

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



LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

*Request for Proposal (RFP)/Tender Document
For
Onboarding System Integrator (SI) to Implement Network Security Tools*

Date of Release of RFP: 06 February 2024

Last date and time for submission of bids: 22 March 2024, latest by 03:30 PM

Bid opening date and time: 22 March 2024, 04:00 PM

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

***This document is the property of Life Insurance Corporation of India (LIC).
It should not be copied, distributed, or recorded on any medium, electronic, or
otherwise, without LIC's written permission. Use of contents given in this
document, even by the authorized personnel/ agencies for any purpose other
than the purpose specified herein, is strictly prohibited as it will amount to
copyright violation and thus punishable under the Indian law.***

Table of Contents

Section A: Introduction	6
1. Definitions	6
2. Abbreviations	7
3. Activity Schedule	11
Section B: Invitation for Request for Proposal	13
1. Introduction	13
2. Bid Document Availability	13
3. LIC Business Hours	13
4. Objective	13
5. Overview of RFP	13
6. Eligibility Criteria	14
7. General Instructions	16
8. Issue of Corrigendum	17
9. Terms and Conditions	17
Section C: Instructions to Bidders (ITB)	18
1. Pre-bid meeting and Clarification/ Amendment of Bid Documents	18
2. Submission of Bids	19
3. Technical Bid	22
4. Commercial Bid	22
5. Language of Bid	23
6. Modification and Withdrawal of the Bids	23
7. Compliant Bids / Completeness of Response	23
8. Password Protection	24
9. Pricing, Billing, Duties and Taxes	24
10. Earnest Money Deposit (EMD)	25
11. Opening of Bids	26
12. Evaluation process for selection of bidder	26
13. Online Reverse Auction	29
14. Activities to be performed	30
15. Non-Disclosure Agreement (NDA)	30
16. Right to Accept Any Proposal and To Reject Any or All Proposal(s)	31
17. Contracting	31
18. Contacting LIC	31
19. Right to terminate the Process	31

20.	Disqualifications	31
21.	Confidentiality and privacy	32
22.	Patent Rights and other litigation costs:.....	33
23.	Land Border Clause	34
24.	Performance Bank Guarantee (PBG).....	34
25.	Placing of Orders and Making Payments.....	35
26.	User Validation (UV) by Stakeholders.....	35
27.	Period of Validity of Bids	35
28.	Late Bids	36
29.	Duration of the Engagement	36
30.	Costs to be borne by Respondents.....	36
31.	No Legal Relationship	36
32.	Price Negotiation Committee (PNC) Meeting.....	36
33.	Limitation of Liability	37
34.	Force Majeure.....	37
35.	Settlement of Disputes/Arbitration	37
36.	Indemnifying LIC	38
37.	Fraud and Corrupt Practices	38
38.	Applicable Law	40
39.	Ambiguities within the Document	40
40.	Notices and other communications	40
41.	Service of notices	40
42.	Rights reserved by LIC.....	40
43.	Right to Verification.....	41
44.	Bid Rejection Criteria	41
45.	Arithmetical Errors	42
46.	Award and Signing of Bid Contract	42
47.	Cancellation of Contract and Compensation	43
48.	Terms of Assignment	44
49.	Minimum Wages.....	44
50.	Normalization of Bids	44
51.	Communications	45
52.	Publicity.....	45
53.	Consortiums or sub-contractor	45
54.	Conflict of interest	45
55.	Varying the Services	46

Section D: Current Environment	48
1. Current Environment	48
2. Corporate Office	48
3. Zonal Office Addresses	48
4. Zonal Offices and its Divisions.....	48
Section E: Scope of Services	50
1. Brief Scope of Work	50
2. Detailed Scope of Work	63
3. Sizing Requirements	70
4. RACI Matrix	70
5. Resource Deployment	72
6. Project Timelines	87
7. Service Level Agreements (SLAs) & Penalties.....	90
Section F: General Terms & Conditions	97
1. Delivery & Installation Schedule	97
2. Site Not Ready Cases	97
3. Installation of Equipment	98
4. Transportation & Insurance	98
5. Road Permit	98
6. Consequences of Termination of the Selected Bidder:.....	98
7. Intellectual Property Rights.....	99
8. Termination.....	100
Section G: Payment Terms & Conditions	104
Section H: Enclosures	108
Annexure A: Covering Letter	109
Annexure B: Bidder's Profile	111
Annexure C: Eligibility Criteria	112
Annexure D: Technical Scoring.....	115
Annexure E: Bidder's Experience	118
Annexure F: Technical Compliance	119
Annexure G: Commercial Bid (Indicative Pricing).....	120
Annexure H: Manufacturer's Authorization Form (MAF)	121
Annexure I: Format for Site Note Ready (SNR) certificate	122
Annexure J: Format for Short Shipment Form.....	124
Annexure K: Performance Bank Guarantee.....	124

Annexure L: Business rule for Online reverse auction	126
Annexure M: Details of Bid Processing fee.....	130
Annexure N: Integrity Pact	131
Annexure O: Bank Guarantee for EMD.....	132
Annexure P: Contract Form	133
Annexure Q: Non-Disclosure Agreement (NDA).....	137
Annexure R: Bill of Quantity.....	142
Annexure S: Online Tendering Guidelines Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS).....	143
Annexure T: Land Border Declaration.....	146
Annexure U: Make in India Certificate.....	147
Annexure V: Format for Self-Declaration regarding 'local supplier' for Cyber Security Products ..	148

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 person or the firm or company participating in this tender.
RFP	This Request for Proposal Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024 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 for signing 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
Day	Calendar Day
Clarifications	Means Addenda, corrigenda, and clarifications to the RFP
Contract Value	The contract value will be calculated based upon Quality and Cost Based System (QCBS) Selection.
Successful Bidder	The successful Bidder/s to whom LIC notifies the award of contract which will be decided by QCBS.
Vendor	Means the successful Bidder/s 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 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.
L1 Quote	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction <ol style="list-style-type: none"> 1. If Online Reverse Auction is held as per the conditions of the RFP – Lowest price discovered through Online Reverse Auction 2. If Online Reverse Auction is not held as per the conditions of the RFP - Lowest price discovered through Commercial Bid
Personnel	Means professionals and support staff provided by the Bidder and assigned to perform the Services or any part thereof. Personnel deployed by the Bidder 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 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.
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.

2. Abbreviations

SN	Terms/ Abbreviations	Meaning/ Interpretation
1	AMC	Annual Maintenance Contract
2	Authorized Signatory (of the bidder)	The person(s) authorized by the bidders' company's Board/ Director/ Managing Director for signing bid documents and contracts on behalf of the company for this tender
3	BCMS	Business Continuity Management System
4	BCP	Business Continuity Planning

SN	Terms/ Abbreviations	Meaning/ Interpretation
5	BFSI	Banking, Financial Services and Insurance
6	BIA	Business Impact Assessment
7	Bidder	The person or the firm or company participating in this tender.
8	BO	Branch Office of LIC
9	BOM	Bill of Materials
10	CA	Configuration Audit
11	CAPA	Corrective Action and Preventive Action
12	CEH	Certified Ethical Hacker
13	CERT-In	Computer Emergency Response Team – India
14	CIA	Confidentiality, Integrity, and Availability
15	CIRT	Computer Incident Response Team
16	CISA	Certified Information Systems Auditor
17	CISM	Certified Information Security Manager
18	CISSP	Certified Information Systems Security Professional
19	CO	Central Office of LIC
20	Competent Authority	Head of department of IT/BPR Dept. at LIC's Central Office, Mumbai or any authority that is superior to him / her in LIC's hierarchy.
21	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.
22	Contract Value	The contract value will be calculated based upon Quality and Cost Based System (QCBS) Selection. The grand total of the L1 quote after conclusion of Online Reverse Auction.
24	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).
25	DO	Divisional Office of LIC
26	DRP	Disaster Recovery Planning
27	EMD	Earnest Money Deposit
28	GCCIH	GIAC Certified Incident Handler
29	GIAC	Global Information Assurance Certification
30	GOI	Government of India
31	IEM	Independent External Monitor
32	IRDAI	Insurance Regulatory and Development Authority of India
33	ISMS	Information Security Management System
34	ISO27001 LA	ISO27001 Lead Auditor
35	ISO27001 LI	ISO27001 Lead Implementer
36	ITSM	IT Service Management (ITSM)
37	IVRS	Interactive Voice Response System

SN	Terms/ Abbreviations	Meaning/ Interpretation
38	KGI	Key Goal Indicator
39	KPI	Key Performance Indicator
40	KRI	Key Risk Indicator
41	MeitY	Ministry of Electronics and Information Technologies
42	MO	Mini Office of LIC
43	MSME	Micro, Small & Medium Enterprises
44	WAF	Web Application Firewall
45	NC	Non-Conformities
46	NCIIPC	National Critical Information Infrastructure Protection Centre
47	NDA	Non-Disclosure Agreement
48	NSIC	National Small Industries Corporation
49	OSCE	Offensive Security Certified Expert
50	OSCP	Offensive Security Certified Professional
51	P & IR	Personnel and Industrial Relations Department of LIC
52	P&GS	Pension and Group Superannuation Department of LIC
53	PBG	Performance Bank Guarantee
54	PCAP	Packet Capture
55	PDCA	Plan-Do-Check-Act
56	PO	Purchase Order
57	PMC	Project Management Consultant
58	PSU	Public Sector Undertaking
59	PT	Penetration Testing
60	QSA	Qualified Security Assessor (QSA)
61	RA	Risk Analysis
62	RACI matrix	Responsible, Accountable, Consulted, Informed matrix
63	RPO	Recovery Priority Objective
64	RTO	Recovery Time Objective
65	SDLC	Software Development Life Cycle
66	SI	System integrator
67	CASB	Cloud Access Security Broker
68	SLA	Service Level Agreement
69	SME	Subject Matter Expert
70	SO	Satellite Office of LIC
71	NAC	Network Access Control
72	ZO	Zonal Office of LIC
73	SoA	Statement of Applicability
74	SoW	Scope of Work
75	SOP	Standard operating Procedure
76	Supplier	Successful vendor who has accepted purchase order.
77	TOC	Tender opening committee
78	U&R	Underwriting and Re-insurance Department of LIC
79	UEBA	User Entity Behavior Analysis
80	VA	Vulnerability Assessment
81	Vendor	Successful bidder

SN	Terms/ Abbreviations	Meaning/ Interpretation
82	VM	Vulnerability Management
83	YoY	Year over Year

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, LIC and its employees, contractors, agents, and advisors 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 or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees, contractors, agents or advisors.

- 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, is subject to the terms and conditions set out in this RFP.
- b. This RFP is not 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 in 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.
- 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.

3. Activity Schedule

Sr. No.	Event/Activity	Details
1	RFP Ref. with date	LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024
2	RFP Release date	06 February 2024
3	Bid Processing Fee (Non-Refundable)	<p>Non-Refundable fee of Rs 10,000/- + GST (Currently 18% GST). Total Rs 11,800/- (Rupees Eleven thousand and eight hundred Only) to be paid to Life Insurance Corporation of India using NEFT ("Bid processing fee") The detail of bank account in given below.</p> <p>Name of Bank: Union Bank of India Address: Unit 4C, Mittal Court Premise, Nariman Point Mumbai Name of Beneficiary: Life Insurance Corporation of India, Central Office Bank Account Number: 510101006085031 IFSC Code: UBIN0902217</p> <p>Bid Processing Fee exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs) order 2012 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 valid as on the date of last date of bid submission as mentioned in this RFP document.</p>
4	Submission of pre-bid queries and participant's detail for pre-bid meeting	<p>16 February 2024, latest by 5:30 PM</p> <p>All queries related to this RFP to be sent on co_itnetworkrfp@licindia.com</p>
5	Pre-bid meeting – (maximum 2 representatives from each eligible bidder)	23 February 2024, 11:00 AM at the address given below
6	Address of Communication/ submission pre-bid meeting/opening of bids	LIC of India, Central Office, IT-BPR Department, 2nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santacruz (W), Mumbai – 400054
7	Earnest Money deposit (EMD)	<p>INR 2,00,00,000 (Rupees Two Crores Only)</p> <p>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 in the envelope as mentioned in this RFP document.</p>
8	Mode of submission	Online (www.tenderwizard.com/LIC)
9	Last date & time for submission of bids	22 March 2024, latest by 03:30 PM
10	Bid opening date & time (Eligibility & Technical)	22 March 2024, 04:00 PM

11	Commercial bid opening date, time & venue	Will be intimated to the technically qualified bidders later.
12	Contact Details	022 – 67090462, co_itnetworkrfp@licindia.com
13	LIC's Official Website (URL)	http://www.licindia.in

- 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 our website only.
- 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.
- 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.

Section B: Invitation for Request for Proposal

1. Introduction

LIFE INSURANCE CORPORATION OF INDIA (hereinafter referred to as LIC of India or LIC), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) is a major public sector enterprise having its Central Office at "Yogakshema", Jeevan Bima Marg, Nariman Point, Mumbai – 400021.

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 LIC and government website. Prospective respondents are expected to visit the website 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 8 hrs. from Monday to Friday from 10am to 6pm, 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 implementing Network Security Solutions within its environment.

5. Overview of RFP

As part of this RFP, LIC intends to implement the following solutions/services at LIC:

- I. Cloud Access Security Broker (CASB)
- II. Network Access Control (NAC)
- III. SSL Offloader (SSLO)
- IV. Web Application Firewall (WAF)
- V. Virtual Desktop Infrastructure (VDI)
- VI. Application programming interface services integration (API Gateway, Management and Security)
- VII. Mobile Device Management (MDM)

For implementing the above-mentioned solutions/ services, 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 3 - 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 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.
2	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.	Annual audited balance sheet for last three financial years
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 or The bidder should have made profit (before tax) in any of the 03 (three) out of last 05 (five) financial years preceding the date of this RFP and should be having positive net worth for the last 03 (three) financial years preceding to the date of this RFP.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.
4	The Bidder should have minimum of 3 years of experience in supplying, implementing, and supporting minimum 4 out of the 7 in-scope solutions related to this RFP to organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.	The bidder should submit details as per format under Annexure E along copies of the Letter of acceptance (LoA)/ work order / contract / completion certificate / confirming relevant experience.
5	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the Network Access Control (NAC) OEM for a minimum of 25,000 IP Addresses to at least 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different	Letter of acceptance (LoA)/ purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.

SN	Eligibility Criteria	Documents to be Submitted
	<p>locations in India.</p> <p>The proposed OEM product for NAC should have been successfully running in minimum 02 (two) organizations with minimum 500 branches distributed across India of minimum 25,000 IP Addresses in the last 05 (five) years preceding to the date of the RFP.</p>	
6	<p>The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Web Application Firewall (WAF) to at least 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.</p>	<p>Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.</p>
7	<p>The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Mobile Device Management (MDM) / SSL Offloader (SSLO) to at least 02 (two) organisations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches across different locations in India.</p>	<p>Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.</p>
8	<p>The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Virtual Desktop Interface (VDI) OEM for a minimum of 50 users / API Gateway, Management and Security for a minimum of 100 APIs to at least 02 (two) organisations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches across different locations in India.</p>	<p>Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.</p>
9	<p>The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Cloud Access Service Broker (CASB) to at least 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.</p>	<p>Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.</p>
10	<p>Bidders and the OEM should have support centre in India with availability of 24x7 onsite, telephonic and remote support.</p>	<p>Complete address of the bidder and OEM along with contact details should be submitted on company letter head duly signed by the authorized signatory of the bidder.</p>
11	<p>The bidder must have a minimum of 15 IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP / OSCP / CEH / CCNP / CISA / CISM / OEM Level Certification.</p> <p>Minimum 3 resources must have OEM Level Certification (preferably of the proposed OEM).</p>	<p>List of resources with following details to be provided on company letter head:</p> <p>Name Designation Years of experience Certification name Certification number Certification copies to be attached</p>
12	<p>The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.</p>	<p>Annexure H on company letter head duly filled and signed by the authorized signatory of the bidder.</p>

SN	Eligibility Criteria	Documents to be Submitted
13	<p>The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI.</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.

Note:

- The bidders should submit their responses to the eligibility criteria in the format as provided in 'Annexure C – Eligibility Criteria'.
- 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.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

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>
- 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 015/VGL/091 dated 25.01.2022 of Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP is signed by both the parties till the completion of contract. After award of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them."

Bidders may refer: http://https://www.cvc.gov.in/sites/default/files/sopdt%2025.01.22_0.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 LIC's website.
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. 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.
- 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 prospective 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 tender document that need clarification.
- o) Any clarifications/ queries/ suggestions regarding the tender should be conveyed to LIC by the bidder only by email 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 3 (three) 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-BPR/NW/RFP/2023-2024/NS dated 06 February 2024					
S. 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 A3 - Activity Schedule. Bids received after the stipulated time even on the due date or incomplete in any respect are liable to be rejected.
- u) Wherever reference date is not mentioned, the date of RFP shall be taken as the reference date.

2. Submission of Bids

- i. E-Tendering Online bids are hereby invited for the works mentioned through online e-Tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders. This is an E - Tender and hence Bids must be submitted "ONLINE". Tender is to be submitted online through e procurement portal. All documents are to be scanned and uploaded. Please refer to Annexure R for Online Tendering Guidelines.
- ii. Hard copy of the bids in sealed envelopes are to be submitted in the following manner within three working days of eligibility and technical bid opening:
- iii. The original Bid must be printed on 8.27" by 11.69" (A4 size) paper in indelible ink.
- iv. The bidders should submit the below bid documents in hard copy in separate sealed envelopes super-scribed as:
 - a. Envelope 1 - Eligibility bid
 - b. Envelope 2 - Technical bid
 - c. Envelope 3 - Commercial bid (Indicative Price)
- v. Hard copy of all three bid documents must be individually spirally bound (each page serially numbered, stamped and initialed/ signed by the authorized signatory). There should be one common serial number running throughout each individual bid document.

- vi. Bids should be complete, properly indexed, annexure-wise, duly supported by relevant documents and should contain no duplicate documents.
- vii. The above three sealed envelopes containing the hard copies of the Eligibility, Technical-Bid and Commercial Bid should then be put together in another envelope which should:
 - a. be sealed
 - b. bear the name, address, and seal of the bidder
 - c. bear RFP reference details
 - d. super-scribed 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Solutions'.and must reach LIC at the address given in the Activity Schedule within three working days of eligibility and technical bid opening.
- viii. The envelopes should be properly super-scribed as given below:

ELIGIBILITY, TECHNICAL & COMMERCIAL BID (INDICATIVE) for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Solutions'

LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

Date of Release of RFP Document: 06 February 2024

SUBMITTED BY _____ (Bidder's Name & Contact Details with their seal)

(Note: Bidders to encircle whichever is applicable or strike off whichever is not applicable)

- ix. The indicative prices are ONLY to be quoted in the commercial bids.
- x. LIC will not be responsible for non-receipt of bids/quotations within the specified date and time due to any reason including postal delays or holidays etc.
- xi. Bids received beyond the date and time mentioned in the activity schedule will be termed as "Late" and will not be accepted.
- xii. Bidders should invariably write their postal address, e-mail address, and contact numbers on all the envelopes. If the envelope is not sealed and/ or marked as required above, LIC will assume no responsibility for the bid's misplacement or wrong opening of the envelopes.
- xiii. **The contents of the soft copies uploaded, and the contents of the hard copies must be exactly the same. If not, the BID MAY BE REJECTED.**
- xiv. The Bidders should submit their bid(s) along with the Bank Guarantee towards the EMD wherever applicable.
- xv. Any alterations, erasures, overwriting, blanking-out, or discrepancies in figures etc. may render the bid invalid.
- xvi. The quantities mentioned in the Technical/ Commercial Bid are indicative only and will be used to determine a successful bidder. However, the actual quantities may differ at the time of issuing Purchase Order/s, depending on the circumstances prevailing at that time.

- xvii. Revised Commercial Bid (If applicable): During evaluation of Technical Bid, if any technical specification/s and/ or scope of work is/ are changed to meet LIC's requirement, all bidders will be informed of the same and asked to submit fresh commercial quotation, duly signed and sealed in a separate cover super-scribed "REVISED COMMERCIAL BID after Technical Review (Indicative Price)".
- xviii. The bid will be treated as legally void and will be rejected if:
- 1) Bid is not signed by the duly authorized person or
 - 2) Bid submitted is unsigned or partially unsigned
 - 3) An image of signature found pasted on pages instead of wet signature or
 - 4) Scanned bid is submitted.
 - 5) Bids are not submitted in respective envelopes as stipulated above
- xix. 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.
- xx. Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document.
- xxi. Please note that prices must not be indicated in the Technical Bid, failing which the Bid may be rejected.
- xxii. 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.
- xxiii. Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP and subsequent modification(s) to this tender, if any.
- xxiv. The Bidders should submit their Bid along with the required documents and Certificates as stated in the Section — Eligibility Criteria or elsewhere in the RFP.
- xxv. 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.
- xxvi. If any compliance or clarification sought by LIC is not submitted within 3 business 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.
- xxvii. 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.

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

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.

3. Technical Bid

The Technical-Bid document should contain the following:

- i. Covering letter (on bidder's letterhead) giving reference of this RFP and consent for acceptance of all the Terms & Conditions of this tender (including modifications, if any, issued subsequently) and mentioning list of all the enclosures.
- ii. Annexure D – Technical Scoring
- iii. Technical specification compliance sheet as per Annexure F (to be given separately in an Excel sheet).
- iv. LIC will be responsible to provide all the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder, included in BoQ and prices quoted for in the Commercial Bid Document.
- v. The bidder must supply a thorough inventory of the hardware 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). The BoM should include, but is not limited to, the following details:
 - ✓ In Scope solutions Components
 - ✓ Site/Environment
 - ✓ Type (VM/Physical)
 - ✓ OS/DB name other than RHEL and Mysql.
 - ✓ CPU/vCPU
 - ✓ VLAN requirement (VLAN or Internet)
 - ✓ RAM
 - ✓ Hard Disk Size
 - ✓ Software pre-requisites (.NET framework, IIS, IE, any other OS services, etc.)
 - ✓ If any missing requirements are discovered during installation, and the bidder will be obliged to provide them free of cost.
- vi. Complete bill of material to be submitted along with technical bid.
- vii. Technical details/brochures of the product(s) (should be dated before date of RFP)
- 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. Price is to be quoted in Indian Rupees only.
- ii. All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per Annexure G.
- iii. For each component, the prices quoted should be inclusive of all costs except applicable taxes.

- iv. 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.
- v. 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.
- vi. The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labor rates, etc.
- vii. 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.
- viii. 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 two years at the sole discretion of LIC of India on the same terms & conditions including the price component.
- ix. 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.

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 Hindu-Arabic 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).
- 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. Password Protection

The soft copies of the item specifications (eligibility, technical and commercial) should be submitted in soft copy format by all participating Bidders. The specifications in the spreadsheets will be password protected. The bids are to be submitted in the format (soft copy) as per the Annexures in this RFP. The password used will be validated by LIC for checking the authenticity.

It may also be informed that the password will be checked at the time of opening of the eligibility, technical and commercial bid in the presence of the bidders. In case the bids are submitted to LIC without the password protection or with password that does not match with the password used by LIC, the **BID MAY BE REJECTED**.

9. Pricing, Billing, Duties and Taxes

- a) The commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies etc., and shall be exclusive of GST, cess whichever is applicable
- 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. 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.
- c) 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.
- d) The successful bidder has to furnish **price breakup** i.e., basic price and applicable taxes in the invoices submitted by them. The invoices without price breakup will not be processed for payment.
- e) The bidder should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC.
- 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.

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 2,00,00,000 (Rupees Two Crores Only) in the form of unconditional and irrevocable Bank Guarantee (BG) 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 fifteen months from the date of release of RFP.
- iv. Non submission of EMD 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 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.
 - b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP.
 - 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. The successful bidder does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC.
 - h. The Bidder qualifies in this RFP as a successful bidder but fails or refuses to fulfill his contractual obligations after the award of Purchase Order and in case the bidder has not submitted PBG.
 - 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; 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 bidder who does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC after conduct of ORA may be blacklisted.
- 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

- i. The date and venue of opening of tender shall be as per the '**Section A3 - Activity Schedule**'.
- ii. Bids received before the specified closing date and time in the Activity Schedule will be opened online in the presence of bidders' representatives (maximum two representatives per bidder in each of the bid openings) who choose to attend the opening of the bids on the specified date, time and venue as given in the Activity Schedule.
- iii. The date and Venue of the opening of the bids shall be as per the Activity Schedule. The Eligibility and Technical bid shall be opened by LIC in the presence of the bidders/their authorized representatives who choose to attend, as per the activity schedule.
- iv. The Eligibility and Technical bid shall be opened as stated in the activity schedule and after completion of evaluation of eligibility and technical bid, the list of short- listed bidders and the date, time & venue of opening of their Indicative Commercial bids will be notified on the LIC Website.
- v. The Indicative Commercial bids of technically shortlisted bidders will be opened by LIC in the presence of the bidders/ their authorized representatives who choose to attend.
- vi. All bids will be scrutinized to determine whether the submitted bids are complete and fulfill the RFP requirements.

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 modifications (if any).
 - i. LIC may ask the Bidders for clarifications in writing on their bids and the same shall be reverted within 3 business days.
 - ii. Technicalities or minor irregularities in bids may be waived during evaluation if it is in LIC's best interest. The bidder may either be given an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its bid, or the deficiency waived if it is to LIC's advantage to do so.
 - iii. Evaluation of the responses to the bids and subsequent short listing of the bidder will be entirely at the discretion of LIC and will be binding on the bidders. LIC's decision shall be final and no correspondence seeking clarifications about the decision shall be entertained.
- b) Right to Accept Any Bid and To Reject Any or All Bid(s):**

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

- c) **Notification of Award:** LIC will notify the successful bidder in writing, that its bid has been accepted. 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.
- d) The bidder who successfully qualifies in the eligibility criteria (Annexure – C), only their technical bids will be subsequently opened for further evaluation.
- e) The minimum score for successful qualification of the bidder in the Technical Scoring (Annexure – D) will be 70% (seventy percent). In case, at least 3 participating bidders are unable to qualify in the technical evaluation by scoring at least 70%, then the top 3 scorers will be selected for further evaluation.
- f) The bidders who qualify the technical evaluation will have to provide a Technical Presentation on the in-scope services to LIC. The schedule and venue of the same will be conveyed accordingly.
- g) If any deviations are observed during technical evaluation, LIC may decide to accept them at its discretion, which will apply to all bidders, before opening of the Commercial Bids and the decision of LIC in this matter will be final.
- h) The technically qualified bidders will be intimated by email/letter about the date and time of opening of their 'Commercial Bid (indicative price)'. The technical scores of the bidder will be disclosed to each individual bidder on the date of opening of the commercial bid).
- i) The 'Commercial bids (indicative price)' of technically short-listed bidders will be opened by the TOC in the presence of bidders/ their authorized representatives who choose to attend. Thereafter, these bidders need to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to these bidders by LIC. The exact business rule will be intimate to the participating bidders before commencement of online reverse auction (ORA).
- j) NPV Rule: While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows.

Discounting rate to be used: 10%

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

$r = 10\%$ i.e., 0.1

- k) Price Variation Factor and H1 Elimination clause: When the number of Technically Qualified Bidders are more than Five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all technically qualified bidders for all items in aggregate.

- l) The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of all applicable taxes such as GST.
- m) No price variation/adjustment or any other escalation will be entertained after the closing of Bids
- n) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder and will be valid for the contract period of 5 years. No change/adjustments in prices will be allowed during the contract period of 5 years.
- o) However, the Corporation may, at its discretion, reduce the validity period of the tender.
- p) Computation Methodology for rating bidders on 'Technical plus Commercial basis':
- q) There would be a weightage of 70% to the technical score and 30% for the final Commercial price quoted by the bidder at the end of online reverse auction.
- r) It would be normalized as under for each bidder: -
 Total Score (up to 3 decimals) = $\{(T \times 0.7) / T_{high}\} + \{(L_{Low} \times 0.3) / L\}$, Where
 T stands for bidder's technical evaluation score
 T_{high} stands for the score of the technically highest Bidder
 L stands for bidder's final commercial quote at the end of online reverse auction,
 L_{Low} stands for the lowest final commercial quote among all bidders at the end of online reverse auction
- s) The proposals will be ranked in terms of Total Scores arrived at as above. The proposal with the highest Total Score will be considered first for award of contract and will be invited for price negotiation, if required. Example:

SN	Name of the Bidder	Technical Evaluation Marks (T)	Final Commercial Bid Price (L)	$(T / T_{high}) * 0.70$	$(L_{Low} / L) * 0.30$	Total Score (S)	Rank for techno-commercial
1.	ABC	90	80	$(90/90) * 0.7 = 0.7$	$(70/80) * 0.30 = 0.263$	0.963	1
2.	DEF	85	75	$(85/90) * 0.7 = 0.661$	$(70/75) * 0.30 = 0.280$	0.941	2
3.	GHI	80	70	$(80/90) * 0.7 = 0.622$	$(70/70) * 0.30 = 0.3$	0.922	3

- t) In the above example, ABC, with the highest total score of 0.963 becomes the successful Bidder.
- u) In the case of tie between two or more Bidders, a bidder with highest score in technical evaluation will be declared as successful bidder.
- v) In case, the successful bidder (e.g. ABC) fails to fulfil any of the obligations under the RFP within the timelines defined, LIC reserves the right to cancel his/her selection and declare the bidder with rank 2 (DEF) as successful bidder and so on and so forth.

- w) The Letter of Intent along with Purchase Order will be issued to the successful bidder. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor".

13. Online Reverse Auction

- a) The Commercial bid (indicative) as per Annexure-G shall be submitted in a separate sealed cover. After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.
- b) 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.
- c) The commercial figure quoted will be an all-inclusive figure inclusive of out-of-pocket expenses, traveling, boarding, permits, lodging but excluding all applicable taxes such as GST.
- d) 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".
- e) LIC will provide web-based E-tender system for ORA.
- f) The bidders will arrange the Digital Signature Certificates (at no cost to LIC) from a Certifying Agency notified by The Comptroller of Certifying Authority (CCA) as per Information Technology Act 2000 as amended from time to time.
- g) 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.
- h) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered
- i) Any conditional bid may be rejected
- j) 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) dated 16.09.2020 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.

- 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.

14. Activities to be performed

- a) No activities will be carried out from the vendor's location without written and prior permission from LIC or explicitly allowed in this RFP.
- b) 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.
- c) Pen drives will not be allowed within LIC's premises.
- d) Laptops will be allowed only on need-to-have basis. Desktops will be provided by LIC.
- 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/ hiring of external resources for ad hoc needs - is **not permitted** unless explicitly allowed by LIC for a specific activity/ requirement/ duration.

15. Non-Disclosure Agreement (NDA)

- a) 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.
- b) Violation of NDA may lead to legal action and blacklisting.
- c) Bidder shall ensure compliance to Digital Personal Data Protection Act 2023.

16. 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.

17. 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.

18. Contacting LIC

No Bidder shall contact, through any means of communications, 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.

19. 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.
- 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.

20. 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. Exhibited a record of poor performance in service delivery.

21. 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 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 M.

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

- 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 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.

22. 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 Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Bidder of such claim, if it is made, without delay as when received.

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

23. 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.

24. 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 10% of the Total Contract Value. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor". If not, the bid / contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS).
- b) The PBG should be valid for a period to cover the expected contract period of 60 months and additional 3 months after the date of expiry of the contract from the date of its submission to LIC.
- 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 tender. 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.
- 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 tender 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 28 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) In case the tenure of servicing is extended beyond five years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.
- j) The PBG will be invoked in full or part (to be decided by LIC) if the bidder fails to honour expected deliverables or part as per this RFP after issuance of PO during the period of contract.
 - i. The bidder fails to honour 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.
- k) 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.

25. 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 tender.
- 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) 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 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, Service Level Agreements (SLA) and penalties will be as defined elsewhere in this RFP.

26. 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.

27. 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 is the successful 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 is for a period of five years.
- 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 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.

28. 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.

29. Duration of the Engagement

The duration of the engagement would be 5 years from the issuance of the first Purchase Order (or deployment of resources).

30. 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.

31. 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.

32. 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 Tender specifications) that may be required to be procured through this tender. Prices once finalized will be termed as the "Approved Prices Rates".

33. Limitation of Liability

Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause, the vendor shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

34. 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 control of the vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, 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 event and prove that such a situation is beyond their control and will affect the implementation of the agreement.
- 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.

35. 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.

A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of 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 Arbitrations and

Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the court in Mumbai shall have exclusive jurisdiction 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.

36. Indemnifying LIC

A. The vendor 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 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.
- c) 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.

37. Fraud and Corrupt Practices

The 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. 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 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, 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, 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 , such Bidder shall not be eligible to participate in any IT/Consultancy related tenders or 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
- 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.

38. 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 Mumbai High Court only.

39. Ambiguities within the Document

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

- a) Apart from the clauses where specifically mentioned all other terms and conditions of the RFP are applicable.
- b) as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause.
- c) as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and
- d) As between any value written in numerals and that in words, the value in words shall prevail.

40. Notices and other communications

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

41. Service of notices

A Notice must be:

- In writing, 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:
Executive Director IT (SD / BPR/ Insurtech) and CTO,
LIC of India, Central Office,
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, 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).

42. 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, in 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.
- 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 tender.
- 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.

43. Right to Verification

LIC reserves the right to verify any or all the statements made by the Bidder in the tender 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.

44. Bid Rejection Criteria

Bids may be rejected under following circumstances:

- a) Bids received by LIC at its designated venue for 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.
- 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
- j) For other reasons mentioned in this RFP

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

45. 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.

46. Award and Signing of Bid Contract

- a) The Contract will be based on this RFP, clarifications & modifications (if any) to the RFP and bidder's valid response to RFP.
- b) LIC will award the Contract to the successful vendor selected through the criteria mentioned in this RFP.
- c) LIC will notify the successful vendor in writing via letter/ email, that its bid has been accepted. LIC will send a copy of the Contract Form incorporating all agreements between the parties to the successful vendor.
- d) Within 14 working days of receipt of the Contract Form, the successful vendor shall sign and date the Contract and return it to LIC.

This initial contract will be called the Master Service Agreement (MSA). The MSA will be the permanent reference document for all the subsequent modifications. Modifications to the MSA will be mutually agreed upon and will be accommodated in the form of addendum/ schedules to the MSA since procedural aspects, services etc. will be continuously evolving.

47. 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 one month (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 this condition is not adhered to, LIC will invoke the Performance Bank Guarantee.
- e) LIC may, at any time, by a prior written notice of one week, 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.
- i) The deliverables that are complete and ready for delivery within 7 days after the Successful bidder's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Successful bidder an agreed amount for partially completed systems and for materials and parts 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.

48. 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 without advance written consent of LIC and any such sale, lease, assignment or transfer otherwise made by the selected Vendor shall be void and of no effect whatsoever.

49. Minimum Wages

The bidder 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 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.

50. Normalization of Bids

If required, LIC may go through a 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 and that such normalization has a bearing on the commercial bids; LIC may at its discretion ask all the technically shortlisted bidders to re- submit the technical and commercial 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 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.

This clause is not applicable for items where the Bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to LIC.

51. 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:

Executive Director IT (SD / BPR/ Insurtech) and CTO,
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

52. 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.

53. 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.

54. 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, 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 30 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.

55. Varying the Services

I. Variations proposed by LIC –

LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 25% scope changes within the services, appliances, licenses, etc. cost to be quoted in the commercial bid. Any change in the scope beyond this 25% will be informed to the vendor in writing. If LIC wants to vary the Services:

- a) LIC will request the Vendor in writing setting out the proposed variations.
- b) 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.
- c) 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.
- d) 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 –

- 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.

In such a case, the additional effort estimated by the vendor and its costs would be discussed and finalized in discussions with the vendor. The basis of this cost would be as quoted by the vendor in the Annexure G - Indicative Commercial Bid.

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

V. Contract Amendments –

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.

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 extranet 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, Hindustan 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-	Agra, Aligarh, Allahabad, Bareilly, Dehradun, Faizabad, Gorakhpur, Haldwani, Kanpur, Lucknow, Meerut, Varanasi

Name of the Zone	Address of the Zone	Name of Divisions
	208 001.	
CZ, Bhopal	60-B, Arera Hills, "JeevanShikha", Hoshangabad Road, P.B. No. 28, Bhopal – 462011	Bhopal, Bilaspur, Gwalior, Indore, Jabalpur, Raipur, Satna, Shahdol
EZ, Kolkata	4, C.R. Avenue., Hindustan 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

Section E: Scope of Services

1. Brief Scope of Work

- As part of this RFP, LIC intends to implement the following solutions / services at LIC:
 - I. Cloud Access Security Broker (CASB)
 - II. Network Access Control (NAC)
 - III. SSL Off loader (SSLO)
 - IV. Web Application Firewall (WAF)
 - V. Virtual Desktop Infrastructure (VDI)
 - VI. Application programming interface services integration (API Gateway, Management and Security)
 - VII. Mobile Device Management (MDM)

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

Phase No.	Phase Name	Activities to be performed	Deliverables
1	Planning	<ul style="list-style-type: none"> • Conduct kick-off meeting. • Study of present architecture at Data centers. • Study of LIC's existing security environment and guidelines. • Identify business objectives & technical requirements. • Define pre-requisites if any. • Outline an implementation strategy and detailed plan with timelines and milestones for entire duration of the project. • Ensure that security and compliance requirements are integrated into the design and develop a plan for addressing them. • Ensure compatibility and interoperability between different security solutions. • Define the allocation of resources including personnel, equipment, and tools. • Outline the accurate placement of devices or appliances to ensure industry best practices are followed. • Conduct workshops with all the departments of LIC and any other identified vendor for (but not limited to) solution engineering, identifying gaps, crown jewels of LIC, integration, custom parser creation, creation of rules, use case development, finetuning, 	<p>Detailed Project Plan for each solution as part of this RFP.</p> <p>Note: Separate plan document to be submitted for each in-scope solution.</p>

Phase No.	Phase Name	Activities to be performed	Deliverables
		etc.	
2	Designing	<ul style="list-style-type: none"> • Architecture Diagram: <ul style="list-style-type: none"> o Design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope solution. o Connectivity and data flow diagram for each in-scope solution. • Policy & Procedure Documents: <ul style="list-style-type: none"> o SOP for solution implementation. o SOP for operations of the solution. o Detailed roles and responsibilities defined in RACI matrix. o Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD). o Access controls and security measures implemented document. o Acceptance procedures, Test cases & test plans, etc. o BCP/DR/Failover Strategy and process document. o Incident Response strategy and process document. 	<ul style="list-style-type: none"> • Architecture Diagrams (High-level and low-level) • Connectivity and data flow diagram • Policy & Procedure documents <p>Note: Above documents shall be prepared in a mutually agreed template.</p> <p>Bidder shall submit soft and hard copies for all the above documents in the finalized template.</p>
3	Implementing	<ul style="list-style-type: none"> • Supply and Installation: <ul style="list-style-type: none"> o Supply of appliances wherever applicable and software for in-scope solutions. o Installation and implementation of the solutions as per the architecture design. o Installation will include proper mounting, labeling, tagging of all the equipment. o The bidder is responsible for determining the appropriate hardware sizing. LIC will supply the server, rack space, and cooling. The bidder is also responsible for furnishing any other necessary hardware or equipment to ensure smooth integration of all the in-scope solutions. As per LIC's requirement, the successful bidder of the project shall be ready to shift, occasionally, the equipment from one place to other, uninstall and reinstall all the equipment without any additional cost to LIC. 	<ul style="list-style-type: none"> • Site Ready Document/Site Not Ready Document as applicable. • Successful deployment confirmation • Validation report by OEM

Phase No.	Phase Name	Activities to be performed	Deliverables
		<ul style="list-style-type: none"> • Configuration & Integration: <ul style="list-style-type: none"> o Configuring the solutions as per defined MBSS/SCD. Configuration to meet industry standards and regulatory guidelines. o Integrating the solutions with: <ul style="list-style-type: none"> • Its own components as applicable. • Other security solutions as applicable. • Active directory, servers, network devices, endpoints, and other applicable IT assets. o Bidder shall recommend ways for secure communication and assist LIC in defining the firewall rules as applicable. All such configurations shall be documented as part of the policy/process documentation. Configuration of firewall rules will be done by LIC firewall team. o Bidder shall provide the details of all scripts and configurations created or used at LIC, including their purpose, functionality, and relevance to the scope of work. • Optimizing & Deployment Validation: <ul style="list-style-type: none"> o Fine tuning of the solutions to be done based on the criteria defined in Technical Specification of each solution and should assure a false positive rate not more than 10 % after 1 year for all solutions/services. o Monitor and resolve issues as per the defined SLAs in this RFP. o Validation of deployment of the solutions/services to be performed based on industry best practices by respective OEM of the deployed solution/service. In case OEM is not satisfied with the installation and configuration of product, they will submit their recommendation in form of a separate report to LIC accordingly. Bidder shall perform necessary changes as recommended by the OEM. o The OEM is required to conduct the audit, at the end of implementation 	

Phase No.	Phase Name	Activities to be performed	Deliverables
		<p>and once in end of every year during the contract period. The recommendations/ remediation changes required after each audit should be completed within 3 months.</p> <ul style="list-style-type: none"> o Bidder should discuss about the Governance structure and Project milestones and provide weekly updates to LIC on implementation status. 	
4	Sustaining	<ul style="list-style-type: none"> • Post- deployment (after sign-off from LIC) bidder shall manage & monitor proposed solutions. • Facilitation & operation for continuous monitoring, performance optimization, upgradation, maintaining compliance with LIC policies, industry standards and regulatory guidelines, change management, incident response, etc. 	<ul style="list-style-type: none"> • Periodic reports such as (but not limited to) Daily, Monthly, Weekly, Adhoc, Audit requirement reports, etc. • Dashboards

□ **Compliance with IS Security Policy:**

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

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

□ **Right to Audit:**

- It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empaneled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC

and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC.

- Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.
- Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC.

□ **Documentation**

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
- Three sets of hardcopies as applicable and one softcopy on CD shall be supplied as final document.
- Documents for high level design, detailed design, configuration of individual features set on various appliances, general testing, scenario-based fail-over testing, Standard Operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.
- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Installation report should contain the part numbers of all the components supplied by the selected bidders.

□ **Training & Certification**

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

- Pre-Implementation: Provide training to the LIC personnel/ Onsite support team on the product architecture, functionality, and the design for each solution under the scope of this RFP.
- Post Implementation: Provide hands-on training to the LIC personnel/ Onsite support team on day-to-day operations, alert monitoring, policy configuration, rule creation, report generation for all solutions etc.
- Documentation and knowledge transfer after each patch/version update.
- The bidder and OEM are required to provide training jointly table for people nominated by the LIC for each solution specified in the scope of work.

- The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.
- Training cost shall be inclusive of Certification level training for three participants.
- The bidder is required to provide all trainees with detailed training material and 3 additional copies to the LIC for each solution as per the scope of work of the LIC. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.
- All out of pocket expenses related to training shall be borne by the selected bidder.
- The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training.

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

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

□ **Support Process Requirement:**

- The vendor shall provide an escalation matrix in consultation with the IT/BPR Department, Central Office, LIC for different categories of support calls.
- Day-to-day maintenance of the complete solution setups made.
- The support Personnel provided should be conversant with the regular configuration from scratch, integration with other log sources, creation of rules and policies as per LICs requirements, administration tasks, patch management, user management, backup procedures, etc.
- The on-site support Personnel should be able to troubleshoot the problems raised and should maintain a log of them, also report it to the LIC administrators in detail with root cause analysis and problem resolution.
- The Bidder should ensure that there will be a proper change & configuration management, backup management, security management. These procedures should be well documented, followed and maintained (copy of the same should be submitted to LIC Central Office – IT dept.)
- The onsite support Personnel should re-install/ reconfigure any component/ system of the security equipment supplied by the vendor, in case of crash of those components / system on problem or patch/upgrades. The on-site Support Personnel also needs to support, if any security installations done by a separate vendor.
- In case the problem is not being rectified by the onsite L1 & L2 Personnel even after 1 hour, the issue should be escalated and resolved within 4 hr. from time of incident.
- The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same.
- The vendor has to create separate interfaces for them/LIC administrators to carry out the minimum possible jobs, which may be changed as per the business needs ensuring compliance to LIC Security policies. There should be a provision to audit the changes done to fix the accountability.
- Up gradation of products to the latest version at all the locations, whenever applicable by following a risk-based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.
- The vendor has to do necessary implementations required from business continuity perspectives with respect to all the solutions.

- Root cause analysis of any event has to be done and proper corrective action has to be taken with information to LIC officials. Based on that, the vendor should recommend for improvement to policies, procedures, tools, and other aspects.
 - The Vendor has to provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.
 - Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- o. The vendor has to comply with the following attributes related to all the in-scope solutions:
- LIC has a right to review their processes
 - SOPs for the processes.
 - LIC has a right to assess the skill sets of vendor resources.
 - Advance information about the resources deployed is to be communicated and proper hand-over of charge with complete documentation has to be done for the new resources, which should be approved by LIC.
 - All necessary steps/changes have to be made in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third-party security audit / inspection report.

Note:

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

□ **On-Site Support Services:**

I. Cloud Access Security Broker (CASB)

- 8x5 real-time monitoring uptime, availability, health performance of CASB devices with mitigation support.
- Track and follow-ups with stake-holders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- On-Site Support must ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support (8x5)
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in CASB after obtaining approval.
- Quarterly review of rules, policies etc. of applications and recommend optimization of the same.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned by the On-Site Support
- Quarterly review of capacity planning of SaaS based services. Details of underutilized and over utilized LIC SaaS based applications.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Provide recommendations for architecture enhancements/changes that can enhance the security posture

- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
- Maintain security product configuration, based on industry best practices, and as requested,
- Participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improve the design
- Tracking/Alerting the required license, software subscription for all software components of devices in scope
- Set up and manage admin and user accounts. Perform access control as per need basis
- Conduct Recovery exercise of above points on quarterly basis or as per the LIC guidelines. Submit the Periodic Reports on the backup status
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time
- On-Site Support should support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time

II. Network Access Control (NAC)

- 24x7 real-time monitoring, availability and health performance of NAC devices with mitigation support.
- Track and follow-ups with stakeholders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- Service Provider shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- The pre-requisites for onboarding all devices should be intimated to LIC well in advance of the onboarding process. It is bidder's responsibility to ensure that all pre-requisites are in place before the onboarding process starts. If the bidder faces any problem to ensure that the pre-requisites are in place the same should be intimated to LIC in writing as per LIC escalation matrix.
- Service Provider must ensure a smooth onboarding of all the devices. If Service Provider faces any problem, while onboarding the devices due to lack of certain pre-requisites the same must be assisted and intimated to LIC in advance.
- After onboarding if any issues are faced by any users the same has to be rectified as per SLA.
- If after the completion of onboarding process, any new device is added to the network or any existing device is replaced it is the vendor's responsibility in consultation with the LIC's team to ensure that all the necessary configurations are in this device for seamless integration with NAC else penalty as per SLA will be applicable. If the vendor faces any difficulties in fulfilling the obligations, owing to dependency on LIC the same has to be intimated in writing as per escalation matrix provided by LIC.
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequent management, monitoring and support (24x7)
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in NAC after obtaining approval.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.

- For the VVIP (ED and above) users tolerance level will be zero.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned by the Service Provider
- Quarterly review of capacity planning of security devices. Details of underutilized and over utilized security devices.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Provide recommendations for architecture enhancements/changes that can enhance the security posture
- For initial phase 24x7 number of onsite support is required later after the solution is implemented and stable the number of onsite resources for monitoring would be 8x5
- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
- Maintain security product configuration, based on industry best practices, and as requested, participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improve the design
- Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope
- Set up and manage admin and user accounts. Perform access control as per need basis
- Conduct quarterly recovery exercises for in-scope solution in accordance with LIC guidelines and submit periodic reports detailing the status of the backup exercises.
- Service Provider should provide relevant support for external and internal security audits that LIC is subject to from time to time
- Service Provider should support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time
- Any services related to the solution which may be send by the LIC from time to time.

III. SSL Off loader

- 24x7 real-time monitoring uptime, availability, health performance of SLL Off loader devices with mitigation support.
- Track and follow-ups with stakeholders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- The SSL Off loader in a WAF should be from different OEM.
- On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- On-Site Support must ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support (24x7)
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in SSL Off loader after obtaining approval.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.

- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned by the On-Site Support.
- Quarterly review of capacity planning of security devices. Details of underutilized and over utilized security devices.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Provide recommendations for architecture enhancements/changes that can enhance the security posture
- Any services related to the solution which may be send by the LIC from time to time.

- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
- Maintain security product configuration, based on industry best practices, and as requested,
- Participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improvise the design
- Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope
- Set up and manage admin and user accounts. Perform access control need basis
- Conduct quarterly recovery exercises for in-scope solution in accordance with LIC guidelines and submit periodic reports detailing the status of the backup exercises.
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time
- On-Site Support should support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time

IV. Web Application Firewall (WAF)

- 24x7 real-time monitoring uptime, availability, health performance of WAF devices with mitigation support.
- Track and follow-ups with stakeholders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- On-Site Support must ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management.
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in WAF after obtaining approval.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned by the On-Site Support.
- Quarterly review of capacity planning of security devices. Details of underutilized and over utilized security devices.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis

- Provide recommendations for architecture enhancements/changes that can enhance the security posture
- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
- Any services related to the solution which may be send by the LIC from time to time.
- Maintain security product configuration, based on industry best practices, and as requested, participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improvise the design
- Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope
- Set up and manage admin and user accounts. Perform access control need basis
- Conduct quarterly recovery exercises for in-scope solution in accordance with LIC guidelines and submit periodic reports detailing the status of the backup exercises.
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time
- On-Site Support should support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time

V. Virtual Desktop Infrastructure (VDI)

- 24X7 real-time monitoring uptime, availability, health performance of VDI devices with mitigation support.
- Track and follow-ups with stake-holders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- On-Site Support must ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management.
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support (8x5)
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in WAF after obtaining approval.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned by the On-Site Support.
- Quarterly review of capacity planning of security devices. Details of underutilized and over utilized security devices.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Provide recommendations for architecture enhancements/changes that can enhance the security posture
- Any services related to the solution which may be send by the LIC from time to time.
- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks

- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
- Maintain security product configuration, based on industry best practices, and as requested, participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improve the design
- Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope
- Set up and manage admin and user accounts. Perform access control need basis
- Conduct quarterly recovery exercises for in-scope solution in accordance with LIC guidelines and submit periodic reports detailing the status of the backup exercises.
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time
- On-Site Support should support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time

VI. Mobile Device Management (MDM)

- Track and follow-ups with stake-holders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- On-Site Support must ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management.
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in WAF after obtaining approval.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.
- Any services related to the solution which may be send by the LIC from time to time.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned by the On-Site Support.
- Quarterly review of capacity planning of security devices. Details of underutilized and over utilized security devices.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Provide recommendations for architecture enhancements/changes that can enhance the security posture
- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
- Maintain security product configuration, based on industry best practices, and as requested, participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improve the design
- Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope
- Set up and manage admin and user accounts. Perform access control need basis

- Conduct quarterly recovery exercises for in-scope solution in accordance with LIC guidelines and submit periodic reports detailing the status of the backup exercises.
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time
- On-Site Support should support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time

VII. API Gateway, Management and Security

- 24X7 real-time monitoring uptime, availability, health performance of API Gateway, Management and Security devices with mitigation support.
- Track and follow-ups with stack-holders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- On-Site Support must ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management.
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support (8x5)
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in WAF after obtaining approval.
- Any services related to the solution which may be send by the LIC from time to time.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned by the On-Site Support.
- Quarterly review of capacity planning of security devices. Details of underutilized and over utilized security devices.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Provide recommendations for architecture enhancements/changes that can enhance the security posture
- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
- Maintain security product configuration, based on industry best practices, and as requested, participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improvise the design
- Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope
- Set up and manage admin and user accounts. Perform access control need basis
- Conduct quarterly recovery exercises for in-scope solution in accordance with LIC guidelines and submit periodic reports detailing the status of the backup exercises.
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time

- On-Site Support should support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time

2. Detailed Scope of Work

I. General Requirements

- The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the requirements of LIC. The RFP and annexures together constitute the overall requirements of the solution.
- The bidder / System Integrator shall engage the services of respective OEMs for plan, design, and implementation of the solution. The OEM(s) must deploy subject matter experts with experience in designing and implementation of the respective tool in enterprise environments.
- The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance, and adoption of the total solution leveraging the behavior modelling and predictive analysis capabilities of the solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.
- The bidder shall ensure that the configuration, implementation, and testing of the solution components to be carried out by resources from the OEM as decided by LIC at the time of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM.
- The bidder shall also engage the services of the respective OEMs for post implementation audit, validation, and certification by the OEM that the solution has been implemented as per the plan & design provided by them.
- The bidder is responsible for the AMC, licenses, uptime, availability, and management of the devices/solutions implemented and managed as part of the in-scope solutions.
- The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain all the in-scope solutions within this RFP.
- The bidder should consider the detailed technical specifications as stated in the Annexure E while proposing for the solution. Bidder needs to provide complete end to end solution including applicable appliances, software, necessary accessories, active and passive components for efficient functioning of the proposed solution.
- Bidder has to quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.
- The services and solutions provided should possess modularity and scalability to effectively meet the LIC's needs throughout the five-year contract period. Over the 5-year contract period, bidder may consider an increase of 50% in the number of devices or solutions to be monitored when determining system specifications.
- The bidder and OEM services team shall conduct a workshop with all the departments of LIC to gather the inputs in relation to solution requirement with respect to the baselining and scoping of the components including the items listed below:
 - i. Solution architecture, sizing, policy configuration, High availability, BCP/ DR scenarios, etc.
 - ii. Integration of each solution with other in scope solutions and other Network and Security solutions currently deployed in the environment as decided by the LIC.
 - iii. Testing strategy and test cases for Acceptance Testing of the solution.
 - iv. Identifying gaps, crown jewels of LIC, custom parser creation, creation of rules, use case development, finetuning, etc.
- The bidder and OEM services team shall submit a Requirement Gathering Document and a detailed Design Document based on the requirements gathering exercise.
- All the solutions should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version.

- All solutions must have the capacity to accommodate a yearly project growth rate of up to 20%.
- The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 20% YoY project growth.
- In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.
- Prepare test-plan, implementation plan, integration plans and rollback strategies.
- The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.
- The successful bidder needs to install all the associated equipment needed to complete the job as per the technical specification described in this tender.
- The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
- No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
- The vendor has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.
- Bidder has to architect the solution deployment after understanding the following details:
 - Understanding the environment in terms of application, network, server and Security appliances, LAN, WAN & Internet Links and segments, privileged users etc. to ensure creation of use cases related to targeted attacks and early breach detection.
 - Prepare the designs and implement the solution in line with IRDAI's guidelines on Information and cyber security for Insurers, ISO27001:2013/ISO22301/IT Act 2001 (along with its amendments) standards as modified from time to time. Study of LIC's existing security and application environment and guidelines and recommend best practices to implement and roll out the same.
 - To suggest plan for network integration of various devices/appliances etc. with the proposed solutions. Design of the proposed solutions.
 - Integration and co-ordination within scope solutions in future.
 - Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.
 - The plan shall include information related to required downtime, changes to existing architecture, log level parameters, deployment schedule etc.
 - The installation of the appliances shall be done as a planned activity on a date & time of approved deployment schedule.
- The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing solutions to new setup. This action is intended to enhance the security posture and to comply with the audit requirements.

II. Cloud Access Security Broker (CASB)

- The vendor should assess the existing security infrastructure and identify any gaps or vulnerabilities.
- The vendor should configure CASB for guaranteeing the secure and regulatory-compliant utilization of cloud services.
- The vendor must provide the solution that must be compliant with GDPR, DPDP, IRDAI.

- The vendor must encompass enforcing security policies, safeguarding sensitive data, overseeing user access, monitoring cloud operations, ensuring adherence to regulations, and mitigating potential cybersecurity risks.
- The vendor should provide services including data loss prevention (DLP), threat detection, encryption, access control, and compliance monitoring.
- The vendor must provide the solution that must be compatible with existing cloud infrastructure, including AWS and Azure, and support seamless integration with the Single Sign-On (SSO) system.
- The vendor must assist in achieving and maintaining compliance with industry regulations, including HIPAA, and should offer comprehensive reporting for audit purposes.
- The vendor must provide the solution that should be deployed both in proxy and API modes and seamlessly integrate with cloud-based services like Office 365, Salesforce, and Dropbox.
- The vendor must deploy the solution seamlessly and integrate with cloud-based managed services.
- The vendor should manage user authentication, provide role-based access control, and apply encryption to sensitive data, both at rest and in transit.
- The vendor must offer advanced threat detection capabilities, with automated incident response and alerting mechanisms.
- The vendor must offer detailed logging of user activities and security events. Real-time monitoring should be available through a user-friendly dashboard.
- The vendor should support encryption using industry-standard protocols and provide granular data loss prevention policies to protect intellectual property.
- The vendor should offer on-site and remote training for administrators and end-users, as well as remote 8x5 technical support with on-call if required.
- Onsite L3 support is required by LIC during the implementation phase and once the sign-off is provided by LIC the support of L3 will not be further required.
- The vendor should be able to scale to accommodate our growing user base and cloud usage while maintaining high performance.
- The vendor shall enable a CASB self service portal for LIC stakeholders to review, monitor and administer the service request.

III. Network Access Control (NAC)

- The vendor should assess the existing security infrastructure and identify any gaps or vulnerabilities.
- The vendor should deploy NAC within the organization's network.
- The vendor must enforce security policies, profiling, posturing, guest-portal, sponsor portal, monitor, and control network access, and protect against unauthorized devices and threats.
- The vendor should provide services including user authentication, device profiling, device posturing, policy enforcement, and threat detection.
- The vendor must provide the solution that must be compatible with our network infrastructure, supporting integration with our existing switches, routers, and firewalls.
- The vendor should assist in achieving and maintaining compliance with regulatory standards such as PCI DSS and provide reporting for audit purposes.
- The vendor should deploy the solution across our network and integrate seamlessly with directory services, such as Active Directory, for user authentication.
- The vendor should manage user authentication, device identification, and ensure that only authorized and compliant devices gain network access.
- The vendor must offer advanced threat detection capabilities, with automated incident response and alerting mechanisms.
- The vendor should provide detailed logging of user and device activities and real-time monitoring through a centralized dashboard.

- The vendor should enforce security policies and support automated or manual remediation actions for non-compliant devices.
- The vendor should offer on-site and remote training for administrators and 8x5 technical support for issue resolution.
- Onsite L3 support is required by LIC during the implementation phase once the sign-off is provided by LIC the support of L3 will not be further required.
- The solution should scale to accommodate our network growth and maintain high performance, even during peak usage.
- Any other function/configuration/job required for smooth functioning of the solution/entire setup.

IV. SSL Off loader

- The vendor should assess the existing security infrastructure and identify any gaps or vulnerabilities.
- The vendor should deploy SSL Off loader within the organization's network.
- The vendor should enhance the performance of web services by offloading SSL/TLS encryption and decryption from the backend servers.
- The vendor should be able to provide load balancing capabilities to distribute client requests among multiple backend servers
- The vendor should ensure the security and privacy of data transmitted over SSL/TLS connections.
- The vendor should optimize SSL/TLS certificate management and improve network efficiency.
- The vendor should implement load balancing and traffic management settings.
- The vendor should verify the SSL Off loader's functionality and connectivity.
- The vendor should perform security and performance testing to validate the system's effectiveness.
- The vendor should resolve any issues or discrepancies identified during testing
- Onsite L3 support is required by LIC during the implementation phase once the sign-off is provided by LIC the support of L3 will not be further required.
- The vendor should provide the solution that is scalable to accommodate traffic spikes and maintain high performance under heavy loads.
- Any other function/configuration/job required for smooth functioning of the solution/entire setup.
- Proposed SSL off loader and WAF should not be from same OEM.

V. Web Application Firewall (WAF)

- The vendor should assess the existing security infrastructure and identify any gaps or vulnerabilities.
- The vendor should deploy WAF within the organization's network.
- The vendor should provide services such as application-layer attack detection and mitigation, DDoS protection, and real-time threat monitoring.
- The vendor must provide the solution that must be compatible with our web application stack, including support for popular web servers and content management systems.
- The vendor should assist in achieving and maintaining compliance with industry standards, such as PCI DSS, and provide detailed reporting for audit purposes.
- The vendor should deploy the solution in-line with our web application infrastructure and integrate seamlessly.

- Onsite L3 support is required by LIC during the implementation phase once the sign-off is provided by LIC the support of L3 will not be further required.
- The vendor should provide the solution that offer real-time attack detection and mitigation for SQL injection, cross-site scripting (XSS), and other application-layer threats.
- The vendor must provide the solution that support rate limiting to mitigate brute force and other abusive behaviors and provide bot protection mechanisms.
- The vendor must provide solution that should maintain detailed logs of traffic and security events and offer a user-friendly dashboard for real-time monitoring.
- The vendor must provide solution that should support content delivery, caching, and SSL termination to improve web application performance while maintaining security.
- The vendor should provide the solution that should be scalable to accommodate traffic spikes and maintain high performance under heavy loads.
- Any other function/configuration/job required for smooth functioning of the solution/entire setup.
- Proposed SSL off loader and WAF should not be from same OEM.

VI. Virtual Desktop Interface (VDI)

- The vendor should assess the existing security infrastructure and identify any gaps or vulnerabilities.
- The vendor should deploy VDI solution within the organization's network.
- The vendor should provide proposed solution that should be able to deliver desktops/applications to the end user by providing dedicated OS per user and by sharing the Operating System resources on the Server.
- The vendor should provide the solution that must be compatible with our web application stack, including support for popular web servers and content management systems.
- The vendor should provide the solution that should assist in achieving and maintaining compliance with industry standards, such as PCI DSS, and provide detailed reporting for audit purposes.
- The vendor should provide the solution that should be deployed in-line with our web application infrastructure and integrate seamlessly.
- The vendor should offer on-site and remote training for administrators and 24X7 technical support for issue resolution.
- The vendor must support Windows based desktop virtualization with the ability to run Windows 7, 8.1, Windows 10 and Windows 11 OS
- The vendor must support Windows session based desktop virtualization on windows server operating system with support for Windows Server 2012R2 , Windows 2016 and Windows Server 2019.
- The vendor must support Application virtualization on windows server operating systems with support for Windows 2012R2 , Windows 2016 and Windows Server 2019
- The vendor must support Linux based desktop virtualization with support for RHEL, Ubuntu and CentOS distributions
- The vendor must support shared virtual desktops based on Linux terminal services with support for RHEL, Ubuntu and CentOS distributions
- The vendor must support multiple users sharing single Windows & Linux Server in case of Server OS based application virtualization
- The vendor should secure the data within datacenter unless allowed by administrator based on policy.
- The vendor must support persistent and non-persistent virtual desktops
- The vendor must support time bound provisioning and de-provisioning of virtual desktops

- The vendor must provide proposed solution that shall provide access to desktops and / or applications via one of the commonly used remote access protocols like HDX/ICA/PCOIP/BLAST Extreme/RDP/RemoteFX
- The vendor must provide solution that shall have multi-tenant function to support creation of multiple organizations with their own authentication server, resources, applications and administrative domains.
- Fingerprint Biometric authentication support for business application even in shared hosted desktop using Windows end point.
- The vendor must be ready to customize product in case any regulatory compliances change/enforced during contract period to safeguard the investment
- The vendor must have API for seamless integration with internal applications such as Active Directory, Microsoft O365, Core Insurance Application of LIC, HRMS, Windows Login, Wi-Fi Controllers, RADIUS, Network Devices, Linux Logon, Headless server logon etc without any additional cost.
- Any other function/configuration/job required for smooth functioning of the solution/entire setup.
- All the requested services in the scope are to be provided by the bidder. 100% compliance of Annexure F:Technical Compliance is mandatory for successful qualification of the bidder.

VII. API Gateway, Management and Security

- The vendor should provide and deploy an end-to-end API Gateway, Management and Security solution.
- The vendor should assess the existing security infrastructure and identify any gaps or vulnerabilities.
- The vendor should deploy API Gateway, Management and Security solution within the organization's network.
- The vendor should assist in achieving and maintaining compliance with industry standards, such as PCI DSS, and provide detailed reporting for audit purposes.
- The vendor should provide solution that should be deployed in-line with our web application infrastructure and integrate seamlessly.
- The vendor should offer on-site and remote training for administrators and 24X7 technical support for issue resolution.
- The vendor should provide the solution that should allow seamless integration of existing technology/application systems and establish technology platform for future enterprise integrations.
- The vendor should provide automated discovery of backend services and APIs.
- The vendor should provide detailed logs of API transactions and errors.
- The vendor should provide real-time alerts and notifications for critical API events.
- The vendor should have the ability to create and enforce custom policies for specific API endpoints.
- The vendor should provide even distribution of API traffic across multiple backend servers for load balancing.
- The vendor should be capable of provisioning to Limit the number of requests per user or application.
- The vendor should provide Protection against OWASP top 10 and other common web vulnerabilities.
- The vendor should provide features to Convert between different data formats (e.g., JSON to XML).
- The vendor should be capable of provisioning of Continuous monitoring of API health and performance.
- The vendor should enforce rate limits to control API usage and prevent abuse.

- The vendor should support service level monitoring, auditing for data access and configuration changes, fault detection, root-cause analysis, reporting and historical analysis.
- Any other function/configuration/job required for smooth functioning of the solution/entire setup.
- The vendor should ensure compliance with internal and external organizational and regulatory security audits as applicable from time to time and requested by LIC.
- The vendor will be responsible for configuration of all APIs/Web Services for the proposed API Gateway, Management and Security solution.
- The proposed API Gateway, Management and Security solution should provide real time analytical insights and data.
- The proposed solution should facilitate seamless SOAP to REST transformation, enabling interoperability by translating SOAP-based requests into RESTful API calls, promoting modern integration practices.
- All the requested services in the scope are to be provided by the bidder. 100% compliance of Annexure F:Technical Compliance is mandatory for successful qualification of the bidder.

VIII. Mobile Device Management (MDM)

- The vendor should assess the existing security infrastructure and identify any gaps or vulnerabilities.
- The vendor should deploy API Gateway, Management and Security solution within the organization's network.
- The vendor should assist in achieving and maintaining compliance with industry standards, such as PCI DSS, and provide detailed reporting for audit purposes.
- The vendor must provide the solution that should be deployed in-line with our web application infrastructure and integrate seamlessly.
- The vendor should offer on-site and remote training for administrators and 24X7 technical support for issue resolution.
- The vendor must provide the solution that should allow seamless integration of existing technology/application systems and establish technology platform for future enterprise integrations.
- The vendor should envisage outlined indicative functionalities for the proposed EMM solution : Support BYOD (employee devices) and corporate devices, Containerization to separate private and business data
- The vendor should support the outlined applications inside the container: Secured email, container application, selected mobility applications
- The vendor must provide the solution that should be capable of :
 - Blocking corporate e-mail attachments, business files sharing through third party unauthorized applications like Gmail, SHAREIt, etc., Bluetooth, OTG, Wi-Fi, LAN or any other File-sharing mechanisms
 - Applying or modifying default device policy settings
 - Creating and distributing customized acceptable-use policies
 - Defining role-based administrative portal access rights for administrators
 - Approving or quarantining new mobile devices on the network
 - Monitoring devices
 - Selectively wiping corporate data leaving personal data intact
 - Managing patches and updates
 - Managing identities (Role-based policies through Active Directory)
 - De-commissioning of devices by removing corporate data and UEM/EMM control

- Managing user mail profile
- Enforcing encryption and password visibility settings
- Implementing real-time compliance rules with automated actions
- Configuring passcode policies using quality, length and duration
- Sending notification to devices
- Making provision of self-service portals
- Detect and restrict jailbroken and rooted devices
- Rogue Device Access Revocation
- Simple Device Enrollment
- The vendor should be capable of instant discovery of devices accessing enterprise systems, connect with other operational systems through robust web APIs.
- Any other function/configuration/job required for smooth functioning of the solution/entire setup.
- All the requested services in the scope are to be provided by the bidder. 100% compliance of Annexure F:Technical Compliance is mandatory for successful qualification of the bidder.

3. Sizing Requirements

SN	Solution	Proposed Sizing
1	Cloud Access Security Broker (CASB)	100 Roaming Users
2	Network Access Control (NAC)	As per Technical specifications
3	SSL Offloader	As per Technical specifications
4	Web Application Firewall (WAF)	As per Technical specifications
5	API Gateway, Management and Security	1000 APIs
6	Mobile Device Management (MDM)	50000 devices
7	Virtual Desktop Interface (VDI)	400 Users

4. RACI Matrix

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

SN	Service	Activity	SI	OEM	LIC
1	Cloud Access Security Broker (CASB)	Plan, Design, Implementation	R, A	R, A	C, I
		Service Request Handling	R, A	C	I
		Problem Management- Root Cause Analysis	R, A	R, A	C, I
		Configuration Change Plan	R, A	C	I
		Inventory Management	R, A	C	I
		License Management	R, A	C	I
		SLA Performance	R, A	R, A	C, I
		SLA Reporting	R, A	C	I
		Service Delivery Review and Governance	R, A	R, A	C, I

SN	Service	Activity	SI	OEM	LIC
		Business Continuity Management	R, A	R, A	C, I
2	Network Access Control (NAC)	Plan, Design, Implementation	R, A	C	I
		Service Request Handling	R, A	C	I
		Problem Management- Root Cause Analysis	R, A	C	I
		Configuration Change Plan	R, A	C	I
		Software Implementation	R, C, A	A, C	I
		Inventory Management	R, A	C	I
		License Management	R, A	C	I
		SLA Performance	R, C	R	A, I
		Threat modelling	R, A	A, I	C, I
		Validate CIA to assets in SIEM	R, A	I	C, I
3	SSL Off loader	Plan, Design, Implementation	R, A	C	I
		Service Request Handling	R, A	I	C
		Problem Management- Root Cause Analysis	R, A	C	I
		Configuration Change Plan	R, A	I	C, I
		Software Implementation	R, A	R	C, I
		Inventory Management	R, A	C	I
		License Management	R, A	C	I
		SLA Performance	R	A	C, I
		SLA Reporting	R, C	R	A, I
		Assess impact of incidents	R, A	I	C, I
		Threat modelling	R, A	A, I	C, I
		Validate CIA to assets in SIEM	R, A	I	C, I
4	Web Application Firewall	Plan, Design, Implementation	R, A	C	I
		Service Request Handling	R, A	I	C
		Problem Management- Root Cause Analysis	R, A	C	I
		Configuration Change Plan	R, A	I	C, I
		Software Implementation	R, A	R	C, I
		Inventory Management	R, A	C	I
		License Management	R, A	C	I
		SLA Performance	R	A	C, I
		SLA Reporting	R, C	R	A, I
		Assess impact of incidents	R, A	I	C, I
		Threat modelling	R, A	A, I	C, I
		Validate CIA to assets in SIEM	R, A	I	C, I
5	Virtual Desktop Interface (VDI)	Plan, Design, Implementation	R, A	C	I
		Service Request Handling	R, A	I	C
		Problem Management- Root Cause Analysis	R, A	C	I
		Configuration Change Plan	R, A	I	C, I

SN	Service	Activity	SI	OEM	LIC
		Software Implementation	R, A	R	C, I
		Inventory Management	R, A	C	I
		License Management	R, A	C	I
		SLA Performance	R	A	C, I
		SLA Reporting	R, C	R	A, I
		Assess impact of incidents	R, A	I	C, I
		Threat modelling	R, A	A, I	C, I
		Validate CIA to assets in SIEM	R, A	I	C, I
6	Mobile Device Management (MDM)	Plan, Design, Implementation	R, A	C	I
		Service Request Handling	R, A	I	C
		Problem Management- Root Cause Analysis	R, A	C	I
		Configuration Change Plan	R, A	I	C, I
		Software Implementation	R, A	R	C, I
		Inventory Management	R, A	C	I
		License Management	R, A	C	I
		SLA Performance	R	A	C, I
		SLA Reporting	R, C	R	A, I
		Assess impact of incidents	R, A	I	C, I
		Threat modelling	R, A	A, I	C, I
		Validate CIA to assets in SIEM	R, A	I	C, I
7	API Gateway, Management and Security	Plan, Design, Implementation	R, A	C	I
		Service Request Handling	R, A	I	C
		Problem Management- Root Cause Analysis	R, A	C	I
		Configuration Change Plan	R, A	I	C, I
		Software Implementation	R, A	R	C, I
		Inventory Management	R, A	C	I
		License Management	R, A	C	I
		SLA Performance	R	A	C, I
		SLA Reporting	R, C	R	A, I
		Assess impact of incidents	R, A	I	C, I
		Threat modelling	R, A	A, I	C, I
		Validate CIA to assets in SIEM	R, A	I	C, I

5. Resource Deployment

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

SN	Resource	Responsibilities	Experience	Count
----	----------	------------------	------------	-------

SN	Resource	Responsibilities	Experience	Count
1	Project Coordinator	<ul style="list-style-type: none"> Develop a comprehensive project plan, including objectives, timelines, and resource requirements. Establish effective communication channels and maintain positive relationships with stakeholders. Identify and mitigate project risks, both technical and non-technical. Efficiently allocate project resources, including personnel and budget. Maintain accurate project documentation, including technical specifications. Ensure project deliverables meet established quality standards. 	<p>15 Years of experience</p> <p>Certifications- PMP/ PRINCE2&GSLC</p>	1
Cloud Access Security Broker				
2	CASB	<p>L1 Security Analyst-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Gather information from all available, network diagrams, network architecture and design documentation <input type="checkbox"/> Understand existing technology, process, organization estate and tailor-made questionnaire framework <input type="checkbox"/> Understand the list of features enabled on the CASB solutions <input type="checkbox"/> The L1 resource shall be utilized in a shared mode from the network resource deployment. 	<p>L1 Analyst- 3 years Experience</p> <p>Minimum Certified Ethical Hacker (CEH) certified with experience of working on any CASB solution</p>	L1 Security Analyst – 1 (8x5 shift) at LIC Central Office, Mumbai with on-demand on-call support.
Network Access Control (NAC)				
3	NAC	<p>L2 Security Analyst-</p> <ul style="list-style-type: none"> Detailed plan for deployment Liase with the end users, in consultation with the LIC, for resolution of end users problems Plan how to Integrate 	<p>L2 Security Analyst- 5 years</p> <p>Minimum CEH/CISSP/CISM/CCNP/Any network security</p>	L2 Security Analyst – 2 (24x7 shift) at LIC Central Office, Mumbai

SN	Resource	Responsibilities	Experience	Count
		<p>NAC data with SIEM.</p> <ul style="list-style-type: none"> Use cases to be configured (Compliance & Security related) Define authorization mechanisms for granting access based on user roles and compliance requirements. Plan the authentication methods for users and devices Design where policy enforcement points will be located in the network. Deploy the solution according to the defined plan and configuration requirements <p>L1 Security Analyst-</p> <ul style="list-style-type: none"> Gather information from all available, network diagrams, network architecture and design documentation Liaise with the end users, in consultation with the LIC, for resolution of end users problems Identify the network segments and access points that need to be controlled. Understand the types of users and devices accessing the network. Analyse the diversity of devices, operating systems, and security postures. Assess the existing security measures, such as authentication methods and intrusion detection systems. Identify vulnerabilities, potential attack vectors, and areas of weakness. 	<p>certification/ At least one NAC OEM related certifications</p> <p>L1 Security Analyst- 3 years Minimum CEH/CCNA certified with experience of working on any NAC solution</p>	<p>L1 Security Analyst – 2 (24x7 shift) at LIC Central Office, Mumbai</p>
SSL Offloader				
4	SSL Off loader	L2 Security Analyst-	L2 Security Analyst- 5 years	L2 Security

SN	Resource	Responsibilities	Experience	Count
		<ul style="list-style-type: none"> • Identify critical web applications that require protection. • Analyse application architecture, functionality, and potential security vulnerabilities • Evaluate historical and potential threats targeting web applications. • Understand attack patterns, attack vectors • Use cases to be configured (Compliance & Security related) • Define rule sets for blocking common web application attacks. • Plan how traffic will be routed through the SSL Off loader. • Liaise with the end users, in consultation with the LIC, for resolution of end users problems • Deploy the solution according to the defined plan and configuration requirements 	<p>Minimum CEH/CISSP/CISM/CCNP/Any network security certification/ At least one SSL -Off loader OEM related certifications</p>	<p>Analyst – 2 (24x7 shift) at LIC Central Office, Mumbai</p>
		<p>L1 Security Analyst-</p> <ul style="list-style-type: none"> • Identify critical applications that require protection. • Liaise with the end users, in consultation with the LIC, for resolution of end users problems • Analyse application architecture, functionality, and potential security vulnerabilities • Evaluate historical and potential threats targeting web applications. • Understand attack patterns, attack vectors, and potential impact. 	<p>L1 Security Analyst- 3 years Minimum CEH certified with experience of working on any SSL-Off loader solution</p>	<p>L1 Security Analyst – 2 (24x7 shift) at LIC Central Office, Mumbai</p>

SN	Resource	Responsibilities	Experience	Count
		<ul style="list-style-type: none"> Identify existing security measures and potential gaps in application protection. Determine areas susceptible to attacks such as SQL injection, cross-site scripting (XSS), and more 		
Web Application Firewall (WAF)				
5	WAF	<p>L2 Security Analyst-</p> <ul style="list-style-type: none"> Identify critical web applications that require protection. Analyse application architecture, functionality, and potential security vulnerabilities Evaluate historical and potential threats targeting web applications. Understand attack patterns, attack vectors Use cases to be configured (Compliance & Security related) Define rule sets for blocking common web application attacks. Plan how traffic will be routed through the WAF. Deploy the solution according to the defined plan and configuration requirements <p>L1 Security Analyst-</p> <ul style="list-style-type: none"> Identify critical web applications that require protection. Analyse application architecture, functionality, and potential security vulnerabilities Evaluate historical and potential threats targeting web applications. Understand attack 	<p>L2 Security Analyst- 5 years Minimum CEH/CISSP/CISM/CCNP/ /Any network security certification At least one WAF OEM related certifications</p> <p>L1 Security Analyst- 3 years Minimum CEH certified with experience of working on any WAF solution</p>	<p>L2 Security Analyst – 2 (24x7 shift) at LIC Central Office, Mumbai</p> <p>L1 Security Analyst – 2 (24x7 shift) at LIC Central Office, Mumbai</p>

SN	Resource	Responsibilities	Experience	Count
		<p>patterns, attack vectors, and potential impact.</p> <ul style="list-style-type: none"> Identify existing security measures and potential gaps in application protection. Liaise with the end users, in consultation with the LIC, for resolution of end users problems Determine areas susceptible to attacks such as SQL injection, cross-site scripting (XSS), and more 		
Mobile Device Management (MDM)				
6	MDM	<p>Solution Architect-</p> <ul style="list-style-type: none"> Set up the required hardware, and software for MDM. Configure network elements to support MDM deployment. Configure MDM policies, profiling, posturing, and users/devices. Fine-tune policies based on the organization's security requirements. Conduct testing to ensure MDM policies work as expected without causing disruptions. Verify that devices are properly authenticated, authorized, and segmented. <p>L2 Security Analyst-</p> <ul style="list-style-type: none"> Detailed plan for deployment Plan how to Integrate MDM data with SIEM and other security solutions. Use cases to be configured (Compliance & Security related) Define authorization mechanisms for granting access based on user roles and compliance 	<p>L2 Security Analyst- 5 years</p> <p>Minimum CEH/CISSP/CISM/CCNP/Any network security certification</p> <p>At least one MDM OEM related certifications</p>	<p>L2 Security Analyst – 2 At LIC Central Office, Mumbai</p> <p>L1 Security Analyst – 2 At LIC Central Office, Mumbai</p>

SN	Resource	Responsibilities	Experience	Count
		<p>requirements.</p> <ul style="list-style-type: none"> • Liaise with the end users, in consultation with the LIC, for resolution of end users problems • Plan the authentication methods for users and devices • Design where policy enforcement points will be located in the network. • Deploy the solution according to the defined plan and configuration requirements <p>L1 Security Analyst-</p> <ul style="list-style-type: none"> • Gather information from all available, network diagrams, network architecture and design documentation • Identify the network segments and access points that need to be controlled. • Understand the types of users and devices accessing the network. • Analyse the diversity of devices, operating systems, and security postures. • Assess the existing security measures, such as authentication methods and intrusion detection systems. • Identify vulnerabilities, potential attack vectors, and areas of weakness. 	<p>L1 Security Analyst- 3 years</p> <p>Minimum CEH/CCNA certified with experience of working on any MDM solution</p>	
API Gateway, Management and Security				
7	API Gateway, Management and Security	<p>Solution Architect-</p> <ul style="list-style-type: none"> • Set up the required hardware, and software for API gateway, management and security. • Configure network elements to support 	<p>L2 Solution Analyst- 5 years</p> <p>Minimum CEH/CISSP/CISM/CCNP/Any network security certification</p>	<p>L2 Solution Analyst – 1 At LIC Central Office, Mumbai</p> <p>L1 Solution</p>

SN	Resource	Responsibilities	Experience	Count
		<p>L1 Security Analyst-</p> <ul style="list-style-type: none"> Gather information from all available, network diagrams, network architecture and design documentation Identify the network segments and access points that need to be controlled. Understand the types of users and devices accessing the network. Analyse the diversity of devices, operating systems, and security postures. Assess the existing security measures, such as authentication methods and intrusion detection systems. Identify vulnerabilities, potential attack vectors, and areas of weakness. 		
Virtual Desktop Interface (VDI)				
8	Virtual Desktop Interface (VDI)	<p>Solution Architect-</p> <ul style="list-style-type: none"> Set up the required hardware, and software for VDI. Configure network elements to support VDI deployment. Configure VDI policies, profiling, posturing, and users/devices. Fine-tune policies based on the organization's security requirements. Conduct testing to ensure VDI policies work as expected without causing disruptions. Verify that devices are properly authenticated, authorized, and segmented. <p>L2 Solution Analyst-</p> <ul style="list-style-type: none"> Detailed plan for 	<p>L2 Solution Analyst- 5 years</p> <p>Minimum CEH/CISSP/CISM/CCNP/Any network security certification</p> <p>At least one VDI OEM related certifications</p>	<p>L2 Solution Analyst – 1 At LIC Central Office, Mumbai</p> <p>L1 Solution Analyst – 1 At LIC Central Office, Mumbai</p>

SN	Resource	Responsibilities	Experience	Count
		<p>deployment</p> <ul style="list-style-type: none"> • Plan how to Integrate VDI data with SIEM and other security solutions. • Use cases to be configured (Compliance & Security related) • Define authorization mechanisms for granting access based on user roles and compliance requirements. • Liaise with the end users, in consultation with the LIC, for resolution of end users problems • Plan the authentication methods for users and devices • Design where policy enforcement points will be located in the network. • Deploy the solution according to the defined plan and configuration requirements <p>L1 Solution Analyst-</p> <ul style="list-style-type: none"> • Gather information from all available, network diagrams, network architecture and design documentation • Identify the network segments and access points that need to be controlled. • Understand the types of users and devices accessing the network. • Analyse the diversity of devices, operating systems, and security postures. • Assess the existing security measures, such as authentication methods and intrusion detection systems. • Identify vulnerabilities, 	<p>L1 Solution Analyst- 3 years</p> <p>Minimum CEH/CCNA certified with experience of working on any API gateway, management and security solution</p>	

SN	Resource	Responsibilities	Experience	Count
		potential attack vectors, and areas of weakness.		

Onsite Support Services:

The successful Bidder has to provide throughout the contract period, the services of an onsite L1 & L2 support personnel at Central office (IT), Mumbai with the qualifications and Experience as described below. As per the changing business needs, LIC may ask the Personnel to report for duty in different Time Windows as per the need of LIC.

The successful bidder has to submit a Background Verification Report conducted by Police of all resources deployed (L1 support, L2 support, Offsite L3 Engineer and Service Delivery Manager)

L1 onsite support personnel Qualifications:

- a. Should have good knowledge on implementation and its functionality of security products in a heterogeneous environment
- b. Should be able to monitor remotely all the products at 4 locations from Central office, Mumbai or alternate site of LIC at Mumbai.
- c. Should be in the pay-roll of the vendor i.e. not outsourced.
- d. For seamless integration of the entire solution, the onsite support will have to co-ordinate with the various projects and resolve the problem.
- e. The L1 should have a backup resource of L2 who will complement the person during routine jobs and supplement, if he is on leave. The L2 should be accountable for the providing the technical support to LIC.
- f. The L1 should be placed at LIC premises during LIC’s office hours. However, the hours may be extended whenever required.
- g. He should have the competency to educate the Security administrators of LIC at Central office with regard to daily jobs; trouble- shoot any related issues etc.
- h. If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

L2 onsite support personnel Qualifications:

- a. Should have good knowledge on implementation and its functionality of security products in a heterogeneous environment.
- b. Should be able to monitor remotely all the products at 4 locations from Central office, Mumbai or alternate site of LIC.
- c. Should be able to do day-to-day maintenance of all security devices/appliances/equipment etc. at all locations.
- d. Should help to locate issues related to security aspects and notify the same and assist in its resolution.
- e. Should be able to do required changes in configuration, policies, etc.
- f. Should be in the pay-roll of the vendor i.e. not outsourced.
- g. For seamless integration of the entire solution, the vendor will have to co-ordinate with the various projects and resolve the problem.
- h. The L2 should be placed at LIC premises during LIC’s office hours. However, the hours may be extended whenever required.
- i. The person should have a backup resource of L2 / L3 who will complement the person during routine jobs and supplement, if he is on leave. The L2 / L3 should be accountable for providing the technical support to LIC.
- j. He should have the competency to educate the Security administrators of LIC at Central office with regard to daily jobs; trouble- shoot any related issues etc.

- k. If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

Submission of CV, selection of the onsite Engineers by LIC, other conditions:

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

- a. Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within 3 weeks from the date of issue of purchase order/Letter-of-Intent.
- b. If required, the candidates (for onsite support at LIC) may be interviewed by LIC officials or LIC's consultant or persons nominated by LIC; including hands on troubleshooting etc. based on which the candidate will be assessed and shortlisted.
- c. If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.
- d. Shortlisted candidates will also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.
- e. In case of a person going on leave, suitable replacement shall be provided from the pool for that leave-period failing which penalty as per the SLA conditions shall be applicable.
- f. If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable. This will be cumulative in nature for each occurrence.
- g. In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. Additionally, an overlapping period of at least 21 days has to be there between the new and old engineer failing which penalty as per SLA conditions shall be applicable
- h. On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
- i. The selected vendor will also have to earmark an Offsite L3 Engineer for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose

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

- All the onsite support candidates should be dedicated resources to LIC.
- Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within 5 weeks from the date of issue of purchase order/Letter-of-Intent.
- If required, the candidates (for onsite support at LIC) may be interviewed by LIC officials or LIC's consultant or persons nominated by LIC; including hands on troubleshooting etc. based on which the candidate will be assessed and shortlisted.
- If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.
- Shortlisted candidates will also form a standby pool for LIC. Candidates from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.

- In case of a person going on leave, suitable replacement shall be provided from the pool for that leave-period failing which penalty as per the SLA conditions shall be applicable.
- If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable. This will be cumulative in nature for each occurrence.
- In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC, for reasons other than termination, death and hospitalization. On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
- The selected vendor will also have to earmark a Project Coordinator for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose. Project Coordinator should also coordinate with other teams/OEM for effective project delivery.
- The vendor shall provide the background verification, including Police Clearance Report of the onsite resources.
- Overall monitoring, management, and Quality Service Delivery
- CASB, WAF, SSL Offloader, NAC, MDM, API etc. equipment health monitoring.
- Data Backup & Recovery
- Software patches and updates as provided by the OEM from time to time
- Monitoring of ports, Rules, Change in Rules and its impact analysis
- Periodic assessments, maintenance, and health audit of individual device as well as that of the overall infrastructure
- Resolution of both logical and physical issues/ problems relating to the solution and/or related processes.
- Maintain Device Configuration
- Crisis management and Emergency response procedures
- Real time visibility to resource utilization statistics
- Ensure Managed Components can successfully send and receive and/or process data traffic and report failed passwords and community SNMP strings RFP for CASB, NAC, WAF, SSL Offloader, MDM, API
- Detect that an Event has occurred by monitoring syslog, SNMP trap messages, KPIs, and/or Threshold Crossing Alerts from Managed Components
- Proactive insights to help remediate issues quickly and also detailed drill-downs to identify the impact quickly.
- Maintain History of critical events
- Plan & Validate critical changes and prepare Change Procedure, Analyze impact of Change and execute approved changes
- Verify software releases, bug fixes, vulnerability fixes and identify recommended software.
- Capacity and License Management
- Log Collection and Analysis
- Root Cause Analysis for Critical & Repetitive Incidents
- Preparation of frequently known error datasheet
- Support scheduled mocks and DR drills.
- Daily Checklist and Historical Trend Analysis
- Manage the lifecycle of Change Management Requests, as required, resulting from an Incident, Problem, Service Request
- Service Request, Change and Incident Tracker
- Audit and Compliance Readiness Support

SUPPORT PLAN: The Bidder should provide a detailed plan on the support for the Security solution to maintain the system uptime of at least 99.9%.

SUPPORT PROCESS REQUIREMENT:

- a. The vendor shall provide an escalation matrix in consultation with the IT/BPR Department, Central Office, LIC for different categories of support calls.
- b. Day-to-day maintenance of the network gateway security setup along with associated appliances like routers, switches, Link load balancers etc. which may be provided by LIC.
- c. The support Personnel provided should be conversant with the regular Configuration from scratch, administration tasks, patch management, user management, backup procedures etc.
- d. The on-site support Personnel should be able to troubleshoot problems raised and should maintain a log of them, also report it to the LIC administrators in detail with root cause analysis and problem resolution.
- e. The Bidder should ensure that there will be a proper change & configuration management, backup management, security management. These procedures should be well documented, followed and maintained (copy of the same should be submitted to LIC Central Office – IT dept.)
- f. The onsite support Personnel should re-install/ reconfigure any component/ system of the security equipments supplied by the vendor, in case of crash of those components / system on problem or patch/upgrades. The on-site Support Personnel also needs to support, if any security installations done by a separate vendor.
- g. In case the problem is not being rectified by the onsite L1 & L2 Personnel even after 1 hour, the issue should be escalated and resolved within 5Hrs from time of incident.
- h. The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same.
- i. The vendor has to create separate interfaces for them/LIC administrators to carry out the minimum possible jobs, which may be changed as per the business needs ensuring compliance to LIC Security policies. There should be a provision to audit the changes done to fix the accountability.
- j. Upgradation of products to the latest version at all the locations, whenever applicable by following a risk-based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.
- k. The vendor has to do necessary implementations required from business continuity perspectives with respect to network gateway security.
- l. Risk based approach has to be implemented for any change management effected in the configurations carried out in the Firewall, etc.
- m. Root cause analysis of any event has to be done and proper corrective action has to be taken with information to LIC officials. Based on that, the vendor should recommend for improvement to policies, procedures, tools and other aspects.
- n. The Vendor has to construct a portal application with authentication to implement, assess and track various Trouble-tickets as well as to post important reports in the web-sites for higher official of LIC. The site has to be updated regularly by the on-site Personnel.
- o. Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- p. The vendor has to comply with the following attributes related to network gateway security:
 - LIC has a right to review their processes
 - SOPs for the processes in the 4 locations where deployment is done.
 - LIC has a right to assess the skill sets of vendor resources.
 - Advance information about the resources deployed is to be communicated and proper hand-over of charge with complete documentation has to be done for the new resources, which should be approved by LIC.

- All necessary steps/changes have to be effected in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third party security audit / inspection report.

Note:

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

Remote (offsite) Support

The successful Bidder has to provide throughout the contract period, the services of an offsite support beyond LIC's office hours. The roles and responsibilities of offsite support would be the same as that of onsite support as mentioned above. In addition he has to alert/escalate LIC officials (as per matrix provided) in the event of any security threat.

The offsite support has to be provided within 4 weeks of issue of PO. The details of offsite support such as name, Contact no., email ID etc. has to be provided to LIC within the same time period. The complete escalation matrix for offsite support has to be provided to LIC within 4 weeks. The offsite support has to monitor using the VPN setup at vendor end at vendors cost.

Service-Delivery and Project Management:

The selected vendor will have to post a full-time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 4 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire implementation period and has to sit on site at LIC-CO-IT, Mumbai office. The onsite SDM should have the following minimum profile:

- a) Minimum 5 years of IT experience
- b) ITIL aware and having knowledge of Service Delivery processes.
- c) Minimum 2 years of Program Management experience.
- d) 2 years' experience of Network gateway security deployments.
- e) Experience of handling/managing teams (Minimum 5 reportees).

The responsibilities of the On-site Service-Delivery Manager as a part of support are as follows (indicative but not exhaustive):

- a) Act as a Single Point of Contact (SPOC) for the entire project
- b) Responsibility for the entire execution & management of the project after receipt of purchase order. (ii) Overall monitoring of project
- c) Coordination for Delivery/Installation of New hardware in stipulated time frame
- d) Call flow management, Quality Service Delivery
- e) On-site Team management
- f) Overall monitoring and management of network gateway security and related services
- g) SLA management and reporting
- h) Submission of periodical Reviews and reports required by LIC.
- i) Crisis management and Emergency response procedures.
- j) Preparation and submission of detailed Project documentation to LIC (Purchase Order wise) and progress of initiatives taken by LIC.
- k) He should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.

The Vendor shall submit to Executive Director IT (SD / BPR/ Insurtech) and CTO, CO, Mumbai the name and contact details, including address, telephone number, mobile number, FAX number/email address of the nominated Service-Delivery Manager.

It is mandatory for the concerned Service-Delivery Manager to have structured meeting with the ED(IT/BPR)/Secretary(IT/BPR)/Dy. Secretary(IT/BPR)/Assistant Secretary (IT/BPR), Network Section of Central Office once a week, preferably on Monday, during the implementation period from the date of receipt of the first Purchase Order by the vendor. Weekly meetings should be held till the project is entirely rolled out.

In short, Onsite Service-Delivery Manager shall carry out and coordinate the various tasks involved in the project like Project scheduling, tracking, monitoring, identifying risks, liaisoning with all stake holders (OEM, vendors back-end teams etc.) and reporting to LIC on the overall progress of the project, etc. No charges will be payable by LIC for the onsite Service-Delivery Manager.

6. Project Timelines

The Phase Wise Project Timelines as below:

a. CASB

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the software licenses as quoted in the bill of materials for each solution in-scope.	T + 5 Weeks= D
3	Understanding of the current state, scope, and exclusion of solution implementation.	D+ 4 Weeks= D1
4	Implementation and Integration of in-scope LIC SaaS based applications. Date of implementation of last SaaS LIC application shall be taken as date of installation of all the applications.	D1 + 12 Weeks = D2
5	The sign-off document of the project, phase, or deliverable	D2 + 4 weeks = D3
6	Transition to manage services	D3 + 4 Weeks = D4 till the end of the contract

b. NAC

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 5 Weeks= D
3	Understanding of the current state, scope, and exclusion of solution implementation.	D+ 4 Weeks = D1
4	Implementation and Integration of in-scope solutions. Date of implementation of last device shall be taken as date of installation of all devices	D1 + 16 Weeks = D2

5	The sign-off document of the project, phase, or deliverable	D2 + 5 weeks = D3
6	Transition to manage services	D3 + 4 Weeks = D4 till the end of the contract

c. SSL Off loader

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 5 Weeks= D
3	Understanding of the current state, scope, and exclusion of solution implementation.	D+4 Weeks = D1
4	Implementation and Integration of in-scope solutions. Date of implementation of last device shall be taken as date of installation of all devices	D1 + 16 Weeks = D2
5	The sign-off document of the project, phase, or deliverable	D2 + 5 weeks = D3
6	Transition to manage services	D3 + 4 Weeks = D4 till the end of the contract

d. WAF

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 5 Weeks= D
3	Understanding of the current state, scope, and exclusion of solution implementation.	D+4 Weeks = D1
4	Implementation and Integration of in-scope solutions. Date of implementation of last device shall be taken as date of installation of all devices	D1 + 16 Weeks = D2
5	The sign-off document of the project, phase, or deliverable	D2 + 5 weeks = D3
6	Transition to manage services	D3 + 4 Weeks = D4 till the end of the contract

e. Mobile Device Management

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 5 Weeks= D

3	Understanding of the current state, scope, and exclusion of solution implementation.	D+ 4 Weeks = D1
4	Implementation and Integration of in-scope solutions. Date of implementation of last device shall be taken as date of installation of all devices	D1 + 16 Weeks = D2
5	The sign-off document of the project, phase, or deliverable	D2 + 5 weeks = D3
6	Transition to manage services	D3 + 4 Weeks = D4 till the end of the contract

f. API Gateway, Management and Security

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 5 Weeks= D
3	Understanding of the current state, scope, and exclusion of solution implementation.	D+ 4 Weeks = D1
4	Implementation and Integration of in-scope solutions. Date of implementation of last device shall be taken as date of installation of all devices	D1 + 16 Weeks = D2
5	The sign-off document of the project, phase, or deliverable	D2 + 5 weeks = D3
6	Transition to manage services	D3 + 4 Weeks = D4 till the end of the contract

g. Virtual Desktop Interface (VDI)

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 5 Weeks= D
3	Understanding of the current state, scope, and exclusion of solution implementation.	D+ 4 Weeks= D1
4	Implementation and Integration of in-scope solutions. Date of implementation of last device shall be taken as date of installation of all devices	D1 + 12 Weeks = D2
5	The sign-off document of the project, phase, or deliverable	D2 + 4 weeks = D3
6	Transition to manage services	D3 + 4 Weeks = D4 till the end of the contract

7. Service Level Agreements (SLAs) & Penalties

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

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

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

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

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

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

- **Implementation SLA:**
 - I. **CASB/ NAC/ WAF/SSL Off Loader/ MDM/API Gateway, Management and Security/VDI Implementation SLA**

SN	Description	Penalty
1	Delivery of all software, hardware security products and cloud-based services including the servers/desktops etc. needed as per the expected deliverables within 5 weeks from the date of receipt of the purchase order.	0.2 % of the total PO value per day of delay
2	Delay in implementation of all devices beyond 20 weeks from the date of receipt of the purchase order.	0.2 % of the total PO value per day of delay
3	Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order.	0.2% of the total PO value for every week of delay or part thereof.
4	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, cloud-based services and/or any products, the relevant defect should be attended immediately and rectified within 1 day of the receipt/notice of the complaint.	0.1% of the total PO value per each hour of delay or part thereof.
5	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, cloud-based services or any products, the relevant defect should be attended immediately and rectified within 5 hours of the receipt/notice of the complaint.	0.1% of the total PO value per every 6 hours of delay or part thereof.
6	In case both the appliances/hardware in the HA mode are down and the system is completely down the defect	2% of the total PO value per every 1 hour of delay or part thereof.

SN	Description	Penalty
	should be attended and rectified within 4 hours of receipt of notice.	
7	Specifically, for cloud-based services if the region hosting the LIC services is completely down then the services subscribed by the LIC shall be enabled from a different region.	2% of the total PO value per every 1 hour of delay or part thereof.
8	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day.	2% of the Quarterly on-site charges per each day of delay or part thereof.
9	Failure to prevent attacks for which the solutions have been procured.	20% of the Quarterly onsite and offsite support charges for each attack reported.
10	The details of SDM are not communicated to LIC within 4 weeks of receipt of PO	Rs.500/- per day.
11	Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products.	0.5% of the purchase order value per week of delay or part thereof.
12	Delay in posting of offsite support Personnel beyond 6 weeks from the date of issue of purchase order for security products.	0.5% of the purchase order value per week of delay or part thereof.
13	Delay in providing details for offsite support beyond 6 weeks from date of issue of PO	Rs.500/- per day.
14	Delay in providing complete escalation matrix for offsite support beyond 4 weeks from date of issue of PO	Rs.500/- per day.
15	If the first (introductory) meeting is not held within 4 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted.	Rs.500/- per day for the delayed part
16	If structured weekly meetings are not held (by the Service Delivery Manager) with ED(IT/BPR)/ Secy(IT/BPR)/ Dy.Secy(IT/BPR)/ Asst.Secy.(IT/BPR), Network Section, CO, Mumbai.	Rs.500/- for each meeting not held.
17	If CV and certified documents of the proposed candidates are not submitted within 5 weeks from date of Purchase Order (PO)	Rs.500/- per day per candidate.
18	The on-site Personnel should be present in LIC's premises as per the RFP conditions.	Double the proportionate amount for the relevant onsite support charges will be deducted for any non-compliance.
19	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalization.	10 % of the Annual on-site charges for the first incident, to be incremented by 5% for each repetition. The number of such occurrences shall be reckoned from the date of purchase order for on-

SN	Description	Penalty
		site support. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, SI will be given a buffer of not more than 30days to suitably replace the Personnel.
20	In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed.	Penalty of Rs.1,000/- per instance.
21	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed	1% per day of the relevant onsite support.
22	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 30 days.	1% per day of the relevant onsite support.
23	Delay in installation of patches	If the patches/signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof.
24	If the LIC's firewall system uptime for any of the three locations is below 99.9% calculated on monthly basis.	2% of the onsite and offsite support charges of every 0.1% decrease of system uptime.

Key Performance Indicators (KPI):

CASB / NAC / WAF / SSL off loader/MDM/VDI/API Gateway, Management and Security Installation Compliance: >=99% (Measured monthly)

CASB / NAC / WAF / SSL off loader/MDM/VDI/API Gateway, Management and Security version/definition update: >=99% (Measured monthly)

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

Incident Resolution time – S3 and S4 under bidder scope	Incident Resolution time - closure of the Severity 3 and 4 incidents (email/ticket) from the time ticket is opened	48 hours	Monthly
---	--	----------	---------

Sr. No.	Description	Penalty
1	<p>Parameter: Implementation Time</p> <p>Definition: The period within which the CASB / NAC / WAF / SSL off loader/MDM/VDI/API Gateway, Management and Security will be fully implemented and operational post-contract signing.</p> <p>Target Service Level: To be implemented as per the defined timeline in RFP.</p>	0.25 % of the total PO value per week of delay or part thereof.
2	<p>Parameter: Uptime</p> <p>Definition: The percentage of time the CASB / NAC / WAF / SSL off loader/MDM/VDI/API Gateway, Management and Security is expected to be operational and available.</p> <p>Target Service Level: 99.99% per month</p>	0.25 % of the total PO value per week of delay or part thereof.
3	<p>Parameter: Incident Response Time</p> <p>Definition: The time it takes for the service provider to respond to different incident priority levels.</p> <p>Target Service Level: Critical: 30 minutes, High: 1 hour Medium: 6 hours Low: 24 hours</p>	<p>Penalty (% of PO value) for missing the incidents will be as follows:</p> <p>Critical & High:</p> <ul style="list-style-type: none"> • 1-3 events: 2% • 3-6 events: 4% • 6-10 events: 6% • 11 and above events: 10% <p>Medium & Low:</p> <ul style="list-style-type: none"> • 1-3 events: 1%

Sr. No.	Description	Penalty
		<ul style="list-style-type: none"> • 3-6 events: 2% • 6-10 events: 3% • 11 and above events: 5%
4	<p>Parameter: Data Retention Period</p> <p>Definition: The duration logs and data are retained within the CASB / NAC / WAF / SSL off loader/MDM/VDI/API Gateway, Management and Security before rotation or archiving.</p> <p>Target Service Level: 3 months, 1 year retention</p>	2 % of the total PO value on non-compliance after the timelines.
5	<p>Parameter: Backup Frequency</p> <p>Definition: How often data should be backed up to ensure recoverability.</p> <p>Target Service Level: Daily Incremental and Weekly Full Backup</p>	2 % of the total PO value on non-compliance after the timelines.
7	<p>Parameter: Security Bug/ vulnerability / enhancements etc.</p> <p>Definition: Applying of software updates, patches, and security fixes to remediate the bugs/vulnerabilities in the WAF, SSL Off loader, CASB and NAC devices reported.</p> <p>Target Service Level: Critical (2 Working Day), Non-Critical (6 Working Days)</p>	<p>2 % of the total PO value on non-compliance after the timelines for critical vulnerabilities.</p> <p>1 % of the total PO value on non-compliance after the timelines for non-critical vulnerabilities.</p>
8	<p>Parameter: Replacement/Repair</p> <p>Definition: Process for replacing or repairing hardware/components in the event of system failure.</p>	0.25 % of the total PO value per week of delay or part thereof.

Sr. No.	Description	Penalty
	Target Service Level: Replacement within 24 hours	
9	<p>Parameter: Reporting Frequency</p> <p>Definition: Frequency and content of security reports, incident summaries, and performance metrics.</p> <p>Target Service Level: Daily, Weekly and Monthly reports</p>	0.25 % of the total PO value per week of delay or part thereof.
10	<p>Parameter: Log Integration Sequence</p> <p>Definition: The log integration priority sequence</p> <p>Target Service Level: Log integration to be done according to their prioritization levels, classifying them as critical, high, medium, or low, and subsequently integrating them in this prescribed order.</p>	0.25 % of the total PO value per week of delay or part thereof.
11	<p>Parameter: Custom Connectors if required.</p> <p>Definition: Build all the custom connectors for unsupported components including in-house developed applications or new procured device within 14 Days of deployment.</p> <p>Target Service Level: 100% coverage</p>	0.25 % of the total PO value per week of delay or part thereof.
12	<p>Parameter: Device integration with CASB / NAC / WAF / SSL off loader / MDM / VDI / API Gateway, Management and Security</p> <p>Definition: All the new IT systems, applications that are being implemented in the LIC infrastructure should be</p>	0.25 % of the total PO value per week of delay or part thereof.

Sr. No.	Description	Penalty
	integrated with CASB / NAC / WAF / SSL off loader / MDM / VDI / API Gateway, Management and Security before going live. Target Service Level: 100% device coverage	

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

- Penalty caps:
 - The total penalty for delivery and installation shall not exceed 10% of the PO value.
 - The total penalty for onsite support shall not exceed 100% of the quarterly charges payable for onsite support for reasons other than absence.

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 defined below, for each purchase order.

- 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 clause as mentioned in point no.-(d) above will 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 tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.

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:

- 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 clause 7 (d) above will be applicable.
- 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 clause 7 (d) above will 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 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 is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period till 10 days from the date of delivery at LIC's offices, at their cost against any loss or damage. 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.

In case if required, the vendor must provide necessary support at no additional cost to LIC for one time transportation/shipping during the entire contract period from current place of installation to another data center of LIC. Such requirement and applicable details will be communicated by LIC to the vendor. Vendor shall provide a detailed plan of action for the same.

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**

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 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
- 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 bidder, 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.

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, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 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**

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. Indemnity.
- c. Insurance.
- d. Confidentiality and privacy.
- e. Protection of personal information.
- f. Security.
- g. Audit and access
- h. Knowledge transfer
- i. Warranty

Severability

If for any reason whatsoever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared 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

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.

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.

S.No.	Milestones	Payment	Remarks
Payment for the Delivery of the In-Scope Solutions & Its Implementation (The payment terms below shall be applicable for individual solution in this RFP)			
1	Delivery of software and appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.	30 % of cost	<ul style="list-style-type: none"> o Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount). o The proof of payment of GST, VAT, Octroi, Entry Tax (wherever applicable) o Delivery Challans "Proof of Delivery" in original o Delivery Certificates for Software licenses o Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai. o Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents. o Certificate by the bidder that software licenses comply with OEMs guidelines/requirements.
2	Installation and integration, initial OEM audit and acceptance testing as per scope of work.	40 % of cost	<ul style="list-style-type: none"> o Invoice for Balance amount. o Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai. o Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents etc. o OEMs certification of the deployment being in accordance with the scope of work. o Receipt of Installation certificate & sign-off duly signed and stamped by the Bidder, and counter-signed by the officials of IT dept., LIC Central Office.
3	After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	25 % of cost	After submission of OEM validation report and performance test report & Acceptance Certificate

4	Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	5 % of cost	Proper documentation (soft & hard copy) for the full project (product wise) should also be submitted with regard to the configuration, commands used, trouble shootings done in configuration phase etc. to LIC Central Office – IT officials handling the project. Training as per scope of work.
Payment against Onsite Services of the In-Scope Solutions (The payment terms below shall be applicable for individual solution in this RFP)			
5	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	-	<ul style="list-style-type: none"> ○ After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms ○ Invoice for the amount payable quarterly. ○ Performance Report of the onsite Personnel. ○ Verification of 'Service level agreements' defined in this RFP ○ OEM Quarterly Audit Report ○ Updated SOP and Rule Review Report

- 1) 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.
- 2) 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.
- 3) 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.
- 4) 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.
- 5) 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.
- 6) 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.
- 7) In all other cases:
 - a) Following documents will be required to be submitted for release of payment:
 - i) Invoice printed on Vendor's own letterhead (with reference to Purchase order, description of goods/ services delivered, quantity, unit price, total amount)

- ii) Proof of payment of GST/Octroi / Entry Tax (wherever applicable)
- iii) UV Certificate (wherever applicable) duly signed and stamped by the Vendor, and counter-signed by the LIC officials from the concerned project/department of LIC.

8) Warranties:

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

9) Maintenance during Warranty Period:

- a) The Bidder shall attend to calls and arrange to solve the problems within the stipulated timelines as mentioned in the SLA.
- b) LIC may at its discretion extend the services for onsite support and remote (offsite) support for a further period from the expiry of the Warranty period on the same terms and conditions.
- c) The on-site and offsite support services will be for a period of 5 years. The contract may be renewed after the end of 5 years subject to the discretion of LIC.
- d) LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services. In any case LIC's decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated, and the vendor may be blacklisted by LIC and may not be allowed to participate in the future tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements. Spares and support for the appliances should be available for a minimum period of six years from the date

of installation of the appliances irrespective of whether the equipment is manufactured by the Vendor or procured from any other OEM. The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment. During this specified period if it is found that spares or support is not available, the appliances will have to be replaced by equivalent or higher model subject to evaluation if required by LIC, by the vendor at no extra cost to LIC.

- e) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.
- f) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.
- g) In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.
- h) Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:
 - i) Customer Call Report (CCR) signed by both the service Personnel and Corporation's authorized official, confirming that the complaint is resolved.
 - ii) Date and time of resolution of the complaint shall be indicated clearly.
 - iii) Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.
- i) Service Personnel/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Personnel of the vendor shall have access to the servers only after obtaining clearance from LIC's authorized officials. No component of the System/data/ log information will be taken out of LIC's premises without 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 D	Technical Scoring		✓		
5	Annexure E	Bidder's Experience	✓			
6	Annexure F	Technical Compliance		✓		
7	Annexure G	Commercial Bid (Indicative Pricing)			✓	
8	Annexure H	Manufacturer's Authorization Form	✓			
9	Annexure I	Format for Site Note Ready (SNR)				✓
10	Annexure J	Format for Short Shipment Form				✓
11	Annexure K	Performance Bank Guarantee				✓
12	Annexure L	Business rule for Online reverse auction		✓		
13	Annexure M	Details of Bid Processing fee	✓			
14	Annexure N	Integrity Pact	✓			
15	Annexure O	Bank Guarantee for EMD	✓			
16	Annexure P	Contract Form				✓
17	Annexure Q	Non-Disclosure Agreement (NDA)				✓
18	Annexure R	Bill of Quantity		✓		
19	Annexure S	Online Tendering Guidelines	-	-	-	-
20	Annexure T	Land Border Declaration	✓			
21	Annexure U	Make in India Certificate	✓			
22	Annexure V	Format for Self-Declaration regarding 'local supplier' for Cyber Security Products	✓			

Executive Director IT (SD / BPR/ Insurtech) and CTO

Annexure A: Covering Letter

The Executive Director IT (SD / BPR/ Insurtech) and CTO,
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) to
Implement Network Security Solutions'**

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

We have carefully examined the 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 bids 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

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 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 _____ 2024

Thanking you,

Authorized Signatory of the bidder

Name:

Designation:
Date:
Place:
Seal of the company

Annexure B: Bidder's Profile

S No	Details	Bidder Response	
1	Company Background		
	Name of the Firm/ Company		
	Year of Incorporation if India		
	Type of the Company [Govt/PSU/Public 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)	EBITDA (Rs. In Crores)
	2022-23		
	2021-22		
	2020-21		
	(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

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	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.	Annual audited balance sheet for last three financial years
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 or The bidder should have made profit (before tax) in any of the 03 (three) out of last 05 (five) financial years preceding the date of this RFP and should be having positive net worth for the last 03 (three) financial years preceding to the date of this RFP.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.
4	The Bidder should have minimum of 3 years of experience in supplying, implementing, and supporting minimum 4 out of the 7 in-scope solutions related to this RFP to organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.	The bidder should submit details as per format under Annexure E along copies of the Letter of acceptance (LoA)/ work order / contract / completion certificate / confirming relevant experience.
5	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the Network Access Control (NAC) OEM for a minimum of 25,000 IP Addresses to at least 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India. The proposed OEM product for NAC should have been successfully running in minimum 02 (two) organizations with minimum 500 branches distributed across India of minimum 25,000 IP Addresses in the last 05 (five) years preceding to the date of the RFP.	Letter of acceptance (LoA)/ purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.
6	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Web Application Firewall (WAF) to at least 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.	Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.
7	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Mobile Device Management (MDM) / SSL Offloader (SSLO) to at least 02 (two) organisations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches across different locations in India.	Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.

SN	Eligibility Criteria	Documents to be Submitted
8	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Virtual Desktop Interface (VDI) OEM for a minimum of 50 users / API Gateway, Management and Security for a minimum of 100 APIs to at least 02 (two) organisations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches across different locations in India.	Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.
9	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the Cloud Access Service Broker (CASB) to at least 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.	Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.
10	Bidders and the OEM should have support centre in India with availability of 24x7 onsite, telephonic and remote support.	Complete address of the bidder and OEM along with contact details should be submitted on company letter head duly signed by the authorized signatory of the bidder.
11	The bidder must have a minimum of 15 IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP / OSCP / CEH / CCNP / CISA / CISM / OEM Level Certification. Minimum 3 resources must have OEM Level Certification (preferably of the proposed OEM).	List of resources with following details to be provided on company letter head: Name Designation Years of experience Certification name Certification number Certification copies to be attached
12	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.	Annexure H on company letter head duly filled and signed by the authorized signatory of the bidder.
13	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI. 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.

Note:

- 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.
- 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.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

Authorized Signatory of the bidder

Name:

Designation:
Date:
Place:
Seal of the company

Annexure D: Technical Scoring

SN	Technical Evaluation Criteria – Parameters	Maximum Score
1	<p>Annual turnover during the last 03 (three) years preceding the date of this RFP.</p> <ul style="list-style-type: none"> • Greater than INR 500 Crore -> 10 Marks • Greater than INR 300 Crore up to INR 500 Crores -> 7 Marks • Greater than INR 100 Crore up to INR 300 Crores -> 5 Marks <p>(Annual audited balance sheet to be provided as evidence)</p>	10
2	<p>The bidder should have relevant implementation and operational experience for in scope tools to PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.</p> <ul style="list-style-type: none"> • Greater than 7 Years -> 10 Marks • Greater than 5 Years up to 7 Years -> 7 Marks • Greater than 3 Years up to 5 Years -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	10
3	<p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported NAC solution to clients in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India for minimum of:</p> <ul style="list-style-type: none"> • 2 references of 65000 IP Addresses and above -> 10 Marks • 2 references of 50000 IP Addresses and above -> 7 Marks • 2 references of 25000 IP Addresses and above -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	10
4	<p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported WAF solution to clients in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India for minimum of:</p> <ul style="list-style-type: none"> • 3 references and above -> 10 Marks • 2 references and above -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	10
5	<p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported SSL Offloader solution to clients in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India for minimum of:</p> <ul style="list-style-type: none"> • 3 references and above -> 10 Marks 	10

SN	Technical Evaluation Criteria – Parameters	Maximum Score
	<ul style="list-style-type: none"> • 2 references and above -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	
6	<p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported MDM solution to clients in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India for minimum of:</p> <ul style="list-style-type: none"> • 2 references of 10000 users and above -> 10 Marks • 2 references of 5000 users and above -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	10
7	<p>The bidder must have supplied, installed, implemented, and managed the API Gateway, Management and Security solution for a minimum of 500 APIs in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India</p> <ul style="list-style-type: none"> • 4 references -> 10 Marks • 2 references -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	10
8	<p>The bidder must have supplied, installed, implemented, and managed the CASB solutions for a minimum of 100 users in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India</p> <ul style="list-style-type: none"> • 4 references -> 5 Marks • 2 references -> 2 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	5
9	<p>The bidder must have supplied, installed, implemented, and managed the VDI solution for a minimum of 100 users in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India</p> <ul style="list-style-type: none"> • 4 references -> 5 Marks • 2 references -> 2 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	5
10	<p>The bidder must have IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP / OSCP / CEH / CCNP /</p>	10

SN	Technical Evaluation Criteria – Parameters	Maximum Score
	<p>CISA / CISM / OEM Level Certification.</p> <ul style="list-style-type: none"> • Every Additional 5 Resources -> 2 Marks subject to maximum of 10 marks • 15 Resources -> 5 Marks <p>(Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)</p>	
11	<p>Presentation to be made by the Bidder on understanding of LIC’s requirements and proposed methodology including but not limited to:</p> <ul style="list-style-type: none"> • Understanding of the objectives of the project: The extent to which the Bidder’s approach and work plan respond to the objectives indicated in the Statement/Scope of Work • Ease of migration of existing solutions • Ease of implementation and rollout • Interoperability with existing Infrastructure • Risk Mitigations • Incident response and remediation • Proposed Team structure and Governance <p>(60 Minutes presentation and demonstration of solutions functionalities)</p>	10
	Total	100

Annexure E: Bidder's Experience

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

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

Please refer to enclosed excel sheet – “Annexure F – Technical Compliance”

All the requested services in the scope are to be provided by the bidder. 100% compliance is mandatory for successful qualification of the bidder.

Annexure G: Commercial Bid (Indicative Pricing)

Please refer to enclosed excel sheet – "Annexure G: Commercial Bid (Indicative Pricing)"

Annexure H: Manufacturer's Authorization Form (MAF)

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

To,
The Executive Director IT (SD / BPR/ Insurtech) and CTO,
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 _____ (Equipments) 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)

Annexure I: Format for Site Note Ready (SNR) certificate

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

Name of the Vendor			
Office & department where equipment delivered			
Reference of LIC's Purchase Order No. and date		PO No.	Dated:
Make and Model of the equipment(s) which were delivered, physically verified and POST done was done	S.N o	Description of the equipment	Serial Number of the equipment (if available)
	1.		
	2.		
Activities performed by the vendor		(Yes/No)	Remarks (if any)
Verification of the equipment 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 equipment could not be installed because of the following reason(s):			
S. 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:	
SR Number		Place:	Contact No.
E-Mail ID			E-Mail ID
Note:			
<ul style="list-style-type: none"> • The Site-Not-Ready (SNR) certificate has to be issued only when delivery of all the equipment's (for that particular site) has been completed by the vendor for that site and POST was carried out successfully. • If delivery is NOT complete i.e., either some parts are missing or are damaged then, SNR will not be issued and only the "Short-Shipment Form" 			

shall be issued by LIC.

Annexure J: Format for Short Shipment Form

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

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

Annexure K: Performance Bank Guarantee

This Deed of Guarantee executed by the ----- (Bank name) a Nationalized/ Scheduled Bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places " having its head office at ----- ---- (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India, having its Central Office at Yogakshema, Jeevan Bima Marg, Nariman Point, Mumbai 400021, formed under the act of the Parliament LIC Act ,1956 (hereinafter referred to as LIC) for an amount not exceeding Rs. ____/-

(10% of the Total Contract Value), at the request of (Vendor's Name & address) -----
(hereinafter referred to as the "Vendor").

This guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs. _____/-(10% of the Total Contract Value) and the Guarantee shall remain in force for a period up to _____ (date), and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ (date) by LIC.

And Whereas ----- (Vendor's Name) having its head office at -----
----- has participated in the bid dated _____ and subsequent modifications to the tender dated _____ and as per the terms and conditions mentioned in the Tender Document.

And whereas the _____ (name & address of the bank) has agreed to give on behalf of the Vendor a guarantee, therefore we hereby affirm that we guarantee and are responsible to you on behalf of the vendor up to a total amount of Rs. _____/- (10% of the Total Contract Value) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (10% of the Total Contract Value) as aforesaid, without your need to prove or show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

NOT WITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. 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.
2. Our liability under this guarantee is restricted to a sum of Rs. _____/- (10% of the Total Contract Value).
3. The Bank Guarantee will be valid for a period up to _____.
4. A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/ full sum under the guarantee to LIC.
5. LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

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

DATED AT THIS DAY OF
SEALED AND SIGNED BY THE BANK

Annexure L: Business rule for Online reverse auction

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

Business rules can be changed before commencement of online reverse auction and the same will be informed to you.

1. For the reverse auction, LIC will inform short-listed bidders of their individual technical score (T), highest technical score (T_{High}) and lowest commercial bid (L_{Low}) without identifying the details of the bidders having highest technical score and lowest commercial bid in order to facilitate them to calculate and revise their commercial bids appropriately to increase their total score. 'L' stands for bidder's own commercial quote.
2. The proposal with the highest Total Score (as given in the para-Computation Methodology for rating bidders on 'Technical plus Commercial basis of the RFP) will be considered first for award of contract under this RFP. Therefore, each bidder intending to be the successful bidder will be required to lower their commercial bid in order to increase their 'total score'.
3. LIC shall finalize the commercials of this bid through reverse auction mode.
4. Online Reverse auction shall be conducted by LIC through its authorized e-tender service provider, on pre-specified date, while the bidders shall be quoting from their own offices/ place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by bidders themselves.
5. In the event of failure of their internet connectivity, (due to any reason whatsoever it may be) it is the bidder's responsibility / decision to send fax communication, immediately to above e-tender service provider furnishing the price, the bidder wants to bid online, with a request to above e-tender service provider to upload the faxed price on line so that the e-tender service provider will upload that price online on behalf of the Bidder. It shall be noted clearly that the concerned bidder communicating this price to e-tender service provider has to solely ensure that the fax message is received by above e-tender service provider in a readable / legible form and also the Bidder should simultaneously check up with above e-tender service provider over phone about the clear receipt of the price faxed. It shall also be clearly understood that the bidder shall be at liberty to send such fax communications of prices to be uploaded by above e-tender service provider only before the closure of Bid time and under no circumstances it shall be allowed beyond the closure of bid time. Such bidders have to ensure that the e-tender service provider is given a reasonable required time by the bidders, to upload such faxed prices online and if such required time is not available at the disposal of above e-tender service provider at the time of receipt of the fax message from the bidders, above e-tender service provider will not be uploading the prices. It is to be noted that either LIC or above e-tender service provider are not responsible for these unforeseen circumstances. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully. However, the bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
6. Please note that the start 'highest total score' of an item in online reverse auction is open to all the participating bidders. Any bidder can start bidding, in the online reverse auction, from the start 'highest total score' itself. The 'highest total score' will be calculated online and will be visible to all participating bidders (without identifying the details of the bidders having 'highest total score') during the online auction. Please note that the first online bid that comes in the

system during the online reverse auction can be equal to the auction's 'highest total score', or higher than the auction's 'highest total score'. The subsequent commercial quote that comes in to outbid the 'highest total score' has to be calculated and uploaded by the bidder themselves. The 'Total score' of each bidder will be calculated online.

7. The bidder quoting lowest commercial bid will not be allowed to lower his commercial bid as such lowering does not increase his total score. If some other bidder quotes commercial bid lower than the existing lowest commercial bid, then this bidder will not allow to further lower his commercial bid as long as his commercial bid remains the lowest. In such a case, all bidders will be updated about the new lowest commercial bid to facilitate them to recalculate. LIC may decide to give extra time for placing of bids in such cases of change of lowest commercial bid.
8. Above e-tender service provider shall arrange to train bidder's nominated person(s), without any cost to bidders at the appropriate date. They shall also explain all the Rules related to the Reverse Auction/ Business Rules and document to be adopted for this activity. Bidders are required to give their compliance on this before start of bid process.
9. Bid price: The Bidder has to quote the total price all the items added together excluding taxes as given in the RFP.
10. At the close of on-line reverse auction, the price breakups given by the bidder will be modified in the same proportion as given in the Annexure – G of Commercial bid (Indicative Price) format.
11. Log-in name & password: Each Bidder will be assigned a Unique Username, alias & Password by above e-tender service provider. The Bidders are required to change the Password after the receipt of initial Password from above e-tender service provider. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
12. Auction type: 1). English Reverse No Ties
13. Duration of auction: The auction will be of 30 minutes duration. In case there is any acceptable bid quoted by any bidder within 10 minutes of closing of the auction, the auction will be extended by another 10 minutes. Such extension will be allowed to continue till no quote is placed within extended time. (This schedule is tentative. If any change in schedule, the same shall be communicated to you)
14. Commercial bid decrement: There will not be any minimum commercial bid decrement. The commercial bid decrement needed to be highest total scorer has to be calculated by the bidders themselves. The minimum increment for the highest 'Total score' will be intimated later, prior to the commencement of the online auction.
15. Visibility to bidder: The Bidder shall be able to view the following on his screen along with the necessary fields during English Reverse – No ties Auction:
 - a. Leading Bid in the Auction (Highest total score)
 - b. Bid Placed by him
 - c. Lowest commercial bid value (L_{Low})
16. During English Reverse (no ties), if no bid is received within the specified time, LIC, at its discretion, may decide to revise Start 'total score' and start the Reverse Auction once again / scrap the reverse auction process / proceed with conventional mode of tendering.

17. Auction winner: At the end of the Reverse Auction, LIC will declare the vendor finally selected for the above RFP.
18. The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
19. The Bidder shall not divulge either his Bids or any other exclusive details of LIC to any other party.
20. LIC's decision on award of Contract shall be final and binding on all the Bidders.
21. LIC along with above e-tender service provider can decide to extend, reschedule, or cancel any Auction.
22. Above e-tender service provider/LIC shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
23. All the Bidders are required to submit the Process Compliance Form (given on next page) duly signed to above e-tender service provider whose contact details will be given to eligible bidders.
24. All the bidders are requested to ensure that they have a valid digital certificate well in advance to participate in the online event.
25. Please go through the guidelines given above and submit your acceptance to the same along with your Commercial Bid.
26. The bidder has to furnish price breakup i.e., basic price and applicable taxes in the invoices submitted by them. The invoices without price breakup will not be processed for payment.
27. LIC reserves the right to modify 'Business Rules for Reverse Auction' any time before the commencement of reverse auction by giving 7 (seven) days' notice to all bidders eligible to participate in the online reverse auction.

Process Compliance Form

(The bidders are required to print this on their company's letter head and sign, stamp before faxing)

To
Name and Address of e-tender service provider

Sub: Agreement to the Process related Terms and Conditions for the Reverse Auction

Dear Sir,

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender document for Empanelment of Information Security Consultants and selection of bidder for information security and related services for Life Insurance Corporation of India (Ref No. LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024)

This letter is to confirm that:

1. The undersigned is authorized representative of the company.
2. We have studied the RFP and the Business rules governing the Reverse Auction 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 above e-tender service provider 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.
6. We understand that in the event we are not able to access the auction site, we may authorize above e-tender service provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either LIC or above e-tender service provider
7. regarding any loss etc. suffered by us due to not acting upon our authenticated fax instructions.
8. I/we do understand that above e-tender service provider may upload commercial bid on behalf of other bidders as well in case of above-mentioned exigencies.
9. We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
10. We, hereby confirm that we will honor the Bids placed by us during the auction process.

With regards

Signature with company seal
Company / Organization –
Designation within Company / Organization –
Address of Company / Organization –

Sign this document and Fax to the above e-tender service provider

Annexure M: Details of Bid Processing fee

Eligible and interested bidders, except Micro and Small Enterprises (MSEs), shall submit the Bid Price (non-refundable) of Rs.10,000/- + GST (Currently 18% GST). Total 11,800/- (Rupees Eleven Thousand Eight Hundred Only) to Life Insurance Corporation of India using NEFT ("Bid Processing fee"). The detail of bank account.

Name of Bank: Union Bank of India

Address: Unit 4C, Mittal Court Premise, Nariman Point Mumbai

Name of Beneficiary: Life Insurance Corporation of India, Central Office

Bank Account Number: 510101006085031

IFSC Code: UBIN0902217

The Bidder shall upload a scanned copy of the receipt evidencing payment of the Bid processing fee to LIC at the time of e-submission of the Bid and send email to LIC on the email ID provide in the Activity Schedule on the date of remittance of Bid Processing fee with UTR transaction number, date of transaction through online/NEFT mode.

Bidders shall submit a self-declaration with details of the remittance of Bid Processing fee with UTR transaction number, date of transaction through online/NEFT mode.

Annexure N: Integrity Pact

'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement
Network Security Tools'

LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

Please refer to enclosed PDF Document: **"Annexure N - Integrity Pact.pdf"**

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

Annexure O: Bank Guarantee for EMD

'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Tools'

LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

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 corporate 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 (Supplier's Name & Address) _____

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

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, 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).

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 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 2024

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) to Implement Network Security Tools'

LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

This Agreement is made on this _____ day of _____, 2024 between

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

And

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

WHEREAS

- A. LIC has issued a Request for Proposal ("RFP") bearing LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024 for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Solutions' for the purposes specified in the RFP.
- B. <Name of Vendor> Limited is desirous to take up the project for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Solutions' and for that purpose has submitted its technical and financial proposals in response to LIC's RFP vide the Vendor's proposal dated _____, subsequent documents submitted on dates as described below and subsequent participation in Online Reverse Auction for the above RFP held on _____.

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

Sl. No.	Date	Event details
14.		
15.		

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

Commercial Bid document submitted by vendor after online reverse auction

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

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

1. Project Reference Documents:

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

- a) The Request For Proposal (RFP) Reference No.: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024
- b) Clarifications and Modifications to LIC's RFP for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Solutions' as given below:

Date	Event Details

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

2. Project Duration, Scope of work and Time Lines

- g) <M/s. -----Name of Bidder> shall have the sole responsibility of undertaking and performing all the obligations specified in this Agreement within the prescribed timelines during the validity of the contract. <M/s. -----Name of Bidder> in response to the above RFP shall not sub-contract any partners to undertake and perform all or part of the obligations specified in this Agreement.

- h) <M/s. -----Name of Bidder> shall not copy, share or transmit through any media or method any project related information without prior consent of LIC. <M/s. -----Name of Bidder> in response to the above RFP shall deliver all the requirements as specified in the RFP.

3. Project Prices and Payments

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

4. Miscellaneous

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

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

SIGNED, SEALED AND DELIVERED

By_____

The Executive Director IT (SD / BPR/ Insurtech) and CTO
Of the within named **Life Insurance Corporation of India**,
The party of the first part above named

on _____ day of _____ 2024

In the presence of:

- 1)
2)

SIGNED, SEALED AND DELIVERED

By_____

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

on _____ day of _____ 2024

In the presence of:

- 1)
- 2)

Annexure Q: Non-Disclosure Agreement (NDA)

(No deviations in wordings permitted)
(To be executed in a Rs. 500 or more stamp Paper)

This Non-disclosure Agreement ("NDA") is made and entered into this __ day of _____ in the year Two Thousand and twenty-four (2024)

BY AND BETWEEN

Life Insurance Corporation of India, with registered office at Central Office, "Yogakshema", J B Marg, Mumbai 400 021, hereinafter referred to as "LIC"

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 during engagement with LIC's 'RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Solutions' 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 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 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 Network Security Solutions' in the form of project documents, discussions

on system architecture, data shared etc. 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 Network Security Solutions' 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/partners 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.
- 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 agree that Confidential Information is and shall at all times remain the property of LIC. Respondents acknowledge 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.

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 agree and acknowledge 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 agree that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of LIC working in all wings of Central Office Information Technology department.

Respondent agree 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 one year, 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 understand and agree 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 honors, 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.

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.

Respondents agree 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:

Annexure R: Bill of Quantity

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

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

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

- Registration of the Contractors/Bidders: All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (eTS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/LIC> After successful Registration on the above-mentioned portal, the bidder will get a User ID and Password to access the website.
- Viewing of Online Tenders: The contractors/bidders can view tenders floated on online Electronic Tendering System (eTS) hereinafter referred as "e- Tendering System" through portal (website) at <http://www.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 may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

E-Tender helpdesk	
Address	#24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore - 560079.

email	dscprocessingunit@yahoo.com
--------------	-----------------------------

Help Desk Contact Details
E-mail & Mobile Numbers
sushant.sp@antaressystems.com: +919731468511
lokesh.hr@antaressystems.com - -
+91 9686115304

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

Submission of Tender Fees: (When Applicable)

- Bidders, except Micro and Small Enterprises (MSEs), shall submit the Bid Price (non- refundable) to Life Insurance Corporation of India using NEFT ("Bid Processing fee"). The Bidder shall upload a scanned copy of the receipt evidencing payment of the Bid processing fee to LIC at the time of e-submission of the Bid and send email to the Email ID as mentioned in the Activity Schedule section on the date of remittance of Bid Processing fee with UTR transaction number, date of transaction through online/NEFT mode.
- The scanned copy of the receipt evidencing payment against Tender Fees should be uploaded mandatorily during "Bid Hash Submission" stage (as per the due date mentioned in Key Dates of e-Tender.
- If the tenders are cancelled or re-called on any grounds, the tender document fees will not be refunded to the agency.

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 (SD / BPR/ Insurtech) and CTO, 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.

Tender Download:

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

Submission of online bids:

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

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

Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents,

However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting.

Annexure T: Land Border Declaration

The Executive Director IT (SD / BPR/ Insurtech) and CTO,
Life Insurance Corporation of India,
IT-BPR 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) to Implement Network Security Solutions
RFP Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated: 06 February 2024

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

Dated at this day of 2024.

Authorized Signatory

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

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

Annexure U: Make in India Certificate

Bidder's Reference No. _____

Date.....

To,
The Executive Director IT (SD / BPR / Insurtech) and CTO

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Network Security Solutions

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

Dear Sir/Madam,

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

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

Place:
Date:

[Signature of Authorized Signatory of Bidder]

Name:
Designation:
Seal:

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 Network Security Solutions

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/NS dated 06 February 2024

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>