementation is carried out without disruption to existing database operations and that all dependent applications continue to function normally.
- The bidder shall ensure that encryption keys are securely generated, stored, and managed within the KMS integrated with the HSM, and are not stored locally on the database servers.
- The bidder shall ensure secure retrieval of encryption keys from the KMS/HSM by the database instances during normal operations, restart scenarios, and failover conditions.
- The bidder shall implement key lifecycle management processes including key generation, rotation, archival, and secure destruction in coordination with the KMS/HSM.
- The bidder shall ensure that key rotation can be performed without impacting database availability, wherever supported.
- The bidder shall ensure that DC-DR replication and backup/restore processes continue to function seamlessly after integration with KMS and HSM.
- The bidder shall ensure that encryption keys are never exposed or stored in plaintext within the database or application environment.
- The bidder shall provide detailed documentation, including implementation steps, configuration details, testing procedures, and rollback plans.
- The bidder shall provide knowledge transfer and training to LIC's operations and database administration teams.
- All implementation activities shall comply with LIC's security policies and applicable regulatory and cryptographic standards.

Enterprise Data-at-Rest Encryption Solution Requirements

Initially, LIC intends to procure a limited number of third-party data-at-rest encryption software licenses, sufficient to encrypt up to 10 database instances, under this RFP.

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LIC's preferred approach is to utilize native database encryption capabilities wherever feasible. However, where native database encryption cannot be integrated with proposed Key Management System (KMS) and/or Hardware Security Module (HSM), LIC may deploy and procure additional third-party encryption software licenses. Such additional licenses, if required, shall be procured at the unit rates discovered through this RFP/ORA process.

The bidder shall provide a third-party enterprise encryption solution capable of integrating with proposed KMS and HSM and supporting encryption of data at rest for database environments where native encryption integration is not feasible.

The proposed third party Enterprise Data Encryption software shall have the following technical specifications:

Encryption Software Compliance

The encryption solution shall:

- Support strong encryption algorithms.
- Be built using **FIPS 140-3 compliant cryptographic modules**.

Platform Support

The encryption solution shall support:

- Linux (RHEL, CentOS, SUSE, Linux on IBM-Z, Oracle Enterprise Linux)
- Windows Server
- AIX.

Database Encryption

The solution shall support encryption of enterprise databases including:

- Oracle
- MySQL
- PostgreSQL
- MongoDB
- SAP HANA
- Teradata
- Vertica.

File System Encryption

The solution shall support encryption of:

- Folders
- File systems
- Large datasets.

Encryption Policy Management

The solution shall support:

- ACL-based access control
- Encryption and decryption policies
- Monitoring of access to encrypted data.

Key Rotation

The encryption solution shall support **scheduled and automated key rotation** using the KMS.

Performance Optimization

The encryption solution shall support configurable CPU and I/O utilization for encryption of large datasets.

Monitoring

The solution shall support monitoring of:

- Users accessing encrypted data
- Processes accessing encrypted resources
- Security events.

2. Scope of work for Key Management Solution & HSM:

The solution will provide an enterprise-grade Key Management System (KMS) designed to centrally manage encryption keys across both on-premises and cloud environments. The KMS will integrate with Hardware Security Module (HSM) appliances that serve as the hardened root of trust for secure key generation, storage, and cryptographic operations.

The platform will enable centralized control over the entire key lifecycle, including key generation, rotation, archival, destruction, import, and export. It will provide granular role-based access control (RBAC) for administrators and applications, allowing organizations to define and enforce detailed security policies governing key usage and access.

The solution will support comprehensive auditing, logging, and reporting capabilities to ensure full visibility and compliance with enterprise security and regulatory requirements. By combining centralized key management with hardware-backed key protection through integration with Hardware Security Module (HSM) infrastructure, the platform will deliver a robust, scalable, and secure encryption key management framework for enterprise workloads.

The Key Management solution must support protection of data against the physical theft or loss of disk drives and storage systems through interoperability with standards-based Key Management Interoperability Protocol (KMIP) compliant encryption systems. The solution should integrate with storage platforms and embedded encryption technologies, such as self-encrypting drives (SEDs) or encrypted storage arrays, ensuring that even if physical or virtual disk drives are removed or stolen, the data stored on them remains protected from unauthorized access.

- a)** The selected bidder shall install and configure the Key Management System (KMS) along with all associated components, including integration with Hardware Security Module (HSM) infrastructure, to ensure tamper-resistant storage and secure cryptographic processing of encryption keys.
- b)** Each application onboarded to the service shall be assigned a unique cryptographic key for encryption and decryption purposes. These keys shall be securely generated, stored, and managed within the KMS, with secure key storage backed by HSM or equivalent hardware-based protection mechanisms.
- c)** The proposed solution shall permit encryption and decryption operations only after successful authentication using secure and tamper-resistant mechanisms such as certificate-based authentication, mutual TLS, or other cryptographically secure authentication methods, enforced through policies defined within the KMS.
- d)** The solution shall support detailed logging and audit tracking of all key lifecycle events, administrative activities, and policy modifications. It shall support multiple log formats (e.g., RFC-5424, CEF, and LEEF) to enable integration with third-party Security Information and Event Management (SIEM) platforms such as Splunk, IBM QRadar and FortiSIEM. Additionally, the solution shall provide the capability to export or extract raw audit logs for forensic analysis and compliance reporting.
- e)** Applications and users shall be governed by strict role-based access control (RBAC) policies defining which entities are authorized to perform encryption,

decryption, or key search operations. These permissions shall be enforced at the individual key level, with all access decisions logged and validated through the KMS.

- f)** The solution shall support granular authorization controls to restrict operations based on key-specific permissions, user roles, operational contexts, and policy constraints, all centrally enforced through the KMS.
- g)** To ensure optimal data protection and regulatory compliance, the solution shall support cloud key management models such as Bring Your Own Key (BYOK) and Hold Your Own Key (HYOK). The selected bidder shall be responsible for enabling secure key lifecycle management for both on-premises and cloud-based encryption workloads across supported Cloud Service Providers (CSPs).
- h)** The KMS shall efficiently manage the complete lifecycle of cryptographic keys, including key generation, distribution, rotation, archival, revocation, and destruction in accordance with defined security policies.
- i)** The solution shall support data-at-rest encryption for database systems deployed across on-premises and Infrastructure-as-a-Service (IaaS) environments. The solution shall provide encryption of database data and associated encryption keys shall be centrally managed and secured through LIC's Key Management System (KMS) infrastructure.
- j)** In the event that the KMS solution is deployed as a virtual appliance, the bidder shall appropriately size the underlying infrastructure and provide all required licenses, subscriptions, and support for the entire contract duration.
- k)** LIC will provide the required rack space, power supply, and environmental facilities within the data center. The KMS infrastructure, whether deployed as a physical appliance or virtual instance, shall be implemented in accordance with LIC's approved security architecture and deployment standards.
- l)** Hardware Security Module (HSM) Requirements-
The bidder shall supply and deploy enterprise-grade Hardware Security Modules (HSM) for secure cryptographic key generation, storage, and cryptographic operations.
The HSM shall:
Compliance and Security
 1. Be a tamper-resistant hardware appliance designed for secure cryptographic key generation and storage.

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2. Possess a **FIPS 140-3 Level 3 or higher certified cryptographic boundary.
3. Ensure that cryptographic keys remain within the HSM boundary throughout their lifecycle and are never exposed in plaintext outside the secure boundary.
4. Provide mechanisms to detect and respond to physical or logical tampering attempts, including automatic zeroization of sensitive data.

Cryptographic Capabilities

The HSM shall support:

- RSA (2048–4096 bits; support for 1024 bits only for legacy compatibility)
- Elliptic Curve Cryptography (ECC) including ECDSA and ECDH
- DSA (where required for legacy compatibility)

The HSM shall support modern cryptographic algorithms aligned with NIST and industry standards.

Symmetric cryptography support shall include:

- AES (128/192/256-bit)
- Triple DES (for legacy compatibility)
- ARIA
- SEED
- CAST
- GCM mode for authenticated encryption

Legacy algorithms such as DES or RC-series algorithms may be supported only for backward compatibility where required.

Random Number Generation

The HSM shall support hardware-based random number generation compliant with:

- AIS 20/31 DRG.4
- NIST SP 800-90A CTR-DRBG.

Interfaces and Connectivity

The HSM shall support:

- Minimum four (4) Gigabit Ethernet ports
- Port bonding
- IPv4 and IPv6
- Fibre channel connectivity (if required)

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Partitioning and Isolation

The HSM shall support:

- Minimum 100 isolated partitions
- Independent user authentication per partition
- Memory isolation for each partition.

Performance

The HSM shall support:

- Minimum 2000 transactions per second (TPS) for RSA-2048 signing operations bits and expandable up to 10000 Transaction (Signing) per Second @ RSA 2048 bits and storage of at least 10000 keys in FIPS validated boundary.
- Secure storage of at least 10,000 cryptographic keys within the FIPS-validated boundary.

High Availability and Clustering

The HSM shall:

- Support active-active clustering across multiple HSM appliances
- Support automatic failover between HSM devices
- Provide load balancing for cryptographic workloads.

APIs and Integration

The HSM shall support standard cryptographic APIs including:

- PKCS#11
- JCE / JCA
- Microsoft CAPI / CNG
- OpenSSL engine support
- REST-based APIs (if available)
- C and Java SDKs.

Administration

The HSM shall provide a centralized management interface for:

- Secure remote administration
- System health monitoring
- Provisioning and management of partitions, users, and roles.

m) Enterprise Key Management System (KMS) Requirements:

The bidder shall provide an Enterprise Key Management System (KMS) integrated with the HSM infrastructure.

Centralized Key Management

The KMS shall:

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1. Provide centralized lifecycle management of cryptographic keys.
2. Provide a secure key vault for logical key management integrated with HSM protection.
3. Provide a centralized dashboard for monitoring enterprise cryptographic keys.
4. Provide visibility of key usage across applications, services, and infrastructure systems.

Key Lifecycle Management

The system shall support:

- Secure key generation within the HSM
- Key registration and provisioning
- Key rotation and renewal
- Key versioning
- Key archival
- Key revocation and destruction.

Key lifecycle operations shall support minimal or zero downtime.

Key Backup and Recovery

The solution shall:

- Support secure backup of cryptographic keys and configurations
- Ensure encryption of key repositories during backup operations
- Support secure restoration with multi-administrator approval (dual control)

Key Management Standards

The solution shall support the **Key Management Interoperability Protocol (KMIP)** version 2.0 or higher, including:

The solution shall support:

- KMIP client and server profiles
- KMIP-based integration with storage arrays and tape libraries.

Access Control

The system shall support **role-based access control** including roles such as:

- Key Custodian
- Key Owner

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- Registration Agent
- Key Recovery Agent
- CKMS User.

The system shall also support **multi-party authorization** for sensitive cryptographic operations.

Monitoring and Alerts

The KMS shall provide:

- Real-time monitoring dashboards
- Logging of key lifecycle events and administrative actions
- Automated alerts and notifications
- Proactive alerts for key expiry, rotation, and policy violations.

Key Distribution

The KMS shall securely distribute cryptographic keys to authorized applications and systems while ensuring confidentiality, integrity, and policy enforcement.

Cloud Key Management

The solution shall support **Bring Your Own Key (BYOK)** or **Bring Your Own Encryption (BYOE)** models for cloud platforms including:

- AWS
- Microsoft Azure
- Oracle Cloud
- Salesforce.

Integration and APIs

The solution shall provide APIs including:

- REST
- KMIP
- PKCS#11
- JCE
- .NET
- Java
- OpenSSL.

Multi-Domain Support

The KMS shall support multiple logical security domains, with each domain mapped to dedicated HSM partitions for strong isolation and secure multi-tenancy.

m) KMS & HSM Backup, Recovery, and Provisioning

- Backup solution shall ensure complete recoverability of all cryptographic keys and associated configurations, independent of database backup mechanisms.
- Backup architecture must be independent of HSM/KMS replication mechanisms, ensuring protection against accidental deletion, corruption, and malicious activities.
- Solution shall support **leading enterprise-grade HSM and KMS platforms**. The bidder shall propose a KMS and HSM solution from the same OEM, delivered as a natively integrated platform. The solution should not rely on third-party integrations for core cryptographic and key management functions.
- Bidder shall propose and provision appropriate hardware and software components required for backup, including secure storage systems, backup servers, and supporting software, duly sized for current and projected key volumes and transaction loads.
- Bidder shall ensure that proposed backup infrastructure is deployed across geographically distant locations with adequate capacity, scalability, and resilience.
- Backup scope shall include cryptographic keys (where exportable), key encryption keys (KEKs), key hierarchy metadata, HSM configurations, partitions, and security policies.
- Backup scope shall include KMS metadata such as key identifiers, aliases, key policies, access control configurations (IAM/RBAC), rotation policies, and audit logs.
- Backup solution shall retain all key versions required to decrypt historical data, aligned with database backup retention policies.
- Backup copies shall be maintained in a minimum of two (2) geographically isolated locations with no shared failure domain.
- At least one (1) backup copy shall be maintained in an offline or air-gapped environment to protect against ransomware and cyber threats.
- Backup locations shall be logically and physically segregated from production HSM clusters and networks.
- Backup solution shall not require deployment at all HSM sites but must ensure centralized, resilient, and secure backup storage across selected locations.
- Backup processes shall support both scheduled backups (daily/weekly) and event-based backups triggered by key creation, import, rotation, and policy/configuration changes.

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- All backups shall be encrypted using strong industry-standard cryptographic algorithms and stored in secure, tamper-resistant or immutable storage.
- Backup and restore operations shall enforce Role-Based Access Control (RBAC) and Multi-Factor Authentication (MFA).
- Solution shall implement dual control and split knowledge principles to prevent single-person control over key backup or restoration.
- Backup and restore operations shall require quorum-based authorization (M-of-N control).
- Solution shall support full restoration of keys and configurations to original, alternate, or isolated environments without loss of integrity.
- Restored keys must be validated to ensure successful decryption of encrypted data and database backups.
- Solution shall support defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for key recovery.
- Periodic restoration testing shall be conducted at least quarterly, including validation using real encrypted data.
- All backup and restore activities shall be logged, monitored, and integrated with enterprise SIEM systems.
- Solution shall support audit, compliance, and regulatory requirements (e.g., PCI-DSS, NIST, ISO 27001, applicable local regulations).
- Detailed documentation shall be provided covering backup procedures, restoration procedures, roles and responsibilities, and incident response.
- A Disaster Recovery (DR) runbook for key recovery shall be maintained and regularly updated.
- Backup solution shall eliminate single points of failure and single points of control.
- Loss of cryptographic keys shall be treated as a catastrophic risk, and the solution must guarantee recoverability under all failure scenarios.

(Please refer to Annexure-F for complete Technical specifications)

3. General Scope:

- 1) The scope of work covers end-to-end supply of devices (including related software also) with all its components including required patch cord, electrical and LAN cabling etc., installation, commissioning, Testing, Configuration and Maintenance of the Database Encryption and KMS & HSM at the Data centre locations specified by LIC for its Data Centre (DC) & Disaster Recovery (DR) sites.
- 2) The successful bidder has to conduct the kick-off meeting with all stakeholders.
- 3) The successful bidder shall undertake information gathering from all stakeholders, understand the existing database architecture deployed at DCs and the existing security environment.

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- 4) The successful bidder shall ensure that security and compliance requirements are taken care during the design phase.
- 5) successful bidder shall ensure the compatibility, inter-operability and integration with other security solutions
- 6) successful bidder shall identify and analyze potential risks as part of the implementation
- 7) The successful bidder shall adhere to best practice standards for the provisioning of services and testing of all functional/vulnerabilities from time to time.
- 8) successful bidder shall design an overall implementation architecture (both high-level and low-level)
- 9) successful bidder shall develop policy and procedure documents, SOPs for implementation and configuration, SOPs for operating solution and Secure Configuration documents.
- 10) Successful bidder shall develop comprehensive test plan
- 11) Successful bidder shall review the design documents with LIC for feedback and approval.
- 12) The proposed Database Encryption and KMS/HSM solution shall provide coverage for all in-scope databases hosted across LIC's Data Centres (DCs), Disaster Recovery (DR) site, and COLO locations. The bidder shall also provide a UAT setup for testing and validation of the proposed solution.
- 13) Successful bidder shall install and configure the solution as per architecture document.
- 14) Successful bidder shall ensure the integration of solution with other security solutions like SIEM.
- 15) Successful bidder shall configure integration of KMS device/appliance with AD. Network devices and database servers.
- 16) Successful bidder shall fine tune the implemented solutions for high performance.
- 17) Successful bidder shall setup a UAT environment for testing purpose and shall develop the test plans and test scenarios
- 18) Successful bidder shall execute the test plan and record the test results, identify and prioritize the defects,
- 19) The identified defects shall be rectified on priority and the obtain UAT sign off from LIC.
- 20) Successful bidder is responsible for providing the Managed services /Facility management services.

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- 21) Successful bidder shall undertake continuous monitoring, performance optimization, implementing Incident management procedures and change management procedures.
- 22) The successful bidder shall provide a centralized helpdesk/ customer care centre telephone number/ email/ fax number for attending user request/ complaints. The helpdesk/ customer care centre will operate 24*7*365
- 23) A detailed escalation plan shall have to be submitted before the commissioning of the services, consisting of not more than 4 tiers from helpdesk to Global/Country Service Manager.
- 24) After PO issuance the bidder should appoint a project manager, who will act as a single point of contact for LIC.
- 25) Any item of work/services/equipment not specifically mentioned above but considered essential for the completion of the work in all respect shall be deemed to be included in the scope of work (SOW).
- 26) The above requirements are only indicative in nature to provide bidders a benchmark to arrive at an optimum solution. However, LIC would expect successful bidder to provide all features available under the proposed solution as and when required.
- 27) Successful bidder should guarantee a quarterly uptime of 99.9% for the entire solution from the date of go-live.
- 28) The scope of this tender is not limited to the Technical and Functional Specifications mentioned in the Annexure-F, Successful bidder has to install and configure all available features in the OEM product as per LIC requirement under this entire engagement.
- 29) The Successful bidder has to coordinate with other software/hardware/services vendors contracted by the LIC to resolve hardware, system software and integration issues with existing systems and application related problems during installation & management of the proposed solution. This will include future plans for IPV4-to IPV6 migration.
- 30) Vendor shall plan all the activities to be carried out during the Disaster recovery drill with a prior permission from LIC as and when required.
- 31) Vendor is responsible for carrying out disaster recovery drills on quarterly basis.
- 32) The fall back of services from Disaster recovery Site to Data Centre should be a planned activity in consultation with LIC officials or its designated officials. The solution document should include detailed disaster recovery plan.
- 33) The successful bidder should submit solution document as a part of technical bid. The contents of solution document should include but not limited to solution architecture with detailed explanation of all components.

- 34) A project plan in terms of activity and timelines required for executing the project with the details of deliverables and milestones including the delivery of equipment's. successful bidder is required to provide an experienced team with similar project experience.
- 35) The successful bidder will have to provide full operational, maintenance and technical support during the entire period of the contract. In the event that the hardware equipment proposed in the solution by the successful bidder are not operational owing to compatibility problem in the IT environment or meet the performance standards specified in the RFP, at the time of go live or required to augment/ upgrade the hardware & software components to meet performance requirement or other technical issues, the successful bidder will have to replace the equipment at no extra cost to LIC.
- 36) The successful bidder shall ensure that any new version/update/service pack/upgrade, or requirements, software, licensing, implementation of upgrades/patches/version changes, etc. of the proposed solution when released by the OEM, the same has to be communicated and implemented by OEM/ bidder within seven (7) days of such release, during the contract period without any additional cost to LIC.
- 37) The successful bidder must have an arrangement with the OEM such that the bidder/ LIC/ LIC should be able to log a call with the OEM directly for remote/online support.
- 38) The successful bidder shall prepare the SOPs (Standard operating Procedures) with periodical review as per industry practices and regulatory guidelines. The drafted SOPs shall be submitted to LIC for its review and approval.
- 39) The successful bidder shall also provide the following documents as part of deliverables of the project
- Original manuals of all proposed hardware/software/applications.
 - Standard operating Procedures.
 - Installation & Technical Configuration Documents. Network & Security Design Documents (Will be approved by LIC).
 - Troubleshooting Manual. Executive summary report for the project to the management.
 - Functional and operational requirements.
 - Project design/plan
 - Product description. Guidance for best practices, implementation guidelines.
 - Risk Register, RACI Matrix and Business impact analysis.
 - User acceptance test plan, if any.

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- Training materials.
 - Once a year health check-up report by OEM.
 - High Level Design / Low Level Design
 - DR Procedure plan
- 40) The successful bidder shall implement all the functionalities proposed in the technical specifications & demonstrate the same to LIC team for complete sign off the solution.
- 41) Quarterly DC-DR drills.
- 42) Fixing the security gaps reported in CAVA / VAPT which are conducted quarterly
- 43) The successful bidder needs to integrate proposed solution with existing monitoring and security solutions of LIC.
- 44) Successful bidder needs to provide OS/DB/Server Hardening Document related to KMS solution which should with LIC Security Policy.
- 45) The Successful bidder should provide the complete documentation including technical, operations, user manual, design documents, process documents, technical manuals, functional specification, system configuration documents, system/database administrative documents, debugging/ diagnostics documents, test procedures etc.
- 46) If there are any upgrades to the source systems, then it will be bidder's responsibility to ensure that appropriate integration and on-call/ on-line support in deployment is provided without affecting the normal course of business.
- 47) Successful bidder shall submit a weekly report on the development of the project along with reasons of delay, if any. Periodical meetings will be held between the Bidder and LIC to review the progress and the Bidder will be required to attend all such meetings and submit the minutes of the meeting With LIC detailing all the points of discussion within 2 days of the meeting. Periodicity of meeting to be defined mutually.
- 48) Software/Application delivery must coincide with the delivery of hardware.
- 49) In case of any changes in the guidelines on Softwares impacting the current solution, the vendor agrees to make necessary modifications to comply with the revised guidelines, after discussions with LIC
- 50) The vendor shall provide an all-inclusive, production-grade solution in line with the specifications and scope mentioned in this RFP, including all necessary components (such as Key Management Appliances, integration connectors, and supporting infrastructure) required to ensure the solution meets defined SLAs and uptime requirements. The entire supplied infrastructure must be fully compatible with IPv6 and adhere to the latest security protocols, cryptographic

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- 51) The proposed solution shall fully support TLS 1.3 or higher for all internal and external communications, including communication between the Key Management System, integrated applications to ensure robust encryption, protection from man-in-the-middle (MITM) attacks, and compliance with the latest cybersecurity standards.
- 52) All components, including hardware, software, licenses, and accessories required to implement the solution as per scope shall be supplied, deployed, and maintained by the service provider. LIC will provide only rack space and necessary power at the designated hosting locations. The bidder shall provide all necessary network infrastructure components, including but not limited to management switches (if required) , SFP modules, patch cables, and any other accessories required for the complete deployment and management of the KMS, and Encryption infrastructure.
- 53) The proposed solution must be architected in a High Availability (HA) configuration at different data centres where the databases are distributed (the Primary Data Centers (DC) and the Disaster Recovery (DR) sites and other COLOs) to ensure continuous availability, resilience, and fault tolerance for all key management and cryptographic operations.
- 54) A separate User Acceptance Testing (UAT) environment shall also be provisioned to allow for secure testing and validation without impacting the production infrastructure.
- 55) The Databases of Core-system are in a distributed architecture across various Datacenters. Bidder may take this aspect into account in to design and provision for appropriate number of licenses for Database encryption, Key management software and also the hardware like Servers, KMS/HSM appliance etc. required for the same in respective DCs/Locations.
- 56) The HA setup shall cover all critical components including the Key Management System (KMS) and HSM appliances, and any Database Encryption (DE) components or agents. Each site (DC, DR, other Colos and UAT) must host a fully functional set of these components, with real-time synchronization between the DC and DR sites to ensure key consistency and minimal recovery time in the event of a failure.
- 57) The solution must provide a distributed key management architecture, where each primary site (Data Center, Disaster Recovery) hosts its own instance of the Key Management System capable of operating independently. These instances must be able to synchronize keys and policies across sites, ensuring availability

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and consistency. In the event of a network outage between sites, each location must retain the ability to perform cryptographic operations locally without dependency on external connectivity, thereby maintaining database availability and data protection.

- 58) The contract shall be valid for a period of five (5) years, commencing from the date of signing of contract, and shall include comprehensive maintenance, support, and Facility Management Services (FMS). The selected vendor shall be responsible for providing full on-site support, including proactive system monitoring, preventive and corrective maintenance, incident resolution, and technical assistance throughout the contract duration. Additionally, the vendor shall provide necessary training and knowledge transfer to LIC's designated personnel to ensure effective operation and management of the deployed solution.
- 59) The **Go-live event** shall be defined as the point at which the and Encryption (DE) solution, Key Management System (KMS) & HSM, is fully operational, with all in-scope databases integrated, encryption policies applied, and cryptographic operations functioning as intended.
- 60) It shall be the responsibility of the System Integrator (SI) to coordinate with the respective OEMs to ensure complete technical support, seamless deployment, and performance tuning to LIC's satisfaction throughout the duration of the agreement.
- 61) The warranty period for the solution shall commence immediately upon successful installation of all hardware and software components, as confirmed by LIC.
- 62) Proposals that include cloud-based solutions or components will not be considered under this RFP.
- 63) The solution deployment shall adhere to industry best practices and must be fully compliant with LIC's Information Security (IS), Information Technology (IT), and Cybersecurity policies, as well as all applicable internal guidelines, regulatory requirements, and national laws and regulations as amended from time to time.
- 64) Additionally, the proposed Database Encryption (DE), Key Management System (KMS), HSM solution must comply with the guidelines issued by regulatory authorities such as IRDAI, SEBI, NCIIPC, RBI, and CERT-In, as well as any subsequent regulatory guidelines, circulars, or advisories issued from time to time. Furthermore, the solution must adhere to the provisions of the Digital Personal Data Protection Act (DPDPA), 2023 and any related data protection and privacy regulations applicable within the jurisdiction.

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65) The contract period including Warranty Support and thereafter ATS Support for Solution should include but not limited to (without any additional cost) the following:

- All patches/fixes/updates and all version upgrades
- Program updates, patches, fixes and critical security alerts as required.
- Documentation updates.
- 24*7*365 days support for solution.

66) Maintain and periodically update SOPs and other documents as per LIC's policy.

4. Phased Procurement and Rate Validity for Future Quantities

1. LIC of India currently operates multiple database platforms across its Data Centres for various applications. For most of the database platforms, native Data-at-Rest encryption capabilities are available and have already been implemented or are in the process of implementation.
2. However, the MySQL database used in the eFEAP Core environment is deployed in a distributed architecture and the feasibility of implementing native encryption for this database is yet to be conclusively established.
3. The selected bidder shall undertake the assessment, testing, and implementation of native MySQL encryption as part of the Scope of Work defined in this RFP.
4. In the event that native MySQL encryption is found to be technically infeasible, operationally unsuitable, or results in unacceptable performance impact, LIC reserves the right to procure and implement a suitable third-party encryption solution for MySQL databases and also other databases which are facing technical challenges in integrating with KMS/HSM.
5. The bidder shall, as part of this RFP, propose and quote for an enterprise-grade third-party encryption solution compatible with MySQL and other databases, integrated with the proposed Key Management System (KMS) and Hardware Security Module (HSM), which can be deployed if required.
6. In view of the above, LIC intends to adopt a phased procurement approach for the proposed Data-at-Rest Encryption Solution, Key Management System (KMS), and Hardware Security Module (HSM).
7. Under this RFP, LIC shall initially procure:
 - A limited number of licenses for the proposed third-party Data-at-Rest encryption solution, primarily for contingency purposes and for limited deployment wherever required.

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8. The bidders shall therefore quote prices for the set of components, licenses, and appliances specified in this RFP, even though the initial purchase order may be issued only for limited quantities as determined by LIC.
9. LIC reserves the right to procure additional quantities of encryption licenses, KMS, HSM, or any associated components in the future during the validity of the contract. Any such additional procurement shall be carried out at the same unit rates discovered through the Online Reverse Auction (ORA) conducted as part of this RFP process.
10. The bidder shall agree that the unit prices finalized through the ORA shall remain valid for procurement of additional quantities during the contract period, or such extended period as may be mutually agreed between LIC and the successful bidder.
11. LIC shall place orders for additional quantities as and when required, based on operational, technical, or project requirements, without any obligation to procure the entire quantity indicated in this RFP.
12. The bidder shall ensure that the same product models, versions, or their equivalent or higher compatible versions are made available for such future procurements so as to maintain compatibility and interoperability with the initially deployed solution.
13. This phased procurement approach is intended to provide LIC the necessary flexibility to adopt third-party encryption solutions for the MySQL database environment in case the ongoing evaluation of native encryption does not meet LIC's performance or operational requirements.
14. Licenses to be provided in initial phase

Sr No	Products	Type	Quantity
1	Encryption licenses	Perpetual or subscription based	10
3	Key Management Software	Perpetual or subscription based	Will be decided after technical presentation by Bidders- Based of finalized deployment architecture and Bill of Material
4	Hardware Security Module(HSM)		Will be decided after technical presentation by Bidders- Based of finalized deployment architecture and Bill of Material
5	Associated hardware and software components		Will be decided after technical presentation by Bidders- Based of finalized deployment architecture and Bill of Material

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15. Over the contract period of five (5) years, LIC of India may undertake consolidation of its database landscape, decommission certain existing databases, and/or onboard new database platforms as per business and technology requirements.
16. The selected bidder shall be responsible for configuring, reconfiguring, and integrating the encryption solution, Key Management System (KMS), and Hardware Security Module (HSM) for all such existing, migrated, and newly introduced database environments during the contract period.
17. All installation, configuration, reconfiguration, integration, and related implementation activities shall be carried out by the bidder **at no additional cost** to LIC, within the overall scope of the contract.
18. In case of decommissioning of existing databases, the bidder shall facilitate the re-use and reallocation of available software licenses, wherever technically feasible and permitted under the licensing terms.
19. For any additional requirements arising due to expansion, introduction of new databases, or increase in scale beyond the initially procured quantities, LIC shall have the option to procure additional licenses.
20. Such additional licenses shall be provided at the same rates, terms, and conditions as discovered through the commercial bid (Online Reverse Auction), for the duration specified in the contract.

5. Facility Management Services

- a) Bidder shall provide onsite resource for five years as per LIC policy for regular maintenance of the systems and overall solution for complete duration of contract.
- b) These resources should be L2-level field engineers with the capability to resolve any severity issues that may arise during the contract period. The assigned resources will be responsible for operations at both Data Center (DC) and Disaster Recovery (DR) and other Colo sites.
 - Installation, configuration, testing, and management of the proposed systems, including DE (Database Encryption), KMS (Key Management System) infrastructure at both sites.
 - Provision of System Administration Services to ensure the stability, reliability, and efficient operation of the DE, KMS systems, including operating system customization, firmware upgrades, and patching of all relevant components.
 - Continuous monitoring of Database Encryption, KMS & HSM systems for key events, operational health, and performance indicators, including cryptographic operations.
 - Ensuring the proper configuration and security hardening of Database Encryption, KMS & HSM, system parameters, operating systems, and

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appliances, including secure communication (e.g., TLS 1.3), access control settings, and policy enforcement mechanisms.

- Manual intervention support for backup, restore, or rekey operations, including key restoration and key lifecycle event handling.
- Regular monitoring and maintenance of critical services across solution components, including performance metrics such as CPU, disk space, memory, I/O, and crypto throughput.
- Execution and support of Disaster Recovery (DR) drills every three (3) months, ensuring that Encryption (DE), Key Management System (KMS), components are fully included in failover and failback validations. The DR drills must verify that encrypted data remains accessible and secure at the DR site, with TE agents, security policies, and key access functioning as expected, and proper reversion to the primary site is achieved post-DR drill. Coordinating with multiple vendors, including those providing KMS, DE, cloud integrations, and cryptographic libraries, during DR drill execution and ongoing operations.
- Daily system administration and preventive maintenance of DE, KMS, HSM systems appliances (including physical cleanliness, connectivity checks, firmware/OS status) at DC and DR and other colo locations. Coordination with other vendors responsible for storage, networking, security, and backup infrastructure.
- Liaising with various application and cryptographic integration vendors to ensure seamless key access, policy enforcement, and application-level encryption support.
- Generation of detailed daily, weekly, monthly, quarterly, and annual performance reports covering utilization of DE, KMS systems, key management activity logs, backup and replication tasks, and risk/highlight reports.
- Ensuring all critical and security patches are applied to the operating systems, KMS software, and DE firmware as per OEM and regulatory requirements.
- Performing failover of DE, KMS, systems from DC to DR within defined RTO (1 hour) and RPO (15 minutes), and managing timely restoration (failback) to DC following disaster recovery or DR drills.
- Maintaining uptime and availability of all DE, KMS devices/solution in accordance with SLA requirements.
- Conducting quarterly preventive maintenance activities and providing reactive support for all proposed components.
- Handling day to day Health Check and maintenance activities like CPU, Memory and file system usage monitoring and raising SR to OEM to take corrective actions in case of issues.
- Performing comprehensive system administration tasks, including user/group management, security permissions, policy enforcement, log

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management, and ensuring seamless operation of all architecture components.

- Executing daily health checks and maintenance of DE, KMS components including CPU, memory, and file system monitoring, and proactively raising service requests (SRs) to OEMs for early issue resolution.
- Implementing required OS and appliance-level hardening configurations for DE, KMS, and working with relevant stakeholders to resolve issues in a timely and secure manner.
- Interact with various stakeholders to resolve the issues at the earliest.
- Ensuring timely closure of all Quarterly CAVA, VA/PT, audit, and regulatory observations/vulnerabilities/gaps, including patch compliance, security hardening, and cryptographic key material protection compliance as applicable to Database Encryption (DE) and KMS components.

6. Warranty & Annual Maintenance Contract:

- a) The System Integrator/successful Bidder will be the single point of contact and responsible for Support Services, maintenance services, AMC, ATS, guarantee & warranty for all components. The AMC/ATS support should be similar to the warranty support. Thereafter, the Bidder should provide AMC/ATS for these products and solutions as the case may be, for the remaining period of the contract through OEM.
- b) The bidder shall provide the highest level of support from OEM 24X7 including availability of resources as and when required during the entire contract period inclusive of any support related calls, repairs and replacement of spare parts without any extra payment.
- c) **All hardware infrastructure needs to be covered under three-years on-site warranty from the date of installation followed by 2 years of ATS/AMC.**
- d) The proposed Database Encryption and KMS and HSM solution should be latest and not declared end-of-life within 5 (five) years from the date of submission of bid and it should be in support for a minimum period of seven years.
- e) The bidder shall perform periodic preventive maintenance activities once in a quarter on all the equipment under AMC.
- f) The scope shall cover the periodic cleaning, health check-up, performance matrices and replacement of parts that are subject to wear and tear, including any abnormality issue in the device observed during preventive maintenance without any extra cost to LIC

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- g) The bidder shall coordinate in advance with the concerned officers/ officials of the concerned site for the suitable day and time for such preventive maintenance.
- h) Preventive Maintenance and support to the Hardware /Software shall include replacement of worn-out parts/sub-parts, health-checkup, checking diagnostic etc.
- i) The bidder shall perform shifting of KMS/HSM devices and other associated hardware components within the identified/centralized locations of LIC as and when required. During shifting the bidder shall ensure no downtime and the bidder will have to arrange for suitable replacement of the respective hardware. The bidder shall be responsible for any loss or damage caused to any of the KMS devices owing to negligence on his part.
- j) The bidder shall be responsible to make all KMS setup work satisfactorily throughout the contract period and to hand over the systems in working condition to LIC after expiry of the contract. In case any damage is found after the expiry of contract period but arose during the valid contract period, the bidder is liable to rectify the same even after the expiry of the AMC period.
- k) The Bidder need to have back-to-back arrangements with the respective OEM/s for all AMC/ATS for the entire contract period, details of such arrangements should be provided to LIC annually or on a mutually agreed period.
- l) During the tenure of the Contract, LIC at its discretion may choose to take over from the Bidder part or whole of the services being rendered by the Bidder. In such situation, the Bidder shall share all the necessary knowledge to LIC or its appointed Vendor.
- m) The products & services offered must include comprehensive on-site warranty as provided by the OEM from the date of installation and acceptance of the solution by LIC including all software, hardware, parts, media, patches, updates and licenses.
- n) Warranty must comply with the agreed Technical Standards, Security Requirements, Operating Procedures and Recovery Procedures, no parts or/and accessories of the systems should be excluded from such warranty.
- o) Reports related to hardware warranties and software licenses must be provided to LIC
- p) The warranty on hardware would begin post successful installation and acceptance by LIC No parts, accessories of the systems should be excluded from such warranty. Hardware support is inclusive of consumables.

7. Training

- a) The Bidder shall provide training by OEM or its Certified Training partner to the identified LIC personnel / team (5 in number) for Encryption and KMS solution for features / service architecture, and functionality after implementation.
- b) The training shall be arranged before the solution signoff. The payment for training shall be released after completion of training.

8. Sizing Requirements

The data required for sizing is provided in Annexure-W

9. Resource Deployment

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

SN	Resource	Experience	Count
1	L1	L1 Analyst- 3 years	2 Resources (8x5 Shift)
2	L2	L2 Analyst- 5+ years	1 Resource (8x5 Shift)
3	L3/OEM	L3 Analyst – 7+ years	1 resource - Quarterly for minimum one week

Following conditions shall be applicable regarding the onsite L1/L2 support:

- a) The bidder shall submit details of the proposed candidates, including their Curriculum Vitae (CV), photograph, and supporting documents (duly verified and attested by the bidder), within five (5) weeks from the date of issuance of the Purchase Order or Letter of Intent.
- b) LIC reserves the right to interview the proposed candidates through its officials, consultants, or authorized representatives. The evaluation may include technical discussions and hands-on troubleshooting exercises. Based on the assessment, LIC shall shortlist suitable candidates.
- c) If a candidate is not found suitable by LIC, the bidder shall provide an alternate candidate. The selected candidate must report to LIC within two (2) weeks from the date of communication of selection by LIC.
- d) Shortlisted candidates shall also form a standby resource pool for LIC. Only engineers from this pool shall be deployed for onsite support (including standby resources). In case of attrition or resignation, the bidder shall update the standby pool on a continuous basis by following the same selection process.
- e) In the event that an onsite resource proceeds on leave, the bidder shall provide a suitable replacement from the approved pool for the leave period. Failure to

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provide a replacement may attract penalties as per the applicable Service Level Agreement (SLA).

- f) If any onsite support resource leaves the assignment before completion of one year of service, penalties as defined in the SLA shall be applicable. Such penalties shall be cumulative for each occurrence.
- g) In case the bidder proposes to replace an onsite resource, a minimum notice period of forty-five (45) days shall be provided to LIC, except in cases of termination, death, or medical emergencies requiring hospitalization.
- h) LIC reserves the right to request replacement of any onsite resource. In such cases, the bidder shall provide a replacement within thirty (30) days from the date of notification by LIC.
- i) The bidder shall conduct complete background verification of all onsite resources and submit appropriate verification documents, including Police Clearance Certificates.

Offsite L3 Support

The selected bidder shall designate an offsite L3 engineer who will act as a technical advisor and subject matter expert for LIC. The L3 engineer shall provide guidance on complex issues, architectural improvements, upgrades, and new initiatives undertaken by LIC from time to time. The L3 engineer may be required to attend meetings at LIC premises as needed.

No additional charges shall be payable by LIC for such advisory support.

24×7 Support Coverage

In addition to the onsite 8×5 support resources specified above, the bidder shall ensure 24×7×365 support coverage for the deployed solution through an appropriate combination of onsite, remote, and on-call resources.

The bidder shall provide a detailed escalation matrix including contact details, response timelines, and resolution timelines for all levels of support to ensure uninterrupted service availability.

Operational Responsibility

The deployed resources shall be responsible for:

- Monitoring and operational management of the deployed encryption and security infrastructure
- Incident management and troubleshooting
- Coordination with OEM support teams for complex issues

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- Security monitoring and log review including integration with Security Information and Event Management platforms where applicable
- Supporting upgrades, patching, and configuration management
- Assisting LIC in security audits, compliance reviews, and operational reporting.

Resource Requirement for eFEAP MySQL native Database Encryption

1. Role Profiles – eFEAP MySQL Support

- **Lead Database Architect / Platform Engineer (L3):** Responsible for the blueprint, automation strategy, performance fine-tuning, and risk management framework.
- **Database Operations / Implementation Engineers (L2):** Responsible for executing the automated pipelines, validating backups, replication, DR Drill orchestration monitoring performance metrics, and handling tier-1 troubleshooting during the migration windows.

2. Required Technical Skill Set – eFEAP MySQL Support

Proposed resources possess documented expertise in the following domains:

Database & Encryption Expertise

- **Advanced MySQL DBA Competency:** Deep understanding of MySQL 8.0+ internals, specifically InnoDB storage engine architecture
- **Transparent Data Encryption (TDE):** Hands-on experience implementing MySQL TDE, managing master keys, and configuring MySQL keyring plugins (e.g., keyring_file, keyring_vault, or cloud-native keyrings).
- **Key Management Systems (KMS):** Experience integrating databases with enterprise Key Management Interoperability Protocol (KMIP) servers or cloud KMS (like for eg: HashiCorp Vault, AWS KMS, or Azure Key Vault).

3. Evaluation Criteria for the eFEAP MySQL Resources

The following proof should be submitted along with technical bids:

1. **Case Studies:** Evidence of managing database estates of at least 100+ nodes or 500+ TB of total data in last 5 years and MySQL Database Administrator or equivalent Cloud Provider Database Specialist Certifications – L3

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2. **Certifications:** Proposed engineers should ideally hold certifications *MySQL Database Administrator* or equivalent Cloud Provider Database Specialist certifications. – L2

4. Payment Criteria for the eFEAP MySQL Resources

Payment shall be made after the completion of native encryption on all MySQL databases and on completion of all other activities mentioned in Section-E- 1.Scope of Work- (heading- **MySQL Native Encryption Feasibility, Testing, and Implementation**).

5. Timelines for Implementation of MySQL native encryption

Within 3 months from date of intimation to carry out the work

10. Project Timelines

The Phase Wise Project Timelines as below:

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment (Hardware and Software) as quoted in the bill of materials for the DE Solution. Date of delivery of last item shall be taken as date of delivery for all items.	T + 8 Weeks
3	Current State Assessment & Project Planning. Understanding of the current landscape of LIC, project plan creation, documentation, HLD creation, use case creation, collating list of users and applications to be integrated and any other activities as required as part of scope(Planning & Designing Phase)	T + 10 Weeks
4	Implementation of the DE solution (Date of integration of last database shall be taken as date of completion of implementation) (Implementation phase)	T + 24 Weeks
5	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 full-scale rollout)	T + 28 Weeks
6	User Acceptance Testing (UAT) (UAT phase)	T + 30 Weeks

Sr. No.	Activity	Timelines
7	Knowledge Transfer & Training & Documentation	T+ 30 Weeks
8	Sign-off & GO-Live	T + 32 Weeks
9	Transition to managed services (Maintenance phase)	Till End of Contract

11. Service Level Agreements (SLAs) & Penalties

General Conditions

- a) Successful vendor(s) will have to agree to the defined SLA and Milestone schedule and non-compliance of which will result in application of penalties/liquidated damages as per penalty clauses given below. It will form part of the contract.
- b) The bidder shall be fully responsible for supply, installation, configuration, integration, maintenance and fault-free operations of the supplied solution including hardware, software, operating system, database, utilities and associated components during warranty and AMC/ATS period.
- c) The bidder shall provide 24x7x365 support for all supplied solutions during the contract period.
- d) Any technical issue, malfunction, defect or degradation in the supplied solution shall be attended to on priority basis and resolved within the timelines defined in this SLA.
- e) LIC may communicate incidents/issues through email, telephone, ticketing system or any other mutually agreed mechanism.
- f) For calculation of downtime and penalties, the time elapsed between logging/intimation of incident by LIC and confirmation of restoration/resolution by the bidder shall be considered.
- g) The penalties calculated under this SLA may be recovered by LIC from any payment due to the bidder or by invocation of the Performance Bank Guarantee (PBG), at the sole discretion of LIC.
- h) The liquidated damages (LD) and/or penalties applicable under this RFP and the resultant contract may be deducted or recovered by LIC from any amount payable or becoming payable to the bidder. LIC may also recover such amounts by invoking the applicable Bank Guarantee(s), including the Performance Bank Guarantee (PBG), without prejudice to any other rights, remedies, or penalties available to LIC under the terms of this RFP and the resultant contract.
- i) The total cumulative penalty during implementation phase shall be capped at 10% of the Total Cost of Ownership (TCO).
- j) The total cumulative penalty during any quarter of the AMC/ATS period shall be capped at 10% of the applicable quarterly AMC/ATS charges.

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- k) The imposition of penalties under this RFP and the resultant contract shall be without prejudice to any other rights and remedies available to LIC under applicable law, this RFP, and the resultant contract.
- l) The penalties and liquidated damages specified under various SLA parameters shall be independent of each other and may be levied separately and concurrently, wherever applicable. However, no penalty or liquidated damages shall be applicable for delays, downtime, or non-performance attributable to LIC, Force Majeure events, or reasons beyond the control of the bidder and accepted by LIC.
- m) The bidder has to ensure adherence to time-schedules given in this RFP. Non-adherence will attract penalties as given below:

Delivery & Implementation Phase SLA

The bidder shall adhere to the implementation timelines agreed with LIC.

Sr. No.	Activity	Penalty
1	Delay in delivery of hardware/software beyond agreed timelines	0.25% of value of delayed items per week or part thereof
2	Delay in completion of installation, implementation, pilot, UAT or go-live activities beyond agreed timelines	0.25% of TCO per week or part thereof
3	Delay in implementation of MySQL native encryption activities beyond timelines	0.25% of TCO per week or part thereof

Availability SLA

The bidder shall maintain a minimum monthly uptime of 99.50% for the supplied solution and associated services.

Uptime Calculation

$$\text{Uptime (\%)} = [(\text{Total Time} - \text{Downtime}) / \text{Total Time}] \times 100$$

Downtime shall exclude approved scheduled maintenance and exclusions mentioned above.

- Exclusions from downtime calculation include the following:
 - Force Majeure conditions.
 - Power failure, WAN/ISP failure, or environmental conditions beyond bidder's control.
 - Exclusions from downtime calculation include the following:

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- Downtime because of LAN cabling faults.
- Downtime attributable to LIC, third-party infrastructure, or dependencies not under bidder’s scope.
- Power failure, WAN/ISP failure, or environmental conditions beyond bidder’s control.
- Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
- All failures due to source power unavailability and power conditioning, UPS failure etc. beyond control of Vendor Managed Services.
- Force Majeure conditions defined above or any condition not foreseen but mutually agreed by both the parties.
- Link outages owing to ISPs.

Availability & Penalty Matrix

Monthly Uptime	Penalty
99.50% and above	Nil
99.00% and above but below 99.50%	1% of quarterly AMC/ATS charges
98.00% and above but below 99.00%	3% of quarterly AMC/ATS charges
Below 98.00%	5% of quarterly AMC/ATS charges

- If the number of downtime incidents in a month exceeds three (3), an additional 0.50% downtime shall be considered for SLA calculation.
- LIC reserves the right to terminate the contract in case of persistent SLA breaches or unsatisfactory services.

Incident Response & Resolution SLA

The bidder shall provide escalation matrix and contact details for support operations.

Severity Level	Description	Example Scenarios	Response Time	Resolution / Workaround Time	Penalty per breach
Severity 1 (Critical)	Complete service outage or security breach impacting critical systems	- KMS/HSM unavailable	≤ 30 minutes	≤ 4 hours (workaround), ≤ 24 hours (permanent fix)	Rs.25,000
		- Database encryption failure causing data inaccessibility			
		- Suspected key compromise			

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Severity 2 (High)	Major functionality impacted but system partially operational	- Key retrieval delays impacting applications	≤ 1 hour	≤ 8 hours (workaround), ≤ 48 hours (permanent fix)	Rs.10,000
		- Partial failure of encryption services			
		- DR not functioning as expected			
Severity 3 (Medium)	Minor functionality issues with limited impact	- Policy enforcement delays	≤ 4 hours	≤ 2 business days	Rs.5,000
		- Non-critical component failure			
		- Intermittent performance degradation			
Severity 4 (Low)	Minimal impact, informational requests, or cosmetic issues	- UI/reporting issues	≤ 1 business day	≤ 5 business days	Rs.2000
		- Log visibility issues			
		- General queries or assistance			

Security Patch & Update SLA

The bidder shall provide and implement all OEM-recommended security patches, bug fixes and updates during the contract period without additional cost to LIC.

- Critical security patches shall be provided within seven (7) calendar days from OEM release/advisory.
- Non-critical patches and updates shall be provided within thirty (30) calendar days from OEM release/advisory.

Activity	Penalty
Delay in applying critical security patch beyond defined timeline	1% of quarterly AMC/ATS charges per breach

Compliance Requirements

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- The bidder shall comply with LIC security policies, audit requirements and applicable regulatory guidelines during the contract period.
- LIC or its authorized auditors may review SLA compliance records, logs and reports maintained by the bidder.
- The bidder shall provide monthly SLA compliance reports covering uptime, incidents, resolution timelines, patch compliance and preventive maintenance activities.

SLA for Onsite support resources

SLA Parameter	Definition	Target Service Level	Measurement Criteria	Frequency	Penalty for Non-Compliance
Onsite Support Resources (L1/L2 and L3 resources)	The on-site Personnel or his designated substitute as quoted in the bid should be present in LIC’s premises as per the RFP conditions.	100% compliance	Presence of onsite support personnel at LIC premises in accordance with the approved deployment schedule and RFP conditions.	Quarterly	0.5% of the quarterly operation phase / onsite support charges for each instance of non-compliance.

- **The penalties specified under Availability SLA, Incident Response & Resolution SLA, Security Patch & Update SLA, and any other SLA parameters defined in this RFP shall be independent of each other. Any breach under one SLA category shall not preclude the imposition of penalties under any other applicable SLA category.**
- **Accordingly, penalties arising from multiple SLA breaches during the same period shall be calculated separately and shall be cumulative in nature. LIC reserves the right to recover all applicable penalties simultaneously for such breaches, subject to any overall penalty cap, if specified elsewhere in the contract.**

12. Rate Validity

1. The unit prices quoted by the successful bidder and finalized through the Online Reverse Auction (ORA) shall remain firm and valid for a period of five (5) years from the date of issuance of the first Purchase Order under this RFP.
2. During the above validity period, LIC shall have the right to procure additional quantities of the items covered under this RFP, including but not limited to encryption solution licenses, Key Management System (KMS), Hardware Security Modules (HSM), and associated components and services.

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3. Such procurements shall be made at the same unit prices and commercial terms as finalized under this RFP, without any escalation.
4. The bidder shall not be entitled to claim any price revision, escalation, or change in commercial terms during the rate validity period.
5. In case any product quoted under this RFP is upgraded, discontinued, or replaced by the OEM, the bidder shall supply the equivalent or higher version/model at the same or lower price, subject to compatibility with the existing deployed solution.

13. Optional Quantity / Repeat Order

1. LIC reserves the right to increase or decrease the quantity of items specified in this RFP at the time of placement of Purchase Order based on its actual requirements.
2. LIC may also place repeat orders for additional quantities of the items covered under this RFP during the validity of the contract.
3. Such repeat orders shall be placed at the same unit prices and commercial terms as finalized under this RFP, subject to the Rate Validity Clause.
4. The successful bidder shall be obligated to supply the additional quantities ordered by LIC under such repeat orders within the agreed delivery timelines.
5. LIC shall not be under any obligation to procure the entire quantities indicated in the RFP, and the quantities mentioned are indicative only.

14. Technology Refresh / End-of-Life (EOL) / End-of-Support (EOS)

1. The bidder shall ensure that all products, including encryption solution software, Key Management System (KMS), and Hardware Security Modules (HSM), supplied under this RFP are current, supported, and not declared End-of-Life (EOL) or End-of-Support (EOS) by the OEM at the time of supply.
2. In the event that any product quoted in the RFP is declared EOL/EOS by the OEM during the contract period, the bidder shall provide equivalent or higher model/product with equal or better specifications and performance.
3. Such replacement or upgraded product shall be supplied at no additional cost to LIC, if the change is necessitated due to OEM discontinuation or technology obsolescence.
4. The bidder shall ensure that the replacement product is fully compatible with the existing deployed solution, including interoperability with previously supplied encryption licenses, KMS, HSM, and related infrastructure.
5. The bidder shall also ensure continued availability of support, patches, upgrades, and maintenance services for the supplied solution throughout the contract period.

Section F: General Terms & Conditions

1. Delivery & Installation Schedule

The vendor shall be responsible for delivery and complete installation of all the equipment/components ordered by LIC and for making them fully operational at no additional cost to LIC within the time frame mentioned in the Project timelines delivery schedule (section-E Clause-11)

- a. Delivery, installation and integration (with the current setup) of the ordered equipment should be completed as per timelines mentioned in this RFP.
- b. The installation / integration will be deemed as incomplete for a site if any component is not delivered/ installed/ integrated or is not as per the specifications and hence not acceptable to LIC.
- c. Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.
- d. However, equipment/components not delivered/installed beyond mentioned timelines, from the date of the Purchase order, will be dealt with as follows: -
 - i. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.
 - ii. The penalty as per clause shall be applicable.
 - iii. Deductions of penalty will be made from any amount payable to the vendor by LIC.
 - iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.
 - v. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai.
 - vi. Termination of contract and blacklisting.
- e. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the vendor may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any 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.

2. Site Not Ready Cases

In case the site is not found ready for installation upon the vendors visit, due to any reason(s) attributable to LIC, then the vendor will undertake following activities:

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- a. Open the consignment boxes and verify the deliverables as per Purchase order.
- b. In case of complete delivery (i.e., no short shipment of any component), conduct Power-On Self-Test (POST) and see the equipment are working properly.
- c. After POST, seal the boxes again in presence of LIC officials who will sign the SNR.
- d. Obtain a SNR certificate (as per the format attached herewith as **Annexure-I**) from the LIC office within the delivery and installation period else penalty defined as per Penalty clause shall be invoked.
- e. In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipment will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done within the stipulated timeframe of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s).
- f. In case of any short shipment/equipment not functioning, LIC will not issue Site Not Ready (SNR) certificate but only Short Shipment Form (SSF) as per Annexure J will be issued. Vendor should arrange the delivery of the short shipment/faulty equipment within the delivery and installation period else, penalty defined as per Penalty clause shall be applicable.

3. Installation of Equipment

It is advised that, the vendor should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements i.e., adequate Space, UPS/Power, Earthing, Air Conditioning etc. No additional charges will be payable by LIC for such survey. If this survey is not done, LIC will not be responsible for any related issues that may arise at the time of installation.

The vendor shall do the rack mounting, connection/network cabling to switches, actual plugging-in, configuration and testing of all equipment / components during installation. The equipment/component should be tested for physical and software configuration as per Life Insurance Corporation of India's requirement, error resolutions (if any), testing of redundancy (wherever provided) configuration as well as the end-to-end connectivity on Life Insurance Corporation of India's network. The equipment has to be installed in racks wherever provided.

4. Transportation & Insurance

The successful Bidder should obtain insurance cover for the equipment if any supplied, for all risks up to date of delivery of the devices and acceptance by LIC.

- The cost for the same will be borne by the successful Bidder.

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- Successful bidder has to submit a copy of the insurance document to LIC.

Should any loss or damage occur, the vendor shall:

- Intimate and pursue claim with the Insurance Company till settlement and
- Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.

5. Road Permit

Road/entry permit etc. which may be required for entry into a State for supply of the equipment to the locations mentioned in Purchase Orders will have to be obtained by the Vendor, without any additional cost to LIC. If required, on receiving a written request from vendor, a declaration (Whom so ever it may concern) may be given by LIC to the Vendor to the effect that the equipment/goods are as per the purchase order issued by LIC and these are for LIC's own use and not meant for any resale or for any manufacturing or packing of any goods for sale. The vendor has to take care of all other formalities which may be required for obtaining the Road-Permit / Entry permission.

6. Consequences of Termination of the Selected Bidder:

In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

7. Intellectual Property Rights

- **Third Party Material**

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

- **LIC ownership of Intellectual Property Rights in Contract Material**

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

- **Responsibility of the successful bidder**

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

- **Liability of the successful bidder**

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

The liability of the successful 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.

- **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

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- b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses.

- **Rights in Bidder's Pre-existing IPR**

There shall be no assignment or transfer of any Bidder's pre-existing IPRs (including any amendments, modifications or enhancements thereto) pursuant to this Agreement.

- **Remedy for breach of warranty**

If a third party lays a claim for any partial or full ownership of any software or its components supplied by the vendor, which jeopardize, disrupt or endanger the LIC's right of uninterrupted use of the software, the bidder shall at no cost whatsoever to the LIC,

- i. regularize the license so that the LIC may continue to use the software in accordance with the terms set out in the RFP and any subsequent Agreement, or
- ii. modify the software without affecting the performance or functional aspects of the software in any manner, to avoid the infringement claim, or
- iii. replace the software with an alternate, non-controversial and non-infringing product, without compromising the quality and functionality of the software to be replaced.

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.

The LIC shall not be held liable for and would be absolved of any responsibility or claim/litigation arising out of the use of any third-party software or its components or modules supplied by the bidder in terms of requirements of this RFP.

- **Patent Rights and other litigation costs**

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

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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

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 or the penalties deducted have reached the maximum limit i.e. 10% of the contract value (TCO), 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.
- 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 under clause c) above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits.
- f. The systems that are complete and ready for delivery within 30 days after the Vendor's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Vendor an amount mutually agreed for partially completed systems and for materials and parts previously procured by the Vendor.

- **Termination by LIC for default**

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

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.

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

- **Termination for Insolvency**

LIC may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC. In case of termination under this clause LIC is liable to pay for all the services performed by the Vendor till the effective date of termination.

- **After termination**

On termination of the contract the Vendor must:

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

- **Survival**

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

- **Severability**

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

- **Termination does not affect accrued rights**

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

- **Consequences of Termination of the Selected Bidder:**

In the event of termination of the selected bidder(vendor) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach. The terminated vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination.

Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

- **Business continuity beyond contract period**

At the end of the contract period the vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for business continuity. The vendor will provide an expert facility to obtain the data/knowledge in a usable format. The vendor shall render all reasonable assistance and help LIC and any new service provider engaged by LIC for smooth switch over and continuity of service.

- **Knowledge transfer**

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

- a. Transferring to or providing LIC access to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract ;and
- b. Making Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any 'Commercial-in- Confidence' information of the Vendor.
- c. The Parties agree that duration of Knowledge transfer shall in no event exceed 90 days.

9. Protection of Personal Information

9.1 Application of the clause

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

9.2 Obligations

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

10. Security and Compliance

- a) LIC shall conduct information security audit including VAPT for the solution and underlying infrastructure through third Party firms at regular intervals. The successful bidder has to support in all aspects of conducting security audits, which may include physical verification of infrastructure. The successful bidder shall close any gaps emanating from such audits as part of regular activities.
- b) All product updates, upgrades and Patches should comply with observations of IS Audit, IRDA Audit, CA, VA&PT etc. and the same should be provided by the successful Bidder/Vendor at no extra cost during warranty and AMC/ATS period.
- c) The successful bidder should resolve any vulnerability found in the proposed solution as and when identified.
- d) All vulnerabilities should be closed by successful bidder/vendor immediately or with-in 15 days of reporting the same to successful bidder/vendor.
- e) The proposed solution should comply with all security policies of LIC and all relevant regulatory compliance requirements including IS Audit Requirements.

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The successful bidder/vendor will demonstrate compliance with relevant industry regulations and LIC's internal security policies.

- f) The software/agent software deployed on Source systems should not affect the performance, software upgrades, patching of OS or Database, in any way. If the host database requires the removal of third party vendor software prior to patching/upgrades, it shall be the responsibility of the successful bidder/vendor to uninstall the third party software prior to upgrades/Patching and re-install and configure post upgrades/patching at no extra cost to LIC.
- g) The successful bidder/vendor must implement robust security measures, including data encryption, access control, and audit logging, to protect data privacy and integrity throughout the data lifecycle.
- h) The successful Bidder shall provide and implement patches/ upgrades/ updates for the solution as and when released by them/OEM or as per requirements of LIC. The successful Bidder should bring to notice of the LIC all releases/version changes.
- i) Latest and stable Patches made available by the OEMs should be applied immediately by the successful bidder/vendor 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 successful bidder for integration with upgraded environment.
- 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.
- k) The successful Bidder shall provide maintenance support for Solution over the entire period of contract as per the terms and conditions specified in the RFP.

11. 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.

12. Bidder's Business Continuity Plan (BCP) readiness

The Bidder shall submit an executive summary of their own Business Continuity Plan (BCP) as part of the proposal. This submission must outline the Bidder's

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internal framework and preparedness to ensure continuity of services in the event of disruptions such as natural disasters, system failures, cyberattacks, or any other operational risks. The purpose of this requirement is to assess the Bidder's ability to maintain seamless service delivery throughout the duration of the contract, regardless of adverse conditions affecting their operations.

Section G: Payment Terms & Conditions

- 1) No advance payment or interest payment will be made by LIC.
- 2) Payment will not be released till the completion of the in-scope activities.
- 3) Payments will be made as per below table, subject to bidder completing in-scope activities for the agreed project plan. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines.

Sr. No	Items	Milestone	Percentage
1	Hardware	Delivery of the all-hardware items, rack-mounting, power on and submission of the invoice with proof of delivery and other documents (after due inspection). Submission of Undertaking -B, Undertaking-C and Declaration-A	60%
		Successful installation and acceptance of the hardware (after due inspection) including DR	20%
		One month after Go-LIVE	20%
2	Software	Delivery of respective software & its related components as per actual supply (after due diligence)	60%
		Successful installation, configuration, completion of customization and acceptance of systems for respective applications	20%
		One month after Go-LIVE	20%
3	Implementation Cost	On Successful Go Live including successful DR execution	100%
4	MySQL native encryption costs	On completion of successful implementation of Native encryption on all MySQL databases	100%
5	AMC/ATS	The AMC/ATS shall commence on completion of warranty period.	Quarterly in arrears
6	Training Cost	On Completion	100%

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6	Facility Management Service	Quarterly arrears based on submission of error free invoice	Quarterly in arrears
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- 4) LIC shall make payments in Indian Rupee (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.
- 5) The payment will be released by the IT department, Central Office. Payment related objections, if raised after 3 months from the date of release of payment, will not be entertained. Such objection must be raised in writing.
- 6) The vendor is also duty bound to report to LIC about any short recovery of taxes, cess etc. at source. Such reporting to LIC should also happen at the earliest. In case, vendor fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC will have the right to recover all short recoveries of tax, related cess and surcharges, interest, and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.
- 7) The Amount against Penalties, if any will be recoverable from the payment or from any other payment due to the Vendor or from performance Bank Guarantee.
- 8) If an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Vendor, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by LIC to the Vendor under the contract in case of over payment.
- 9) The Vendor will not be entitled to charge LIC for any other fees, charges or expenses (including travel and accommodation, document reproduction, transportation and courier charges, and telecommunications, etc.) in addition to the charges mentioned in the Payment Schedule.
- 10) In all other cases:
 - a) Following documents will be required to be submitted for release of payment:
 - i) Invoice printed on Vendor's own letterhead (with reference to Purchase order, description of goods/ services delivered, quantity, unit price, total amount)
 - ii) Proof of payment of GST/Octroi / Entry Tax (wherever applicable)

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- iii) User Validation(UV) Certificate (wherever applicable) duly signed and stamped by the Vendor, and counter-signed by the LIC officials from the concerned project/department of LIC.
- iv) Undertaking-B , Undertaking-C and Declaration-A to be submitted by OEM/Bidder

11)Warranties:

- a) The Vendor will have to represent and warrant that:
 - i) It has the right to enter into the Contract resulting from this RFP;
 - ii) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
 - iii) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services
 - iv) The Services will be complete, accurate and free from material faults; and
 - v) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.
- b) The offer must include comprehensive on-site warranty for five years from the date of installation and acceptance of the systems by LIC. The warranty will include supply and installation of all updates and subsequent releases of security solutions.
- c) All software to be supplied/ delivered and installed must be of the latest version and should form part of the OEM's current product line.
- d) The bidder should also ensure that the solution proposed shall be technically compliant to perform satisfactorily as per requirements mentioned in the technical specification and deliverables.
- e) The warranty, which for all practical purposes would mean Comprehensive On-site Warranty, shall start and remain valid for five years from the date of installation of products.
- f) On-site warranty will start from the date of successful installation of the products subject to the acceptance of sign-off. If the vendor is unsuccessful to fine-tune the product, then the onsite warranty will be from the date of acceptance of sign off and not from the date of installation.

12)Maintenance during Warranty Period:

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- a) The successful Bidder shall attend to calls and arrange to solve the problems within the stipulated timelines as mentioned in the SLA.
- b) LIC may at its discretion extend the services for onsite support and remote (offsite) support for a further period from the expiry of the Warranty period on the same terms and conditions.
- c) The on-site and offsite support services will be for a period of 5 years. The contract maybe renewed after the end of 5 years subject to the discretion of LIC.
- d) LIC reserves the right to terminate the contract earlier, with one 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. Spares and support for the appliances should be available for a minimum period of six years from the date of installation of the appliances irrespective of whether the equipment is manufactured by the Vendor or procured from any other OEM. The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment. During this specified period if it is found that spares or support is not available, the appliances will have to be replaced by equivalent or higher model subject to evaluation if required by LIC, by the vendor at no extra cost to LIC.
- e) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.
- f) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.
- g) In 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.

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- h) Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:
 - i) Customer Call Report (CCR) signed by both the service Personnel and Corporation's authorized official, confirming that the complaint is resolved.
 - ii) Date and time of resolution of the complaint shall be indicated clearly.
 - iii) Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.
- i) Service Personnel/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Personnel of the vendor shall have access to the servers only after obtaining clearance from LIC's authorized officials. No component of the System/data/ log information will be taken out of LIC's premises without clearance from LIC's authorized Officials.

Section H: Enclosures

Bidders are required to submit their response to this RFP under a 'Three Bid' System consisting of:

- a) Eligibility Bid
- b) Technical Bid
- c) Commercial Bid (Indicative Price)

Bidders are required to submit the following annexure:

SN	Annexure	Annexure Name	Eligibility Bid	Technical Bid	Commercial Bid	To be submitted by successful bidder
1	Annexure A	Covering Letter	✓			
2	Annexure B	Bidder's Profile	✓			
3	Annexure C	Eligibility Criteria	✓			
4	Annexure E	Bidder's Experience	✓			
5	Annexure F	Technical Bid		✓		
6	Annexure G	Commercial Bid (Indicative Pricing)			✓	
7	Annexure H	Manufacturer's Authorization Form	✓			
8	Annexure I	Format for Site Not Ready (SNR)				✓
9	Annexure J	Format for Short Shipment Form				✓
10	Annexure K	Performance Bank Guarantee				✓
11	Annexure L	Business rule for Online reverse auction	--	--	--	--
12	Annexure N	Integrity Pact	✓			
13	Annexure O	Bank Guarantee for EMD	✓			
14	Annexure P	Contract Form				✓
15	Annexure Q	Non-Disclosure Agreement (NDA)				✓
16	Annexure R	Bill of Quantity		✓		
17	Annexure S	Online Tendering Guidelines	-	-	-	-
18	Annexure T	Land Border Declaration	✓			
19	Annexure U	Make in India Certificate – (Separate certificates from Statutory Auditor and Authorized signatory)	✓			
20	Annexure V	Format for Self-Declaration regarding 'local supplier' for Cyber	✓			

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		Security Products				
21	Annexure W	Data required for Sizing	-	-	-	-
22	Annexure-Y	Undertaking for Supply of Additional hardware,Licenses and Implementation at ORA-Discovered Prices	✓			
23	Undertaking-A	Undertaking from OEM that proposed hardware and software will not be declared EOL or EOS during period of contract	✓			
24	Undertaking-B	Undertaking from bidder indemnifying the Corporation against Violation of Copyright and Patents.				✓
25	Undertaking-C	Undertaking from bidder that software licenses comply with OEMs guidelines/requirements.				✓
26	Declaration-A	Declaration that software is free from bugs, malware, covert channels in code etc. and Integrity certificate				✓
27	Annexure-Z	Bidder's Business continuity plan - Executive summary	✓			

Executive Director (IT-DT)

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure A: Covering Letter

The Executive Director (IT-DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

Date

Dear Sir/Madam,

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

We have carefully examined the captioned RFP floated by LIC, terms and conditions and subsequent modifications including all annexures, the receipt of which is hereby duly acknowledged. We offer to submit our bid as per the terms and conditions spelt out in the RFP. While submitting this bid, we certify that:

- We have not induced or attempted to induce any other bidder to submit or not to submit a bid for restricting competition.
- We are submitting the bid after fully agreeing to all the terms and conditions of RFP and its clarifications/ modifications till the validity of the contract period (including its extension, if any).
- If our offer is accepted, we undertake to deliver the solution as per terms and conditions in this RFP.
- If our Bid for this RFP/tender is accepted, we undertake to enter into and execute at our cost, when called upon by LIC to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- We have the eligible digital certificate to participate in the Online Reverse Auction conducted by LIC's authorized service partner and shall submit our commercial bid. We shall also abide by the LIC's Business Rules prescribed for Online Reverse Auction.
- The information/ data/ particulars furnished in our bids are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, LIC will have the right to disqualify us.
- If our bid is accepted, we will obtain and submit to LIC the guarantee of a bank in the form prescribed by LIC for the amount as decided by LIC for the due performance of the contract.

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

We understand that LIC may reject any or all of the offers without assigning any reason whatsoever.

We undertake to comply with the provisions of IT Act 2000 and Digital Personal DATA Protection Act, 2023 as modified/amended from time to time as well as guidelines issued by RBI/GOI/IRDAI and any other Govt. Regulator as applicable to us. This offer, together with the LIC's written acceptance thereof and LIC's notification of award would constitute a binding contract between us till the signing of contract, if applicable.

Dated at _____ this _____ day of _____

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Thanking you,

Authorized Signatory of the bidder

Name:

Designation:

Date:

Place:

Seal of the company

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure B: Bidder's Profile

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

S No	Details	Bidder Response	
1	Company Background		
	Name of the Firm/ Company		
	Year of Incorporation if India		
	Type of the Company [Govt/PSU/Pub.Ltd/Pvt Ltd/ JV/LLP etc.]		
2	Address		
	Corporate Office (HQ)		
	Local Office in Mumbai		
	GST registration number and date of registration		
	PAN card number		
3	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number/ Mobile No.		
	c) E-mail ID		
4	Financial Parameters		
	Business Results (last three years)	Annual Turnover (Rs. In Crores)	PBT (Rs. In Crores)
	2024-25		
	2023-24		
	2022-23		
(Only company figures need to be mentioned. Not to include group/ subsidiary company figures)	(Mention the above amount in INR only)		

Note: Enclose copies of Audited Balance Sheet along with enclosures.

Authorized Signatory of the bidder

Name:

Designation:

Date:

Place:

Seal of the company

Annexure C: Eligibility Criteria

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

SN	Eligibility Criteria	Documents to be Submitted
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2	<p>The bidder should be Original Equipment Manufacturer (OEM) or authorized partner of OEM with an authority to sell, upgrade supply, service, and support and maintain the proposed solution(s) (software) during the entire period of contract with LIC as on the date of RFP. Relevant Certification to be attached with the bid document. The bidder needs to submit Manufacturer Authorization Form (MAF), having reference to this RFP, from respective OEMs stating that bidder is authorized partner / system provider of OEM and is authorized to participate in this RFP.</p> <p>Note: In the response to the RFP, OEM (in individual capacity) and OEM with bidder cannot bid simultaneously i.e. either OEM (Original Equipment Manufacturer) in individual capacity or OEM with bidder i.e. their authorized distributor/partner in India can bid in the RFP.</p> <p>In case, both OEM (in individual capacity) and OEM with bidder submit the bids, the bid submitted by OEM (in individual capacity) alone will be considered.</p>	OEM certificates are to be provided by vendor
2	<p>The Bidder must have an annual turnover of minimum Rs. 100 Crores per annum during the last 03 (three) years preceding the date of this RFP</p> <p>For MSME bidders, the turnover requirement will be as follows:</p> <ul style="list-style-type: none"> • the MSME bidder must have an average turnover of Rs. 15 Crores in the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025), instead of the minimum turnover of Rs. 100 Crores as stipulated for other bidders. • Furthermore, MSME bidders must have made a profit (before tax) in each of the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025). <p>The MSME bidder must submit a valid MSME registration certificate along with the necessary financial documents to support the above criteria</p>	Annual audited balance sheet for last three financial years

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SN	Eligibility Criteria	Documents to be Submitted
3	The bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during the last 03 (three) years preceding the date of this RFP.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years and CA Certificate
4	The Bidder should have a minimum of three (3) years of experience in supply, installation, implementation and/or maintenance of enterprise-grade Data-at-Rest Encryption (DE) solutions, Key Management Systems (KMS), and Hardware Security Modules (HSMs) 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.	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
5	<p>The Bidder should have successfully supplied, installed , implemented and/or maintained during the seven (7) years preceding the date of this RFP:</p> <p>At least two (2) projects involving :</p> <ul style="list-style-type: none"> • Enterprise-grade Data-at-Rest Encryption solutions (preferably beyond native database TDE), • Centralized Key Management Systems (KMS) with full key lifecycle management, and • Hardware Security Modules (HSMs) (preferably FIPS 140-2 Level 3 or higher), <p>For: Private sector organizations in India with a minimum market capitalization of INR 500 Crores, OR PSUs / Government Organizations / Regulators / Stock Exchanges / BFSI sector firms in India or globally. It is not mandatory that all the above components (DE, KMS, and HSM) be implemented within a single project. However, the Bidder must demonstrate cumulative experience across all three areas through one or more eligible projects.</p>	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
6	Bidders and the proposed OEM should have support centres in India with availability of 24 x 7 onsite, telephonic/ remote support.	Declaration on company letter head duly signed by the authorized signatory of the bidder.
7	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF).	The bidder must submit the Manufacturer's authorization letter (i.e. MAF) from OEM as per Annexure – H.
8	<p>The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI valid as on the date of this RFP.</p> <p>However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.</p>	Declaration on company letter head duly signed by the authorized signatory of the bidder.
9	Power of Attorney/Board resolution or Authorization, duly authorizing the authorized signatory to act on behalf of the Bidder for all legal and financial matters pertaining to this Bid and the resulting contract, if any.	Copy of POA / Board resolution attested by company secretary to be submitted.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Note:

1. The bidders should submit their responses to the eligibility criteria in the format as provided in '**Annexure C – Eligibility Criteria**'.
2. Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
3. The technical bids of bidders who qualify in the eligibility bid evaluation only shall be opened for further evaluation.
4. All copies of supporting documents should be submitted as enclosures to Annexures. The same should be attested by Authorized signatory of the bidder.
5. The soft copies submitted should be digitally signed by Authorized signatory.

Authorized Signatory of the bidder

Name:

Designation:

Date:

Place:

Seal of the company

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Annexure E: Bidder's Experience

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Financial year (based on Purchase order)	Name of the client for whom projects undertaken	Project details	OEMs	Name, designation and contact details of representing the client for the purpose of reference	Order Value in Crore

I certify that the above-mentioned information and the relevant Annexures and enclosures are true and correct.

(Please attach documentary evidence like PO copy, certificate from the customers etc.)

Authorized Signatory of the bidder:

Name:

Designation:

Date:

Place:

Seal of the company:

Annexure F: Technical Compliance

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Technical Specifications for proposed DE Tool

1. KMS / HSM Related Specifications

#	Specification	Complied (Y/N)
1	The Key Management Software and HSM should be from the same vendor for seamless integration and Root of Trust.	
2	Central dashboard for Key Management Solution to maintain all the encryption keys.	
3	Should have built-in secret management without any extra license cost.	
4	The HSM solution should be a tamperproof hardware box supporting operating systems such as Windows and Linux.	
5	Host interface should support minimum 3 Gigabit Ethernet ports with port bonding and support IPv4 and IPv6.	
6	Proposed HSM should have FIPS 140-3 Level 3 certified cryptographic boundary to store cryptographic keys in tamper-evident FIPS 140-3 boundary. The FIPS certification of the HSM should be in the name of OEM and listed on NIST website.	
7	Minimum 100 partitions with isolation using user ID/password and memory isolation as per CCA IVG guidelines.	
8	Random number generation compliant with AIS 20/31 8 DRG.4 using hardware-based entropy source.	
9	Support cryptographic APIs including PKCS#11, Java (JCA/JCE), Microsoft CAPI/CNG, Rest API, and OpenSSL	
10	Support asymmetric cryptographic algorithms including RSA (1024–4096 bits), DSA, ECDSA, ECDH and ECC.	
11	Support symmetric cryptographic algorithms including AES, ARIA, SEED, RC2, RC4, RC5, CAST and GCM.	
12	HSM should support built-in clustering with Active-Active configuration.	
13	HSM Should support minimum 2000 Transaction(Signing) per Second @ RSA 2048 bits and expandable up to 10000 Transaction (Signing) per Second @ RSA 2048 bits and storage of at least 10000 keys in FIPS validated boundary.	
14	Built-in controls to detect and respond against tampering attempts.	
15	Support public key algorithms including RSA encryption/decryption, RSA sign/verify and ECC cryptography.	
16	Should provide a web based solution for administration,	

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	monitoring, and provisioning	
17	Full Suite B implementation with ECC including ECDSA and ECDH with named, user-defined and Brainpool curves.	
18	Keys must remain securely within the HSM FIPS 140-3 Level 3 cryptographic boundary throughout their lifecycle.	
19	API support including REST (JWT), KMIP, PKCS#11, JCE, .NET, MSCAPI, MS CNG, C, Java APIs and OpenSSL.	
20	HSM must support onboard key generation and secure storage of minimum 10000 keys within the FIPS boundary of the HSM.	
21	Architecture should support failover, high availability, load balancing and scalability across devices/chassis.	
22	System shall support key caching, key rotation and key versioning without downtime.	
23	System shall support secure key destruction ensuring keys cannot be recovered.	
24	Support Key Management Interoperability Protocol (KMIP) version 2.0 or above.	
25	KMIP profiles covering client/server cryptography and storage arrays with self-encrypting drives.	
26	Support KMIP for tape libraries and symmetric/asymmetric key lifecycle management.	
27	Support key caching, key rotation and versioning without downtime.	
28	Support secure key destruction ensuring keys cannot be recovered.	
29	Support secure key backup with same level of protection and backward/forward compatibility during restoration.	
30	Support recovery of lost or corrupted keys with secure multi-admin backup and restoration process.	
31	Discover, create, renew and manage keys across heterogeneous and geographically distributed environments.	
32	Ensure secure delivery of keys to integrated source systems with integrity protection.	
33	Support automated key expiry management.	
34	Provide secure vault for key storage with integration capability for third-party vaults.	
35	Provide comprehensive APIs for communication with third-party systems.	
36	Support BYOK/BYOE for cloud platforms such as AWS, Azure, Salesforce and Oracle.	
37	KMS should support multiple partitions mapped to separate HSM partitions, each KMS partition master key should be stored in separate/unique partition of HSM	
38	EKMS should support different roles and RBAC.	
39	Solution should detect compromises or unauthorized	

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	modifications and send alerts (through email and SMS Gateway)	
40	Support multiparty control and key splitting mechanisms.	
41	Provide proactive notifications before key expiry, rotation or lifecycle events via email and SMS.	
42	Provide holistic view of keys across the enterprise environment.	
43	Provide automated real-time event alert mechanisms.	
44	Generate system logs/events including login activity and system changes.	
45	Provide 5-year onsite comprehensive warranty.	
46	OEM should have support center in India.	
47	OEM should have warehouse in India for hardware replacement.	
48	The Key Management System (KMS) shall utilize cryptographic modules validated to FIPS 140-2 or FIPS 140-3 and shall operate in FIPS-approved mode. The KMS shall integrate with a dedicated Hardware Security Module (HSM) that is validated to FIPS 140-3 Level 3 or higher and listed on the NIST CMVP database with a valid and active certificate.	
49	The solution should provide a unified web interface to manage all KMS and integrated HSMs across different locations, support versatile Key and Secret Vaults with a decentralized security model so that data can be protected in line with differing local security policies and comply with regulatory mandates	
50	The proposed HSM should be scalable and field upgradable in future without changing the hardware.	
51	There should not be any limit on no. of Keys to be protected by HSM in accordance with FIPS 140-3 and CCA guidelines.	
52	The HSM should be scalable to support multi tenant architecture on the same device without the need of changing the hardware.	
53	The HSM must support multiple and multi-level administration with Two factor authentication using smart cards/tokens on the same device without changing the hardware.	
54	The HSM shall support scalable integration with multiple client systems (including KMS instances, databases, and applications) across data centers without restrictive per-client licensing limits.	
55	The proposed HSM and KMS solution should support or be upgradeable to support NIST-standardized Post Quantum Cryptographic(PQC) algorithms such as ML-KEM & ML-DSA.	

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56	The KMS should support crypto-agility architecture enabling migration of cryptographic algorithms, protocols and keys without application redesign	
57	The solution should support Post-Quantum Cryptography (PQC) ready architecture with support for hybrid cryptographic models combining classical and post-quantum algorithms.	
58	The KMS should support cryptographic attestation for validating integrity of cryptographic modules and keys	

2. Encryption Software / Encryption Agent Specifications

#	Specification	Complied (Y/N)
1	Check for encryption key algorithm and strength used by encryption software.	
3	Support encryption software for operating systems like RHEL, Linux on IBM-Z, CentOS , Oracle Enterprise Linux , Suse Linux , Windows servers.	
4	Support encryption software for Windows Server.	
5	The encryption solution shall support data-at-rest encryption for heterogeneous database platforms including MongoDB, MySQL, Oracle Database, and PostgreSQL through native integration mechanisms such as KMIP, PKCS#11, or database-specific key management interfaces. Where native integration is not available or limited (e.g., SAP HANA, Teradata, Vertica), the solution shall support alternative approaches including agent-based or agentless encryption while ensuring integration with the centralized KMS for key management. Preference shall be given to native database encryption mechanisms where supported.	
6	Central dashboard to maintain and manage server encryption health status.	
10	Support scheduled and automatic key rotation for encrypted databases and folders with minimal downtime.	
11	Support ACL-based encryption policies where users see only ciphertext or have restricted access.	
12	Support ACL-based decryption policies for authorized users to view plaintext.	
13	The solution should support an agent or agentless file encryption approach.	
14	The solution should secure structured and semi-structured data stored in databases across on-premises, cloud, hybrid, and multi-cloud environments. The solution should support encryption	

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	of data at rest and, where applicable, data in transit and data in use for enterprise database platforms.	
15	Easy integration with existing applications and data workflows	
16	The solution should continuously perform integrity checks to detect unauthorized modifications – including ransomware attacks – and promptly revert data to its secure state	
17	The Database Transparent Encryption software should be fully compatible with Oracle Exadata engineered systems and support Oracle Real Application Clusters (RAC) architecture and **Oracle Automatic Storage Management (ASM) file system/storage architecture.	
18	The encryption solution should be fully compliant with the architecture of supported databases and should not introduce performance degradation, operational incompatibilities, or require any modifications to database binaries, database processes, or native database operations.	
19	The encryption solution shall support native database-aware encryption for supported databases and should not rely solely on file system or storage layer encryption mechanisms.	
20	The encryption solution should introduce minimal performance overhead and should not significantly impact database throughput, latency, or system performance under normal workloads. The bidder shall provide benchmark results or reference implementations demonstrating performance impact.	
21	The encryption solution shall not require modification of database binaries, database kernel components, or application code.	
22	The encryption solution should be fully compatible with native backup, restore, replication, and recovery utilities of supported databases and should allow such operations to be performed without requiring decryption of the protected data or impacting database availability and performance.	

Annexure G: Commercial Bid (Indicative Pricing)

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Sr No	Items	Unit Rate	Qty	One-time Capital Costs (A)	Year-1 ATS (B)	Year-2 ATS (C)	Year-3 ATS (D)	Year-4 ATS (E)	Year-5 ATS(F)	NPV Cost	Grand Total
										(A+B)+ (C*0.9090)+ (D*0.8262)+ (E*0.7510)+ (F*0.6827)	A+B+C+D +E+F
1	Database Encryption Software License costs		10								
2	KMS tool license cost										
3	HSM costs										
4	Other Software License costs										
5	Other Hardware items costs										
6	100 man days cost- for CRs										
7	OEM support and Audit costs										
8	MySQL native encryption implementation costs										
9	Implementation cost										
10	Training costs				X	X	X	X	X		
11	Managed Service costs										
12	Any other costs(specify)										
	Total										

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Grand Total Cost - Figures will be used for Comparison as per RFP point No Section-C-14(d) : INSTRUCTIONS TO BIDDERS i.e. Price Variation Factor and H1 Elimination clause.

Note: Bidders are requested to note the following:

1. Every costs quoted should be exclusive of GST.
2. LIC would reimburse GST to the vendor at the actual rate.
3. Online Reverse Auction will be on the basis of **NPV cost**.
4. All the payments will be made by LIC, Central Office Mumbai electronically through RTGS / NEFT by crediting the same in vendor's bank a/c as per details furnished in the Company Profile.
5. TDS will be deducted as per rules applicable.
6. Change in Tax structure at the time of actual invoicing: While any increase in the rates of applicable taxes or impact of new taxes subsequent to the submission of the quotation/rates shall be borne by LIC, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to LIC in its favour.
7. LIC reserves the right to procure additional DE licenses at any time during the entire contract period, starting from the date of Purchase Order (PO) issuance.
8. The unit rates for any additional DE licenses and associated implementation costs shall be the same as those discovered in the ORA.
9. LIC does not commit or guarantee the procurement of any additional licenses in the future.
10. If no additional licenses are procured, LIC shall not be liable to make any payment towards such licenses or associated implementation services.

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Annexure H: Manufacturer’s Authorization Form (MAF)

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

To,
The Executive Director (IT-DT),
Life Insurance Corporation of India
Central Office, IT Dept, 2nd Floor,
Jeevan Seva Annexe, S.V. Road,
Santacruz (West), Mumbai 400 054

Dear Sir,

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

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

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

_____ (OEM) certify that, the equipments being sold would not be declared End of Support (EoS) in the next 6Years and that _____ (OEM) shall supply suitable substitute in case EoS of equipments. Also _____ (OEM) certifies that the products being sold would be covered under Warranty / Support and support will be available for next six years (five years initially and one year if extension is provided) from the date of installation at LIC of India.

The products being sold under this RFP will be provided back-to-back/direct support with the OEM for five years. It would be the highest level of support provided by the OEM and would be able to meet the SLA parameters.

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

Yours faithfully,
Name of person
For and on behalf of M/s _____
Designation
Contact Details
Date:
Place: (Name of Original Equipment Manufacturer - OEM) (Seal of the OEM)

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Annexure I: Format for Site Not Ready (SNR) certificate

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

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

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Note:

- The Site-Not-Ready (SNR) certificate has to be issued only when delivery of all the equipments (for that particular site) has been completed by the vendor for that site and POST(Power on self test) was carried out successfully.
- If delivery is NOT complete i.e. either some parts are missing or are damaged then, SNR will not be issued and only the "Short-Shipment Form" shall be issued by LIC.

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Annexure J: Format for Short Shipment Form

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

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

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Annexure K: Performance Bank Guarantee

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

This Deed of Guarantee executed by the _____ (Bank name) (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India, having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 (hereinafter referred to as "LIC") for an amount not exceeding Rs. _____ (Rupees _____ only) at the request of _____ (Vendor's Name & Address)

_____ (hereinafter referred to as the "Vendor").

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Vendor, upto a total amount of Rs. _____ (Rupees _____ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).

Whereas _____ incorporated under Companies Act having its registered office at _____ is participating in the RFP Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution is submitting this guarantee as required under the Terms and Conditions of the said RFP.

LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee. This Bank Guarantee will be valid for a period up to _____ (for a period of 63 months from the date of submission).

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

DATED AT THIS DAY OF

SEALED AND SIGNED BY THE BANK

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure L: Business Rules, terms & conditions of Online Reverse Auction

(Only for bidders who will participate in online reverse auction)

Sub: Life Insurance Corporation of India – RFP for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

BUYER NAME	Life Insurance Corporation of India IT/DT Department, 2nd Floor, South Wing, "Jeevan Seva Annexe", Santacruz (W), Mumbai 400054.
AUCTION TO BE CONDUCTED BY	M/s Antares Systems Limited #24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore – 560079, Karnataka, India. Contact: sushant.sp@antaressystems.com / lokesh.hr@antaressystems.com Phone: +91 9731468511 / +91 9686115304
DATE OF AUCTION	Auction Date: XX/XX/XXXX Online Reverse Auction Time: XX.XX AM – XX.XX PM (With Unlimited extension of 5 Minutes Each) Auction Website : https://www.tenderwizard.com/LIC
DOCUMENTS ATTACHED	Online Reverse Auction Terms and Conditions (Annexure L1) Letter to be submitted by the Bidder for participating in the Online Reverse Auction (Annexure L2) Bid Confirmation (Annexure L3) Process Compliance Form (Annexure L4) Commercial Bid Template (Annexure L5)
SPECIAL INSTRUCTIONS	Bidding in the last minutes and seconds should be avoided in the bidder's own interest. Neither the Service Provider nor LIC of India will be responsible for any lapses /failure on the part of the bidder, in such cases.

ANNEXURE 'L1'

ONLINE REVERSE AUCTION TERMS AND CONDITIONS

Sub: Life Insurance Corporation of India – RFP for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution
Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Introduction

Consequent to the release of RFP for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution for Life Insurance Corporation of India Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 and the Evaluation of the Eligibility and Technical Criteria of the Bidders and also commercial bid (indicative prices), Online Reverse Auction event will be carried out among the Bidders who are found eligible for online reverse auction, for providing opportunity to the Bidders to quote the price dynamically for the said RFP.

Online Reverse Auction Price Basis:

The commercial figure quoted will be all inclusive cost excluding GST.

The objective of the Online Reverse Auction is to derive the lowest price for providing “for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution for Life Insurance Corporation of India” for the period of 5 year/s as envisaged under the RFP LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

The commercial figure quoted will be all inclusive cost for Scope of Work (Section E) of RFP, Specifications and SLA as per the RFP and to include for all the line items mentioned in Annexure-G Commercial bid format :

Payments shall be made as per the Payment terms and conditions (Section-G) mentioned in RFP

Definitions

1. “LIC” means Life Insurance Corporation of India.
2. “Service Provider” means the third party viz. M/s Antares Systems Limited which has been selected by the Life Insurance Corporation of India for conducting Online Reverse Auction.
3. “Bidder” means the eligible bidder participating in the Online Reverse Auction.
4. “L1” means the Bidder who has quoted lowest price in the Online Reverse Auction process.
5. “L2” means the Bidder who has quoted second lowest price in the Online Reverse Auction process.
6. “Current Lowest Bid” means the Bid of L1 bidder at a particular time.

1. Eligibility of Bidders to participate in Online Reverse Auction

Bidders who have qualified as per the Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Online Reverse Auction and submit the undertakings as per **Annexure L2** and **Annexure L4** can only participate in Online Reverse Auction. Bidders not submitting the above undertaking or submitting with deviations / amendments thereto **will be disqualified** from further evaluation / participation in the process of this procurement.

2. Training

1. LIC will engage the services of Service Provider to provide necessary online training to representatives of eligible Bidders for participation in Online Reverse Auction. All rules & procedures related to Online Reverse Auction will be explained during the training, by the service provider.

2. Date, Time, Venue of training will be as follows:

Training for Online Reverse Auction to the Bidders eligible (<i>will be intimated after the notification of ORA date</i>)	XX.XX.XXXX (XX:XX AM) Venue : Online
---	---

3. Person authorized by the eligible bidder has to attend the training as per the schedule and at the specified venue at Bidder's own cost. Bidders authorized person should attend the online training with their own Desktops/Laptops and internet connectivity viz. Data Cards.
4. No request from the Bidders for change in training schedule and/or venue will be entertained.
5. However, LIC reserves the right to postpone / change / cancel the training schedule for whatsoever reasons without assigning any reasons therefore, even after its communication to eligible Bidders.
6. Any Bidder not participating in the training process will do so at his/her own risk.

3. Bidding Currency

1. Bidding will be conducted in Indian Rupees (INR).

4. Base Price and Decrement Bid Value

1. Base Price for Online Reverse Auction will be available to the bidders on their bidding screen at the start of the Reverse Auction.
2. The minimum Bid decrement shall be available to the Bidders at the start of the auction. The bidders can view the same by clicking on the Item details at the start of the auction. The bidder can bid lower than the Lowest Bid in the auction by a

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decrement, which shall either be the minimum allowed bid decrement or a multiple of the minimum bid decrement.

3. Any bidder can start bidding in the online reverse auction from the start price itself. Also, please note that the first online bid that comes in the system during the online reverse auction can be equal to the auction's start price, or lesser than the auction's start price by one decrement, or lesser than the auction's start price by multiples of decrement.

5. Conduct of Online Reverse Auction event

1. Online Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by LIC.
2. Service Provider will make all necessary arrangements for fair and conduct of Online Reverse Auction like hosting the web portal, imparting training to eligible Bidders etc., and finally conduct of Online Reverse Auction.
3. Bidders will be participating in Online Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidders themselves.

Bidders are advised to make all the necessary arrangements / alternatives such as back-up power supply, whatever required so that they are able to circumvent any untoward situation and still be able to participate in the Online Reverse Auction successfully. However, the bidders are requested to not wait till the last moment to quote their bids to avoid problems. Failure of internet connection, power at the premises of bidders during the Online Reverse Auction, etc. cannot be the cause for not participating in the Online Reverse Auction. On account of this, the time for the auction shall not be extended and LIC will not be responsible for such eventualities.

4. LIC and / or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of Online Reverse Auction irrespective of the cause.
5. For making the process of Online Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each eligible Bidder before the start of Online Reverse Auction event. Without this, Bidder will not be eligible to participate in the event. The format of the agreement is as per the **Annexure L4**.
6. Bidders' name will be masked in the Online Reverse Auction process and all bidders will be given random dummy names by the Service Provider.
7. Bidder/his/her authorized representative will be given unique Login ID & Password by Service Provider. Bidder/his/her authorized representative will change the Password after the receipt of initial Password from Service Provider to ensure confidentiality. All bids made from the Login ID given to the Bidders will be deemed to have been made by the concerned Bidder/his company. Only one Login

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ID will be provided to each bidder.

8. Online Reverse Auction will be conducted as per English Reverse Auction with no tie where more than one Bidder cannot have identical bid price.
9. Once a bid is made by the Bidder through registered Login ID & Password, the same cannot be cancelled.
10. The Bidder is bound to provide for Supply, Commissioning, Configuration, and Maintenance of a Database Encryption and Key Management Solution for Life Insurance Corporation of India at the bid price quoted by the bidder in the Online Reverse Auction.
11. Online Reverse Auction will be from XX.XX AM to XX.XX PM. (*exact date and time will be notified after declaration of ORA date*)
12. If a Bidder places a bid price in last 5 minutes of closing of the Online Reverse Auction, the auction period shall get extended automatically for another 5 minutes. In case there is no bid in the last 5 minutes of closing of Online Reverse Auction, the auction shall get closed automatically without any extension.
13. The time period of Online Reverse Auction & extension time are subject to change and will be advised to eligible Bidders before the start of the Online Reverse Auction event.
14. Bidder will be able to view the following on their screen along with the necessary fields in Online Reverse Auction :
 - a. Opening Price
 - b. Current Lowest Bid in Auction
 - c. Last Bid Price placed by the respective Bidder.
15. During Online Reverse Auction, if no bid price is received within the specified time, LIC, at its discretion, may decide to scrap or re-conduct the Online Reverse Auction process.

6. Conclusion of Online Reverse Auction Process

1. At the end of Online Reverse Auction event, Service Provider will provide LIC all necessary details of the bid prices and reports of Online Reverse Auction.
2. Upon receipt of above information from Service Provider, LIC will evaluate the same and will decide upon the winner i.e. Successful Bidder.
3. All participating bidders have to submit the duly signed and filled-in prescribed format (**Annexure L2**) by email to LIC within 24 hours of the next working day of Online Reverse Auction without fail. The original hard copy of the signed **Annexure L2** should be submitted to LIC before 3.00 PM (IST) on XXth XXX 2026.

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4. Any variation between the Online Reverse Auction bid price and signed document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vendor from conducting business with LIC as per prevailing procedure.
5. Successful Bidder is bound to supply/execute as per the Scope of Work defined in Section E of the RFP at their final lowest bid price of Online Reverse Auction. In case of backing out from the reverse auction process or not agreeing to execute as per the rates quoted, LIC will take appropriate action against such Bidder and may blacklist / debar him/her from participating in any tenders in future.

7. Bidder's Obligation

1. Bidder will not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers / Bidders.
2. Bidder will not divulge either his Bid details or any other details of LIC to any other party without written permission from LIC.

8. Change in Business Rules, Terms & Conditions of Online Reverse Auction

1. LIC reserves the right to modify / withdraw any of the Business rules, Terms & conditions of Online Reverse Auction at any point of time.
2. Modifications of Business rules, Terms & conditions of Online Reverse Auction will be conveyed through email (dam.tenders@licindia.com) immediately.
3. Modifications if any made during the running of Online Reverse Auction event will be advised to participating Bidders immediately.

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Annexure L2

**(To be submitted on company letter head by
all Bidders participating in Online Reverse Auction)
Meant only for the Bidders**

Date:

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India,
Central Office, Mumbai.

Sub: Life Insurance Corporation of India – RFP for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution
Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Sir,

We refer to the captioned subject and confirm that –

1. The undersigned is an authorized representative.
2. We have accepted and abide by all Terms and Conditions of RFP without any deviation. We also accept and abide by the Business Rules and Terms & Conditions of Online Reverse Auction (**Annexure L1**).
3. Life Insurance Corporation of India (LIC) and M/s Antares Systems Limited (Service Provider) shall not be liable & responsible in any manner whatsoever for my / our failure to access & bid in Online Reverse Auction due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
4. We also confirm that we have a valid class II / class III digital certificate issued by a valid Certifying Authority.
5. We will participate in Online Reverse Auction conducted by M/s Antares Systems Limited and agree to enter into an agreement with them (Service Provider) for making the process of Online Reverse Auction and its result legally binding on us.
6. We will email duly signed, filled-in prescribed format (**Annexure L3**), as provided, to LIC within 24 hours of end of Online Reverse Auction without fail. The Original signed **Annexure L3** hard copy will be submitted to LIC before 3.00 PM (IST) on XXth XXXX 2026.
7. We will give detailed break-up of our last / lowest bid price as per **Annexure L5 – Commercial Bid Template** by mail within 24 hours of the next working day at end of Online Reverse Auction event without fail.
8. The Original signed **Annexure L1** will be submitted to LIC **before 3.00 PM (IST) on XXth XXXX 2026**.
9. We undertake to provide "Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Encryption and Key Management Solution for Life Insurance Corporation of India Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated XX.XX.XXXX " as per the Scope of Work mentioned in Section E of RFP at our final lowest bid price of Online Reverse Auction. In case of backing

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out from the reverse auction process or not agreeing to supply as per the rates quoted, LIC is free to take appropriate action against us and debarring us from participating in any tenders in future.

10. We nominate our official Mr. /Ms. _____ Designation _____ of our company to participate in Online Reverse Auction. We authorize the service provider to issue USER ID & PASSWORD to him/her.

His/her official e-mail & contact number are as under –

Email ID:

Mobile Number:

Office Contact Number:

Signature with company seal:

Name of the Authorized Representative:

Designation:

Email:

Mobile Number:

Telephone Number:

Fax No:

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Annexure L3
(Bid Confirmation)

(To be submitted by All Bidders of Online Reverse Auction within 24 hours of the next working day from the end of Online Reverse Auction event)

Date: _____

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India,
Central Office, Mumbai

Sir,

Re. Final / Lowest Bid Price quoted in Online Reverse Auction held on XXth XXXX 2026 in respect of RFP for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution for Life Insurance Corporation of India
Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

We confirm that the final bid price for supplying, commissioning, configuration and maintenance of Database Encryption Solution for Life Insurance Corporation of India Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 quoted by us in the captioned Online Reverse Auction event is as under:

Summary of Cost (at NPV Excluding GST) - All-inclusive figure

Name of The Bidder :		
S. No.	Products / Services	Total Cost (exclusive of GST)— (Cost in Net Present Value)
1.	Supply, Commissioning, Configuration, and Maintenance of a Database Encryption Solution for Life Insurance Corporation of India for 5 (Five) years as per Scope of Work mentioned in Section E of the RFP	

Applicable GST %:

- a. GST will be payable as applicable.
- b. We understand that LIC reserves the right to negotiate with the bidder whose proposal has been ranked as the best value bid on the basis of Technical and Financial Evaluation to the proposed Project before the award of the contract.

We also take note of the following:

- a. If the cost for any line item is indicated as zero then it will be assumed by LIC that the said item is provided to LIC without any cost.
- b. All prices to be in Indian Rupee (INR) only. Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals.
- c. Payment will be after TDS and GST under TDS (if applicable) as per income tax rules.
- d. LIC may at its discretion require the replacement of the onsite resource if the services are not

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found satisfactory.

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

We confirm that any variation between the Online Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will lead to our disqualification from conducting business with Life Insurance Corporation of India (LIC) as per prevailing procedure. In such case LIC is free to take appropriate action and / or debar us from participating in future tenders.

We undertake to provide Database Encryption and KMS solution, RFP Reference: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 at our final lowest bid price of Online Reverse Auction.

We note that in case of backing out from the reverse auction process or not agreeing to provide service as mentioned in scope of work of this RFP as per the final bid price, LIC is free to take appropriate action against us, including debarring us from participating in any tenders in future.

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

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

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

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

Dated at this..... Day of.....2026.

(Authorised Signatory)

(Name, Designation, seal of the company)

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

Mobile No/Email ID

Company Name and Seal.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure L4

(Process Compliance Form)

(The Bidders are required to print this on their company's letter head and sign, stamp before sending to Service Provider)

To,
M/s Antares Systems Limited
#24, Sudha Complex, 03rd Stage, 04th Block,
Basaveshwaranagara, Bangalore – 560079,
Karnataka, India.

Sub: Life Insurance Corporation of India – RFP for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution
Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Dear Sir,

This has reference to the Terms & Conditions for the Online Reverse Auction mentioned in the RFP for supplying, commissioning, configuration and maintenance of Database Encryption Solution for Life Insurance Corporation of India, Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

This letter is to confirm that:

1. The undersigned is authorized representative of the company.
2. We have studied the Commercial Terms and the Business rules governing the Online Reverse Auction and the RFP and confirm our agreement to them.
3. We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
4. We confirm that LIC and M/s Antares Systems Limited shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
5. We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
6. We also confirm that we will email the price confirmation & break up of our quoted price as per **Annexure L3** as requested by LIC / M/s Antares Systems Limited within the stipulated time specified by LIC. The Original signed **Annexure L3** will be submitted in person to LIC before 3.00 PM (IST) on XXth XXXX 2026.

We hereby confirm that we will honor the Bids placed by us during the auction process.

With regards,

Signature with company seal

Name – Company/Organization –Designation within Company/Organization

Address of Company/Organization

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure N: Integrity Pact

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

(To be executed in a Rs. 500 or more stamp Paper by the bidder and each page to be signed by the authorized signatory.)

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2026, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its corporate office at "Yogakshema", Jeevan Bima Marg, Mumbai 400021. (herein after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part.

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

WHEREAS the BUYER proposes to procure (*Name of the Stores/Equipment/Item/Service*) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services

and WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

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

Enabling the BUYER to obtain the desired said stores/equipment/item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to

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them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the "**Chief Vigilance Officer**" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

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

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or

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forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER/Contractor will not commit any offence under the relevant Bharatiya Nyaya Sanhita (BNS) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

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3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

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(vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.

(vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter XII of the Bharatiya Nayaya Sanhita (BNS), 2023 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

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

6. Independent Monitors:

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

Name, address, email of the Monitor(s):

- A. Shri Jose T. Mathew, IFS(Retd.), House No. 37/930, Ebrahim pillai Lane, Via Kakkanad, Thrikkakara – 682021, Dt. Ernakulam, Kerala, E-mail: itmat507@gmail.com**
- B. Shri Sanjay Kumar Srivastava, IAS (Retd.), C-II, 2475, Vasant Kunj, New Delhi-110070, E-mail: srivastava.sk001@gmail.com**

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

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

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

6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the **Executive Director (E&OS), LIC.**

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6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform CEO & MD, LIC and recues himself / herself from that case.

6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

6.8 The Monitor will submit a written report to the **CEO & MD, LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

6.9 If the Monitor has reported to the **CEO & MD, LIC**, a substantiated suspicion of an offence under relevant BNS/PC Act, and the CEO & MD, LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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

9. Other Legal Actions:

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

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

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Changes and supplements as well as termination notices need to be made in writing.

10. Validity:

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

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

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

BUYER
Name of the Officer:
Designation
Deptt./
Witness

BIDDER
CEO:

1.....
2.....

1.....
2.....

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Annexure O: Bank Guarantee for EMD

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

This Deed of Guarantee executed by the _____ (Bank name) (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India, having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 (hereinafter referred to as "LIC") for an amount not exceeding Rs. _____ (Rupees _____ only) at the request of (Vendor's Name & Address)_____

_____ (hereinafter referred to as the "Vendor").

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Vendor, up to a total amount of Rs. _____ (Rupees _____ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).

Whereas _____ incorporated under Companies Act having its registered office at _____ is participating in the RFP Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 for and is submitting this guarantee as required under the Terms and Conditions of the said RFP.

LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

This Bank Guarantee will be valid for a period up to _____ (for a period of 12 months from the date of submission)

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Vendor.

We hereby confirm that we have the powers to issue this guarantee in your favor under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

Dated at _____ this _____ day of 2026

SEALED AND SIGNED BY THE BANK

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure P: Contract Form

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

Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

This Agreement is made on this ____ day of _____, 2026

BY AND BETWEEN

Life Insurance Corporation of India, a statutory corporation established under Section 3 of the Life Insurance Corporation Act, 1956 (Act 31 of 1956), having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400 021 (hereinafter referred to as "**LIC**", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the First Part,

AND

<**Name of Vendor**>, a company incorporated under the applicable laws of [India/Other Jurisdiction], having its registered office at <Vendor Address> (hereinafter referred to as the "**Vendor**", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the Second Part.

WHEREAS:

1. LIC issued a **Request for Proposal (RFP)** bearing reference LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 for the project titled "**Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for Supplying, Commissioning, Configuration and Maintenance of Database Encryption Solution**" (hereinafter referred to as the "Project").
2. Eligible bidders, including System Integrators (SIs) authorized by respective **Original Equipment Manufacturers (OEMs)**, were invited to participate in the said RFP process in accordance with the eligibility criteria, terms, and conditions specified in the RFP document.
3. The Vendor, being an authorized System Integrator of the relevant OEM, expressed its intent to undertake the Project and accordingly submitted its eligibility, technical, and financial proposals in response to LIC's RFP vide its

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

proposal dated _____, along with supplementary documents submitted on dates as specified in the proposal, and subsequently participated in the online reverse auction held on _____.

4. LIC, having evaluated the proposals and the outcome of the reverse auction process, has selected the Vendor as the **Successful Bidder** for the Project in accordance with the terms and conditions specified in the RFP, its corrigenda, clarifications, and responses to queries issued thereto. The final commercial terms, as agreed upon and quoted by the Vendor, are annexed hereto as **Schedule 1**, forming an integral part of this Agreement.
5. In consideration of the mutual promises and covenants contained herein, LIC and the Vendor have agreed to enter into this Agreement to set forth the terms and conditions under which the Vendor shall supply, deliver, install, configure, and maintain the **Database Encryption Solution**, and provide the associated services and deliverables to LIC for the Project.

NOW, THEREFORE, in consideration of the mutual covenants, promises, representations, warranties, and obligations set forth herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

1. Project Reference Documents

The following documents, along with their annexures, amendments, clarifications, and modifications, shall be deemed to form an integral part of this Agreement and shall be read and construed in conjunction with and as supplementary to this Agreement:

a) The Request for Proposal (RFP) bearing Reference No. **LIC-CO/IT-DT/RFP/2026-2027/DE** dated **02.06.2026**, issued by LIC for **“Onboarding System Integrator (SI) for Supplying, Commissioning, Configuration and Maintenance of Database Encryption Solution”**, together with all associated clarifications, corrigenda, and modifications issued by LIC in relation thereto, as set out below:

Sl. No.	Document Type	Reference / Description	Date
1	Request for Proposal (RFP)	RFP No. LIC-CO/IT-DT/RFP/2026-2027/DE – Issued by LIC for onboarding SI	XX XXXXX 2026
2	Corrigendum / Clarifications	Responses issued by LIC to pre-bid queries and modifications to the RFP	As applicable
3	Eligibility, Technical & Commercial Proposals	Submitted by <Name of Bidder> in response to the above RFP	[Insert Date(s)]
4	Intimation of ORA	LIC e-mail informing the Vendor of Online Reverse Auction (ORA)	[Insert Date]

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

5	Outcome of ORA	Results of Online Reverse Auction conducted for the RFP	[Insert Date]
6	Final Commercial Bid / Price Bifurcation	Submitted by <Name of Bidder> post-ORA	[Insert Date]
7	Non-Disclosure Agreement		
8	Integrity Pact		

b) The Eligibility, Technical, and Commercial Proposals submitted by **<Name of Bidder>** in response to the above-referenced RFP, including all supporting documents, declarations, and annexures provided therein.

c) LIC’s communication via e-mail dated _____, notifying the Vendor of its qualification and providing details of the Online Reverse Auction (ORA) as the next step in the RFP process.

d) The outcome of the Online Reverse Auction (ORA) conducted on _____ pursuant to the above-referenced RFP.

e) The final price bifurcation and commercial details submitted by **<Name of Bidder>** in response to the RFP, subsequent to the conclusion of the ORA process.

2. Project Duration, Scope of Work, and Timelines

a) The duration of this Agreement shall be **five (5) years** from the **Effective Date**, i.e., the date of execution of this Agreement by both Parties, **subject to the terms and conditions of termination as set out under Clause No. [●] of the RFP**. Any extension beyond the initial term shall be at the sole discretion of LIC and subject to mutual agreement in writing between the Parties.

b) **<M/s. [Name of Bidder]>** shall have the sole and complete responsibility for executing and fulfilling all obligations, deliverables, and services specified under this Agreement, the RFP, and the Vendor’s proposal, strictly in accordance with the prescribed timelines. The Vendor shall not, without the prior written consent of LIC, subcontract, delegate, or assign, in whole or in part, any of its responsibilities under this Agreement.

c) The Vendor shall not, without prior written approval from LIC, disclose, copy, reproduce, transmit, or share through any medium or method, any information, data, or documents relating to the Project. All such project-related information shall be handled in strict confidence and in accordance with the confidentiality obligations set forth in this Agreement.

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d) The Vendor shall ensure the complete and timely delivery of all services, products, documentation, and other deliverables as detailed in the RFP and the Vendor's proposal, in accordance with the implementation timelines agreed between the Parties.

3. Project Prices and Payments

a) The prices and commercial terms agreed upon under this Agreement shall remain **firm and fixed** for the entire duration of the Contract Period and shall **not be subject to any escalation, revision, or adjustment** on any account, including but not limited to changes in foreign exchange rates, duties, levies, taxes (except as expressly stated), or any other cost components.

b) LIC shall make payments to the Vendor strictly **as per the pricing structure** and **at the rates specified in this Agreement**, subject to the Vendor achieving the corresponding **milestones**, deliverables, and compliance with the **payment terms and conditions** stipulated in the RFP and this Agreement. All payments shall be made after submission of relevant invoices and supporting documents, and upon due verification and acceptance by LIC.

4. Ambiguities Within the Document

In the event of any ambiguity, discrepancy, or inconsistency between the terms of the Request for Proposal (RFP), its corrigenda, annexures, and this Contract/Agreement, the following principles shall apply:

a) Except where specifically stated otherwise in this Contract/Agreement, all terms and conditions contained in the RFP and any subsequent corrigenda shall be deemed applicable and form an integral part of this Agreement.

b) Where there is a conflict between two clauses within the RFP that are not expressly incorporated into this Contract/Agreement, the more specific clause relevant to the subject matter shall prevail over any general or broad clause in the RFP.

c) In case of inconsistencies between the provisions of the RFP and its Annexures, the provisions of the RFP shall prevail, unless a specific provision within the RFP or any Annexure expressly states that the Annexure shall have precedence, in which case such specific provision shall govern.

d) In the event of any inconsistency or conflict between a value expressed in numerals and the corresponding value expressed in words, the value expressed in words shall prevail.

5. Miscellaneous

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a) Neither Party shall, without the prior written consent of the other Party, disclose or publicize to any third party the pricing, terms, or any other details of this Agreement, except as may be required to comply with applicable laws, regulations, or any obligations expressly stated in this Agreement.

b) This Agreement, together with the Project Reference Documents as set forth in Clause 1 and annexed hereto, constitutes the **entire agreement** and understanding between LIC and **<M/s. [Name of Bidder]>** with respect to the subject matter hereof and supersedes all prior negotiations, representations, agreements, or understandings, whether written or oral. If any provision of this Agreement or the Project Reference Documents is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

c) No amendment, modification, or variation of this Agreement shall be valid or binding unless made in writing and signed by authorized representatives of both Parties. The failure or delay by either Party to exercise any right or remedy under this Agreement shall not operate as a waiver thereof, nor shall any single or partial exercise of any right preclude any other or further exercise of such right or remedy.

d) The **Effective Date** of this Agreement shall be the date on which duly executed copies of this Agreement, as specified in the RFP, are received by LIC.

e) Notwithstanding any other provision contained herein, the terms, conditions, and deliverables specified in the Project Reference Documents referred to in Clause 1 shall be deemed final, conclusive, and binding on both Parties.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives and their respective seals to be affixed hereunto on the day and year first above written.

SIGNED, SEALED AND DELIVERED

For and on behalf of
Life Insurance Corporation of India,
the Party of the First Part,

By: _____

The Executive Director (IT-DT)

Date: _____

In the presence of:

1. _____

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2. _____

SIGNED, SEALED AND DELIVERED

For and on behalf of
<M/s. [Name of Bidder]>,
the Party of the Second Part,

By: _____
[Name & Designation of Authorized Signatory]
Date: _____

In the presence of:

1. _____
2. _____

Schedule -1 – Final Commercial rates

<< attach the Final ORA Commercial bids >>

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure Q: Non-Disclosure Agreement (NDA)

(no deviations in wordings permitted)

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

This Non-disclosure Agreement (“NDA”) is made and entered into this __ day of _____ in the year Two Thousand and

BY AND BETWEEN

Life Insurance Corporation of India (hereinafter referred to as “LIC”), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at “Yogakshema”, J B Marg, Mumbai 400 021

AND

<Company Name> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at < Company Name & Address> shall be referred to herein as a “Respondent”.

LIC and the Respondent shall individually be referred to as “Party” and collectively referred to as “Parties”.

WHEREAS, the Respondent is aware that while responding with LIC’s ‘RFP/Tender Ref: LIC-CO/ITDT/RFP/ 2026-2027/DE dated 02.06.2026 for onboarding System Integrator (SI) to Implement Database Encryption (DE) Solution’ project, the Respondent may be gathering information on LIC’s Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., (“Proprietary Information”) indicated as confidential by LIC and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of LIC.

WHEREAS Respondent agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC’s confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees that:

Respondent agrees to hold all Confidential Information received from LIC in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said engagement; restrict disclosure of such Confidential Information to its employees and employees of its affiliated companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of LIC.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants’ reports, trade secrets, pro-forma and other financial and trade/commercial information, computer models and programs, contracts, designs and configurations, plant performance data or other material of any kind

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or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement from the other party. It may be noted that all the information shared as a part of the LIC 'RFP/Tender for onboarding System Integrator (SI) to Implement Database Encryption (DE) Solution' in the form of project documents, discussions on system architecture, data shared etc. for the sole purpose of evaluating and finalizing the system configuration onsite shall be the sole property of LIC and shall be treated with the same degree of confidentiality as that of the Respondent. Respondent will ensure that no breach of confidentiality occurs at its own premises as well as during and after the onsite engagement as a part of the LIC 'RFP/Tender for onboarding System Integrator (SI) to Implement Database Encryption (DE) Solution' project engagement.

Without the prior written consent of LIC or except as otherwise provided herein, the Respondent will not:

- distribute or disclose to any other person any of the Confidential Information.
- permit any other person to have access to the Confidential Information.
- use the Confidential Information for any purpose other than the Permitted Use; or disclose to any other person

That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from LIC. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees and representatives of its advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

Without the written consent of LIC the Respondent or any of his employees should not make public announcements/comments on any website/or issue any media statements about the LIC, RFP or RFP process, the existence of this engagement and its scope.

The Respondent agrees to be responsible for any breach of this Agreement by its Representatives.

Respondent agrees to protect the Confidential Information received from LIC with the same degree of care as it normally exercises to protect its own proprietary information of a similar nature. Respondent agrees to promptly inform LIC of any unauthorized disclosure of LIC's Confidential Information.

The Respondent shall ensure that in no case its employees or representative uses any USB or connectivity device in the hardware systems of LIC without permission from LIC.

The Respondent shall ensure that their employees will not disclose any information of LIC during their employment with the Respondent and will use reasonable efforts to ensure that its employees will not disclose any information of LIC even after they cease to be the employees of the Respondent. The Respondent shall ensure this by its own internal agreements.

Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:

- Information that either is legally in either party's possession or publicly available to either party prior to the disclosure of such information hereunder.

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- Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party.
- Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party's knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information.
- Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of LIC.

In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give LIC prompt written notice of such request so that LIC may seek a protective order or appropriate remedy. If, in the absence of a protective order, Respondent determines, upon the advice of counsel, that it is required to disclose such Confidential Information, it may disclose such Confidential Information only to the extent compelled to do so; provided, however, that the Respondent gives LIC written notice of the portion of Confidential Information to be disclosed as far in advance of the disclosure as is practicable and uses its best efforts, at its own expense, to obtain assurances that confidential treatment will be accorded to such Confidential Information.

No license expressed or implied in the Confidential Information is granted to Respondent other than to use the information in the manner as is permitted in RFP or by LIC.

Respondents agrees that Confidential Information is and shall at all times remain the property of LIC. Respondents acknowledges that the Confidential Information is confidential and material to the interests, business and affairs of LIC and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of LIC. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of LIC and shall be returned upon written request or upon the Respondent's determination that it no longer has a need for such information. Use of such property or licenses without the permission of LIC is strictly prohibited and the respondent will ensure that any of its employee or representative does not violate this condition, and even in the case when they cease to have any relationship with respondent.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by LIC shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LIC of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LIC.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LIC makes any representations nor extend any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.

Neither this NDA nor the disclosure or receipt of information from LIC to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by LIC or its affiliated companies or any commitment by LIC or its affiliated companies with respect to the present or future transaction between the parties.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Respondent shall not modify or erase the logos, trademarks etc., of LIC or any third-party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LIC in any advertisement, press etc., without the prior written consent of LIC.

Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

Respondent agrees and acknowledges that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LIC in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LIC or a commitment by LIC to enter into any business relationship with the Respondent or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

The Respondent agrees 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.

Respondents agrees that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA or a period of three years, beyond the Contract period regardless of any prior termination of this NDA.

This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.

The Respondent understands and agrees that no failure or delay by LIC in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.

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 honor, 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.

This Agreement shall be governed and construed in accordance with the laws of India.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.

Respondent agrees not to assign this Agreement or any interest herein without express prior written consent of LIC.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language.

IN WITNESS WHEREOF, the Respondent has caused this Agreement to be executed as of the date set forth above.

For and on behalf of <Respondent Company> <Address of Respondent>

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure R: Bill of Quantity

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Name of the Bidder:

S.No.	Item Number	Item Description	Quantity	Remarks
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Place:

Date:

Signature of Authorized person with Company seal

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure S: Online Tendering Guidelines Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

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

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

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

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

Obtaining a Digital Certificate and its Usage:

- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.
- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or

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may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

E-Tender helpdesk	
Address	#24, Sudha Complex, 03rdStage, 04thBlock, Basaveshwaranagara, Bangalore- 560079.
email	dscprocessingunit@yahoo.com

Help Desk Contact Details
E-mail & Mobile Numbers
sushant.sp@antaressystems.com +919731468511
lokesh.hr@antaressystems.com +919686115304

- The Bid (Online Offer) for a particular e Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per IndianInformationTechnologyAct2000 and its amendments.
- Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.
- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/LIC>.

Submission of Earnest Money Deposit: (When applicable)

- Contractors have to GUARANTEE of any of the "Life Insurance deposit EMD of required amount in the form of BANK the Nationalized / Scheduled Banks drawn in the favor of Corporation of India" payable at "Mumbai" only, and not in the favor of any other Authority or Location.
- A scanned copy mandatorily along with of Bank Guarantee against EMD should be uploaded Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director (IT-DT), Central office, Life Corporation of India, 'Jeevan Seva Annexe, S V Road ,Santacruz West, Insurance Mumbai -400054 in the sealed envelope within the time &date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.
- Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Tender Download:

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

Submission of online bids:

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

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

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure T: Land Border Declaration

(Separate Land Border Declarations to be submitted by both Bidder and OEM)

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

**The Executive Director (IT-DT),
Life Insurance Corporation of India,
IT-DT Department, Central Office "Jeevan Seva Annexe", 2nd Floor
S.V.Road, Santacruz West, Mumbai – 400054.**

Dear Sir,

Re: RFP/Tender for onboarding System Integrator (SI) Implement Database Encryption Solution LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

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

I certify that _____ (bidder/OEM) is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that _____ (bidder/OEM) fulfils all requirements in this regard and is eligible to be considered for this RFP.

Dated at this day of 2026

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the of the company by the Bidder and OEM duly signed by an authorized signatory)

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure U: Make in India Certificate

(To be filled in by OEM and bidder) –

(If the total contract value is above 10 crores, certificate from statutory auditor of OEM and bidder to be submitted)

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Bidder's Reference No. _____

Date.....

To,
The Executive Director (IT-DT),
IT-DT Department, Central Office,
"Jeevan Seva Annexe", 2nd Floor,
S.V.Road, Santacruz West, Mumbai – 400054.

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

Dear Sir/Madam,

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

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision there to vide letter no. P-45021/2/2017-PP (BE-II)-Part (4) Vol. II dated 19.07.2024 will be applicable and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against LIC Tender No..... dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows:
_____.

2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Place:

[Signature of Authorized Signatory of OEM/Bidder]

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Date:

Name:

Designation:

Seal:

Separate certificate from statutory auditor or cost auditor of the company giving the percentage of local content to be submitted.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure V: Format for Self-Declaration regarding 'local supplier' for Cyber Security Products

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

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

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

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

..... dated

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

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

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

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

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

1. Name and details of the organization nominating product under this order (Registered Office, Manufacturing unit location, nature of legal entity)
2. Entity Registration Certificate number
 - a. Type of registration
3. Date on which this certificate is issued
4. Percentage of Royalty/License fee to be paid to other entity with respect to estimated cost of the product
5. Name and contact details of the unit of the manufacturer

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

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

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

Annexure-W: Data for Sizing of the proposed DE Solution.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Encryption Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

- Provision for DC, DR , and UAT set-ups to be made. Systems to be setup and configured in HA mode.
- 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
- Database Encryption 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.

SN	Solution	Current Databases metrics
1	Database Encryption solution	Total Number of Database Servers – 1085 Active – 509 Passive - 275 Read Only - 301 Total Number of Cores – 11097

Distribution of DB hosts across multiple DCs is as below:

Active/passive/ ReadOnly	Location(Production/ DR/ UAT/DEV)	Total Number of DB hosts	Total number of CPU cores across all hosts	Minimum cores per single host(Totals from all hosts in a location)	Maximum cores per single host(Totals from all hosts in a location)
Active	DC (Vile Parle)	137	1617	136	292
Active	East COLO, Bhubhaneswar	51	420	10	24
Active	FDR-Bangaluru	16	74	22	26
Active	North Colo, Noida	63	498	10	20
Active	South Colo, Hyderabad	66	536	10	20
Active	West Colo, Rabale, Mumbai	99	1087	86	152
Active	Yotta DC, Mumbai	77	1124	196	456
Total (Active)		509	5356	470	990
Passive	DC (Vile Parle)	36	397	80	148
Passive	FDR, Bangalore COLO	203	2274	108	190

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Passive	Webwerks DR, Bengaluru	8	376	376	376
Passive	West Colo, Rabale, Mumbai	5	10	2	2
Passive	Yotta, Mumbai	23	112	36	40
Total (Passive)		275	3169	602	756
Read Only	East COLO, Bhubhaneswar	28	252	4	12
Read Only	FDR, Bangalore COLO	13	82	38	38
Read Only	North Colo, Noida	34	286	4	12
Read Only	DC (Vile Parle)	144	1248	4	16
Read Only	South Colo, Hyderabad	36	320	4	12
Read Only	West Colo, Rabale, Mumbai	46	384	4	16
Total(Read Only)		301	2572	58	106
Grand Total		1085	11097	1130	1852

The Databases of Core-system are in a distributed architecture across various Datacenters.

Bidders may take this aspect into account while proposing the deployment architecture in the technical bid proposal and technical presentation.

Operating Systems being used in various platforms (OS versions may be upgraded to higher versions periodically)

- 1) CentOS
- 2) Linux on IBM-Z
- 3) RHEL
- 4) SUSE Linux
- 5) Oracle Enterprise Linux

Databases being used currently across various platforms (LIC may upgrade the versions of its Databases periodically)

- 1) HANA DB
- 2) MongoDB
- 3) MYSQL
- 4) Oracle Enterprise version & Standard version
- 5) PostgreSQL
- 6) Teradata
- 7) Vertica

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure-Y - Undertaking for Supply of Additional hardware, Licenses and Implementation at ORA-Discovered Prices

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

To,

The Executive Director (IT/DT),
Life Insurance Corporation of India,
Central Office, Mumbai.

Subject: Undertaking to Provide Additional hardware, Licenses and Implementation Services at ORA-Discovered Rates

We, the undersigned, hereby submit this undertaking in response to the Request for Proposal (RFP) No. _____ dated _____ issued by Life Insurance Corporation of India (LIC) for the procurement and implementation of a Database Encryption (DE) Solution.

In accordance with the terms and conditions of the RFP and the outcome of the Online Reverse Auction (ORA), we hereby confirm and undertake the following:

1. We shall supply additional hardware, licenses, implementation services to LIC, as and when required during the entire contract period starting from the date of issuance of the Purchase Order (PO), at the same unit rates as discovered in the ORA.
2. We shall provide associated implementation services for such additional hardware and licenses at the same unit rates as discovered in the ORA.
3. We acknowledge that LIC does not commit or guarantee the procurement of any additional hardware ,licenses in the future.
4. We agree that if no additional hardware or licenses are procured by LIC, we shall not be entitled to claim any payment related to additional hardware or licenses or implementation services.

This undertaking is binding on our organization and will remain valid for the entire duration of the contract period.

Authorized Signatory

(Signature with Seal)

Name: _____

Designation: _____

Company Name: _____

Address: _____

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Contact Details: _____

Date: _____

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Annexure Z: Bidder's Business Continuity Plan (BCP) – Executive Summary

Subject: Request for Proposal – Onboarding of System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution for Life Insurance Corporation of India.

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO , Mumbai

Subject: Business Continuity Plan (BCP) – Executive Summary

1. Introduction

<< Provide a brief overview of your organization's Business Continuity Management (BCM) strategy, objectives, and governance structure. >>

2. BCP Objectives

<< List the primary goals of the BCP covering areas >>

3. Scope of the BCP

<< Define the scope as it relates to LIC's project. >>

4. Risk Scenarios Addressed

<< Mention the types of disruptions the BCP covers. >>

5. Recovery Strategies

<< Summarize recovery mechanisms. >>

6. Roles and Responsibilities

<<Describe the governance model and BCP ownership. >>

7. Testing & Validation

<< State how the BCP is validated.>>

8. Communication Plan

<< Briefly describe how communication is handled during disruptions. >>

9. Regulatory and Standards Compliance

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

<< Mention any standards or certifications. >>

- [Any other relevant standard]

10. Continuous Improvement

<<Highlight mechanisms for ongoing improvement. >>

Authorized Signatory of Bidder:

Name:

Designation:

Company Name:

Date:

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Undertaking-A - Undertaking from OEM that proposed hardware and software will not be declared EOL or EOS during period of contract

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Encryption Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO , Mumbai

Subject: Undertaking from OEM that proposed hardware and software will not be declared EOL or EOS during period of contract

We, _____[OEM Name], having our registered office at _____[OEM Address], hereby provide this undertaking in relation to the products and solutions proposed under RFP No. _____[RFP Number], dated _____[Date], for which _____[Name of Successful Bidder/Partner] is our authorized partner/system integrator.

We confirm and undertake the following:

1. Product Lifecycle Commitment

The hardware and software components proposed in this project are current, active, and fully supported in the OEM's product lifecycle as on the date of submission of the bid.

2. No EOL/EOS During Contract Period

We undertake that none of the proposed hardware or software products will be declared **End-of-Life (EOL)** or **End-of-Support (EOS)** by the OEM during the **entire duration of the contract**, including warranty and support periods as defined in the RFP.

3. Advance Notification and Alternatives (If Applicable)

In the exceptional and unlikely event that any component is planned to be declared EOL/EOS due to global discontinuation:

- We will provide a minimum of 12 months advance written notice to LIC;
- We will offer a fully compatible and OEM-supported replacement product at no additional cost to LIC, with equivalent or better specifications and functionalities;
- We will ensure continuity of support, updates, and security patches without disruption.

4. OEM Responsibility

This undertaking is binding on us, the OEM, regardless of any changes in our product roadmap, distribution model, or support strategy.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

This undertaking is issued voluntarily and with full understanding of the obligations and liabilities therein and this undertaking is binding on our organization and will remain valid for the entire duration of the contract period of the successful bidder with LIC under this RFP.

Authorized Signatory

(Signature with Seal)

Name: _____

Designation: _____

Company Name: _____

Address: _____

Contact Details: _____

Date: _____

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Undertaking B: Undertaking by the bidder indemnifying the Life Insurance Corporation of India (LIC) against Violation of Copyright and Patents.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Encryption Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO , Mumbai

Subject: Undertaking by the bidder indemnifying the Life Insurance Corporation of India (LIC) against Violation of Copyright and Patents.

We, _____ [Name of Bidder], having our registered office at _____ [Bidder Address], hereby provide this undertaking in connection with our participation in RFP No. _____ [RFP Number], dated _____ [Date], and any related contract that may be awarded to us by Life Insurance Corporation of India (LIC).

We hereby undertake and confirm the following:

1. Ownership and Legal Rights

All products, software, tools, utilities, content, technology, and services provided by us to LIC are either our own intellectual property or are legally licensed for use and distribution. We affirm that such use by LIC shall not infringe upon or violate any intellectual property rights, including but not limited to copyrights, patents, trademarks, or trade secrets of any third party.

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:

- Any actual or alleged infringement of third-party intellectual property rights resulting from LIC's use of products or services provided by us.
- Any settlement, judgment, or penalty arising out of such claims.

3. Responsibility for Resolution

In the event of any such claim, we shall:

- **Extinguish such claims in full**, at our sole cost and risk;
- Bear **the entire liability** arising out of such violations, **without any limitation**, including limitations related to the contract value;
- Ensure that LIC's operations are not disrupted and shall, at our own expense, promptly:
 - Procure for LIC the right to continue using the affected deliverables;

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

- Replace or modify the affected deliverables to eliminate the infringement, while preserving equivalent functionality and performance;
- If neither is commercially feasible, compensate LIC in full, including all direct and indirect losses, reputational damage, and legal costs.

4. **Unlimited Liability Clause**

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.

5. **Survival**

This undertaking shall survive the completion, expiration, or termination of the contract with LIC.

This declaration is made in good faith and with full knowledge of the legal obligations and consequences of any breach.

Authorized Signatory

(Signature with Seal)

Name: _____

Designation: _____

Company Name: _____

Address: _____

Contact Details: _____

Date: _____

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Undertaking-C: Undertaking by the bidder that software licenses comply with OEMs guidelines/requirements.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Encryption Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO, Mumbai

Subject: Undertaking by the bidder that software licenses comply with OEMs guidelines/requirements.

We, the undersigned, hereby submit this undertaking in response to the Request for Proposal (RFP) No. LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026 issued by Life Insurance Corporation of India (LIC) for the procurement and implementation of a Data Encryption solution.

1. Genuine and Valid Licenses

All software licenses proposed and supplied under this project are genuine, valid, and legally procured from the respective Original Equipment Manufacturer (OEM) or their authorized distributors/partners.

2. Compliance with OEM Licensing Terms

The licensing model, quantities, versions, and usage rights offered are fully in compliance with the OEM's licensing policies, documentation, and applicable terms and conditions.

3. Entitlement to Updates and Support

The licenses include entitlement (as applicable) to OEM-provided updates, patches, and technical support for the duration of the warranty and/or support period as stipulated in the RFP.

4. No Unlicensed or Unauthorized Software

No unlicensed, trial, evaluation, or unauthorized software has been included or will be used as part of the supplied solution.

5. Responsibility for Compliance

We take full responsibility for ensuring licensing compliance for all OEM software provided under this project and agree to furnish proof of licenses (such as OEM license certificates or entitlement documents) upon request by the Purchaser.

This declaration is made in good faith and with full knowledge of the implications of furnishing false or misleading information.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Authorized Signatory

(Signature with Seal)

Name: _____

Designation: _____

Company Name: _____

Address: _____

Contact Details: _____

Date: _____

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supplying, commissioning, configuration and maintenance of Database Encryption Solution

Declaration A: Declaration that software is free from bugs, malware, covert channels in code etc. and Integrity certificate

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Encryption Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO, Mumbai

Subject: Declaration that software is free from bugs, malware, covert channels in code etc. and Integrity certificate

We, _____ **[OEM Name]**, having our registered office at _____ **[OEM Address]**, hereby declare and certify the following in connection with the software solutions/products being offered as part of our response to your Request for Proposal (RFP)
Ref: LIC-CO/IT-DT/RFP/2026-2027/DE dated 02.06.2026

1. Absence of Malware and Covert Channels:

The software provided by us is free from:

- Malware, including viruses, worms, trojans, spyware, ransomware, and any other malicious code.
- Covert channels or backdoors that could allow unauthorized access, data leakage, or remote control.
- Any form of spyware or tracking mechanisms not explicitly declared and consented to.

2. Integrity of Source Code:

- The source code and all associated binaries or executables have been developed using secure coding practices and industry standards.
- No unauthorized or hidden code components are present.
- The software has been internally tested and verified for known vulnerabilities and complies with security best practices.

3. Free from Intentional Bugs:

- To the best of our knowledge, the software is free from intentional bugs or defects that could impair its performance, security, or user experience.
- Any known issues or limitations have been transparently disclosed in the technical documentation provided.

4. No Third-Party Exploit Dependencies:

- The software does not rely on third-party components known to have unresolved security vulnerabilities or exploits.

5. Integrity Certificate:

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- We hereby provide this **Integrity Certificate**, affirming that the software delivered is genuine, unmodified, and secure for deployment in your environment.
- Digital signatures and checksums (where applicable) are provided to ensure authenticity and prevent tampering.

6. Commitment to Disclosure and Rectification:

- In the event any vulnerability, bug, or covert functionality is discovered post-deployment, we commit to immediate disclosure to the purchaser and prompt remediation at no additional cost.

This declaration is made in good faith and with full knowledge of the consequences of providing false or misleading information.

Authorized Signatory

(Signature with Company Seal)

Name: _____

Designation: _____

OEM Name: _____

Date: _____