

LIC - RFP for onboarding System Integrator (SI) to Implement Digital Rights Management Solution

LIC-CO/IT-BPR/RFP/2023-2024/DRM dated 15 November 2023

Clarifications-1 to Prebid Queries

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1	Annexure G	Commercial Bid (Indicative Pricing)	1	License Cost of 1000 API Licenses, with all related required items and accessories	Here Application and User Count is not mentioned. Should we consider 1000 User Licenses for 1 Application for integration?	As part of the planning phase, the selected bidder shall perform necessary due diligence and provide recommendation on the licensing. Total number of licenses should be 1000 licenses for the applications integration.
2	Section E Scope of Services	Detailed Scope of Work	59	The solution should have the ability to control the level of messages to show to users and control over document post download	Our understanding is that the User should be able to see his/her permissions on the document post download. Is our understanding correct?	The understanding is correct.
3	Section E Scope of Services	Detailed Scope of Work	59	The solution will allow scheduled scanning of local drives and Network locations	Scanning of Local Drives and Network Locations is not a part of a DRM Solution. It should be removed.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
4	Section E Scope of Services	Detailed Scope of Work	59	The solution will identify and put right protection out-going communication over email, web, and external media	DRM Solution protects the Data. DRM Protected Data can be shared via any medium (email, web, external media, etc., security will travel with the file. Hence Identifying the Data should be removed.	Please refer to modifications, clarifications, addendum, etc.
5	Section E Scope of Services	Detailed Scope of Work	59	The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.	Our understanding is that the Solution Usage Report needs to be shared at periodic intervals. Is our understanding correct?	Periodic reports include but not limited to incidents identified, incidents closed, status of agents, solution utilization status, customized compliance reports for top management, etc.
6	Section E Scope of Services	RACI Matrix	60	Configuring LDAP, SMTP, SIEM, and PIM/PAM	Our understanding is that DRM Solution can collect the logs and send it to the necessary Solution like SIEM. Is the understanding correct?	The understanding is correct.
7	Section E Scope of Services	Project Timelines: Point 4	63	Implementation of the DRM Solution is T+18 Weeks	Request to extend the project timelines to T+24 Weeks	Please refer to modifications, clarifications, addendum, etc.

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8	Section H: Enclosures	Annexure F: Technical Compliance	89	All the requested services in the scope are to be provided by the bidder. 100% compliance is mandatory for successful qualification of the bidder.	Request to lower the compliance percentage. Suggested is 60% compliance to qualify for commercial.	Please refer to modifications, clarifications, addendum, etc.
9	Section H: Enclosures	Annexure F: Technical Compliance: Point 6	89	Solution must have capabilities to restrict download, restrict viewing, restrict sharing, restrict copy/paste, editing, restrict screenshots or print screen, Ip & mac ID restrictions.	User does not have to upload data for protection. DRM Solution protects the Data where it is placed either on the endpoint or file server or emails, etc. Hence restriction of download and sharing should be removed.	Please refer to modifications, clarifications, addendum, etc.
10	Section H: Enclosures	Annexure F: Technical Compliance: Point 7	89	Solution must have capabilities Dynamic watermarking, camera protection, scheduled bulk upload and download, download with encrypted format, password protection to the file, document expiry	User does not have to upload data for protection. DRM Solution protects the Data where it is placed either on the endpoint or file server or emails, etc. Hence scheduled bulk upload and download should be removed.	Please refer to modifications, clarifications, addendum, etc.

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11	Section H: Enclosures	Annexure F: Technical Compliance: Point 14	89	The solution should be able to provide a remote collection of troubleshooting logs	Since DRM Agent is installed on the Endpoint and associated with multiple applications, logs are collected on the Endpoint and then transferred via any data transfer medium. Hence, we suggest this point should be "DRM Solution should have built-in capabilities to collect logs locally on the endpoint for troubleshooting"	Please refer to modifications, clarifications, addendum, etc.
12	Section H: Enclosures	Annexure F: Technical Compliance: Point 22	90	Agent must be lightweight. Present evidence of average CPU, memory and disk use during different activities with the capabilities	DRM Agents utilize Hardware Resources only when user protects or accesses the protected data hence do not collect CPU, Memory and Disk utilization. Hence this point should be removed.	Please adhere to RFP clause

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13	Section H: Enclosures	Annexure F: Technical Compliance: Point 25	90	The solution allows upgrade to newer versions without performing a reboot.	DRM Agent is associated with various applications installed on the Endpoint like MS Word, Acrobat Reader, MS Paint, etc. Reboot helps register all the DRM Components at the Kernel level of Windows OS. Hence this point should be removed.	The clause stands deleted
14	Section H: Enclosures	Annexure F: Technical Compliance: Point 29	90	The solution should have the capability of automation and incident response.	Not a part of a DRM Solution. Should be removed.	The clause stands deleted
15	Section H: Enclosures	Annexure F: Technical Compliance: Point 36	90	The solution should have the capability of restricting viewing, sharing, downloading, copying, editing and print screen/snapshots	User does not have to upload data for protection. DRM Solution protects the Data where it is placed either on the endpoint or file server or emails, etc. Hence restriction of download and sharing should be removed.	Please refer to modifications, clarifications, addendum, etc.
16	Section H: Enclosures	Annexure F: Technical Compliance: Point 37	90	The solution should have the capability of Intelligent data discovery by using AI techniques.	Data Discovery is not a part of DRM Solution. It should be removed.	The clause stands deleted

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17	Section H: Enclosures	Annexure F: Technical Compliance: Point 38	91	The solution should have the capability of encrypting the data transferring over email and web.	Once File is protected by DRM, it can be transferred via any data transfer medium in encrypted format. Does LIC need separate DRM Module like Email Protection (with separate license) for Data transferred over email and web? If yes, what is the User count.	No separate module is required
18	Section H: Enclosures	Annexure F: Technical Compliance: Point 39	91	The solution should have the capability to restrict the user to uninstall the endpoint agent.	DRM protected file can be accessed in the Browser without any Agent/plugin. Installation of DRM Agent is optional. Hence this point should be removed.	Please adhere to RFP clause
19	Section H: Enclosures	Annexure F: Technical Compliance: Point 45	91	Solution must continuously collect system events necessary for detection and analysis. Vendor must list specific items that	Not a part of a DRM Solution. Should be removed.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
20	Section H: Enclosures	Annexure F: Technical Compliance: Point 46	91	Solution must continuously monitor and report findings as quickly as possible. If an endpoint cannot immediately report fin	Not a part of a DRM Solution. Should be removed.	The clause stands deleted
21	Section H: Enclosures	Annexure F: Technical Compliance: Point 48	91	Solution must capture detailed metadata around binaries and processes that are executed on endpoints.	Not a part of a DRM Solution. Should be removed.	The clause stands deleted
22	Section H: Enclosures	Annexure F: Technical Compliance: Point 49	91	The solution should have the ability to re-brand user notifications	User Notification generally has only necessary details and not organization branding. Hence this point should be removed.	The clause stands deleted
23	Section H: Enclosures	Annexure F: Technical Compliance: Point 52	91	Solution must allow analysts the ability to quickly pivot between different activities observed on an endpoint and provide	DRM Solution captures user activities on protected data and not endpoint. Hence this point should be removed.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
24	Section H: Enclosures	Annexure F: Technical Compliance: Point 56	91	The solution must detect/identify and encrypt the following: - Sensitive data sent over mail - Sensitive data uploaded over the web - Sensitive data copied to External storage (USB, HDD, Mobile Transfer) - Sensitive data while taking printouts	Detect and Identify Data is not a part of a DRM Solution. It should be removed.	The clause stands deleted
25		Annexure C: Eligibility Criteria	84	The Bidder should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	The Bidder/OEM should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please refer to modifications, clarifications, addendum, etc.



S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
26		Annexure C: Eligibility Criteria	84	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	The Bidder/OEM during the last 3 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 500 endpoints.	Please refer to modifications, clarifications, addendum, etc.
27	Service level Agreement	Implementation SLA	64	Delay in implementation of all devices beyond 24 weeks from the date of receipt of the purchase order. 0.25 % of the total PO value per week of delay or part thereof.	0.05 % of the total PO value per week of delay or part thereof.	Please adhere to RFP clause
28	Service level Agreement	Implementation SLA	64	Delay in implementation of devices which could not be integrated in the initial phase beyond three weeks. Rs 500/- for each device for delay of every week.	No penalty	Please adhere to RFP clause

<b>S. No</b>	<b>RFP Section</b>	<b>Sub-Section</b>	<b>Pg No.</b>	<b>RFP Clause</b>	<b>Bidder Query</b>	<b>LIC Response</b>
29	Service level Agreement	Implementation SLA	64	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day. 1% of the Quarterly on-site charges per each day of delay or part thereof.	0.05% of the Quarterly on-site charges per each day of delay or part thereof.	Please refer to modifications, clarifications, addendum, etc.
30	Service level Agreement	Implementation SLA	64	Failure to ensure collection of all logs. 2% of the Quarterly onsite support charges for each instance reported.	0.05% of the Quarterly onsite support charges for each instance reported.	Please refer to modifications, clarifications, addendum, etc.

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31	Service level Agreement	Implementation SLA	65	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ol style="list-style-type: none"> <li>1. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing</li> <li>2. The penalty clause as mentioned in point above will be applicable.</li> <li>3. Deductions of penalty will be made from any amount payable to the vendor by LIC.</li> <li>4. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank</li> <li>5. Guarantee(s)/Performance LIC Guarantees under this bid. Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai.</li> <li>6. Termination of contract and blacklisting.</li> </ol>	<p>In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the vendor may also be blacklisted by Life Insurance Corporation of India &amp; may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements to a maximum of <b>5%</b> of the cost of that item(s).</p>	<p>Please refer to modifications, clarifications, addendum, etc.</p>

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32		Penalties on Non-Performance of SLA during contract period:	66	Downtime of standby / HA components. Detection within 5 minutes. Response and Resolution within 24 hours. 1% hourly increment after resolution period has lapsed within the overall cap	0.01% hourly increment after resolution period has lapsed within the overall cap	Please refer to modifications, clarifications, addendum, etc.
33		Penalties on Non-Performance of SLA during contract period:	66	Solution management-Version/ Release/Upgrades / Patches	If the patches/signature files are not deployed within a period of 15 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of <b>0.02%</b> of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof.	Please refer to modifications, clarifications, addendum, etc.

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34		Penalties on Non-Performance of SLA during contract period:	66	Audit of in scope solution solutions	Audit findings should be closed in mutually agreed timeframe. A <b>0.02%</b> penalty will be imposed for each week of delay in addressing critical and important findings. A <b>0.02%</b> penalty will be applied for each recurring finding. The maximum penalty per audit is set at 10% of quarterly charges.	Please refer to modifications, clarifications, addendum, etc.
35		Penalties on Non-Performance of SLA during contract period:	66	Report and Dashboard Compliance- Periodic reports to be provided as per requirements of LIC.	Delay in reporting daily report exceeding 1 hour will result in a 0.02% penalty. Delay in reporting both weekly and monthly reports exceeding 3 days will result in a 0.05% penalty. Delay in reporting Ad hoc reports exceeding 2 days will result in a 0.1% penalty.	Please refer to modifications, clarifications, addendum, etc.
36		Penalties on Non-Performance of SLA during contract period:	67	Open OEM Support tickets/cases. Unable to close the OEM support tickets within 2 weeks without any workaround.	A penalty of 0.02% per week for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
37		Penalties on Non-Performance of SLA during contract period:	67	Health Check-up observations closure. Unable to close Health Check-up observations within 2 weeks.	A penalty of 0.02% per week for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.
38		Penalties on Non-Performance of SLA during contract period:	67	Security Bug/ vulnerability / enhancements etc. – Rectification of security and operational bug/ Vulnerability/ enhancements	A penalty of 0.5% per 2 weeks for non-compliance after the timelines. A penalty of 0.02% per 2 weeks for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.
39		Penalties on Non-Performance of SLA during contract period:	67	Closure of OEM Support tickets	A penalty of 0.05% per 4 weeks for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.
40	DRM Implementation SLA	Incident Resource Time	68	The time it takes for the service provider to respond to different incident priority levels.	As an OEM we can adhere to response time and no resolution time. Penalty needs to remove.	Please refer to modifications, clarifications, addendum, etc.
41	DRM Implementation SLA	Reinstallation/ Repair	68	Process for reinstallation or repairing in the event of system failure	Point is not applicable as HA is already implemented as scope	Please adhere to RFP clause

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42	Section G: Payment Terms & Conditions	Delivery of software and Hardware/appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.	76	30 % of cost of the software licenses	100% of cost of Software licenses in advance or after delivery	Please refer to modifications, clarifications, addendum, etc.
43		Installation and integration, initial OEM audit and acceptance testing as per scope of work.	76	40 % of cost of the software licenses	80 % of cost of the implementation	Please refer to modifications, clarifications, addendum, etc.
44		After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	76	25 % of cost of the software licenses + 80% of Implementation charges	20% of Implementation cost + Training Cost	Please refer to modifications, clarifications, addendum, etc.
45	5. Resource Deployment	1) L1 support 8x5 remote	61			Please refer to modifications, clarifications, addendum, etc.

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46		2) Monitor real-time Digital Rights Management (DRM) alerts.		L1 Security Analyst- 3 years	Not Applicable. Please remove	Please adhere to RFP clause
47		3) Detecting, & handling data leakage incidents and performing additional data analysis to validate security breaches.		Certified Incident Handler (GCIH), or OEM related certifications	Not Applicable. Please remove	Please adhere to RFP clause
48		4) Daily, weekly, and monthly reports creation.			Not Applicable. Please remove	Please adhere to RFP clause
49	L2	1) Defined incident response processes based on detected threats.	61	L2 Security Analyst- 5+ years	Not Applicable. Please remove	Please adhere to RFP clause



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50	6. Project Timelines	Understanding of the current landscape of LIC, project plan creation, documentation, HLD creation, use case creation, collating list of users and applications to be integrated and any other activities as required as part of scope	63	T + 8 Weeks	T + 12 Weeks	Please refer to modifications, clarifications, addendum, etc.
51		Implementation of the DRM solution, (Date of implementation of last device shall be taken as date of installation of all devices)	63	T + 18 Weeks	T + 24 Weeks	Please refer to modifications, clarifications, addendum, etc.
52		Creation of Policy and Procedure Documents as defined in the RFP scope	63	T + 20 Weeks	T + 30 Weeks	Please refer to modifications, clarifications, addendum, etc.

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53	Suggestion	Make in India		As per the Gov of India Ministry of Commerce and Industry Department for Promotion of Industry and Internal Trade No P-45021/2/2017-PP (BE-II) whereas it is the policy of Gov of India to encourage "Make in India" and promote manufacturing and production of goods and services in India with view to enhancing income and employment	We hence request to include clause that bidder should be make in India.	Please adhere to RFP clause
54	2. Detailed Scope of Work	I. General Requirements	Page 56 of 121	c) The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance and adoption of the total solution for detection of any anomalies for enhanced protection of LIC's infrastructure during the tenure of this project.	Are we looking for the Professional Services of Implementation from the OEM or the bidder should implement the solution?	The bidder and OEM both shall be responsible for successful implementation of DRM solution in LIC.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
55	2. Detailed Scope of Work	I. General Requirements	Page 56 of 121	d) The bidder shall ensure that the configuration, implementation and testing of the solution components to be carried out by resources from the OEM as decided by LIC at the time of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM	Are we looking for the Professional Services of Implementation from the OEM or the bidder should implement the solution?	The bidder and OEM both shall be responsible for successful implementation of DRM solution in LIC.
56	2. Detailed Scope of Work	I. General Requirements	Page 57 of 121	e) The bidder should provide OEM approved High level diagram and Low-level diagram to LIC	Before the submission we need to understand the current architecture and inline devices.	The understanding is correct.
57	2. Detailed Scope of Work	I. General Requirements	Page 57 of 121	n) All the solutions should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version.	is there any NTP version which is out of service ?	Bidder to submit compatible NTP version with respect to DRM solution
58	2. Detailed Scope of Work	II. Digital Rights Management (DRM)	Page 58 of 121	a) The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities	Need clarity on this point, as this capability is not covered in the DRM solution.	The clause stands deleted

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
59	2. Detailed Scope of Work	II. Digital Rights Management (DRM)	Page 58 of 121	b) Study and Creation of data flow maps to identify and categorize / develop inventory of Sensitive data, Personally Identifiable Information (PII) and Personal Health information (PHI) Data – Data in transit, Data at rest, Data in process w.r.t the Digital rights to be applied.	Do we have existing Solution for Tagging or classification or DLP ?	Currently there is no solution for Tagging or classification or DLP.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
60	2. Detailed Scope of Work	II. Digital Rights Management (DRM)	Page 58 of 121	d) The vendor should deploy DRM agents on endpoints within the organization's network.	Is there any Software Distribution solution or GPO push capacity available?	The onboarded vendor shall be responsible for manually deploying the DRM agents on the in-scope endpoints. The vendor can recommend alternate ways for deploying of agents using existing technology of LIC. However, such recommendations shall be thoroughly tested and vendor to provide necessary support to LIC for successful deployment of agents.
61	Section G	Payment Terms & Conditions	Page 76 of 121	Payment for the cost of the software licenses.	Please consider 100% payment for the cost of the software licenses upfront, at the time of soft license delivery.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
62	Section 3	Technical Bid	Page 22 of 121	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	We understand, the bidder should provide detailed hardware / OS / DB requirements from Infra side components (including backup / HA / DR). And LIC shall provision the same. Please confirm whether the understanding is correct.	<p>The bidder shall provide a detailed bill of quantity (BOQ) as part of their submission.</p> <p>LIC will provide 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.</p>
63	Section 5	Resource Deployment	Page 61 of 121	L1 / L2 / L3 resource count	L1 & L2 Resources in (8x5 Shift) needed onsite at Mumbai LIC Office? Or remote support?	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
64	Section E	Scope of Services	Page 52 of 121	Configuration & Integration:	What are the other security solutions with which DRM solution to be integrated?	DRM solution shall be integrated with but not limited to SIEM, LDAP, PIM/PAM and any other applicable tools as per requirement from LIC
65	Section E: Scope of Services	1. Brief Scope of Work	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	Please share the need for integration of DRM with PIM/PAM	For Managing Privilege access to DRM solution.
66	Section E: Scope of Services	1. Brief Scope of Work	51	BCP/DR/Failover/Backup/Recovery Strategy and process document based on the pre-defined RTO/RPO.	Kindly help us understand the need for RPO/RTO here. Also, please share the acceptable RPO / RTO for LIC	Please refer to modifications, clarifications, addendum, etc.

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67	Section E: Scope of Services	2. Detailed Scope of Work	57	All solutions should have the log storage capability of 6 months in the DRM solution and 2 years in the SIEM to retrieve them within 2 business days (2 years as per Preservation policy of LIC).	Ideally once the logs are sent from the log source, they do not reside within the solution. It is the responsibility of the SIEM to retain the logs for the retention period defined by LIC. Retrieval of logs within the SIEM is the responsibility of the SIEM provider.	The understanding is correct.
68	Section E: Scope of Services	2. Detailed Scope of Work	58	The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing solutions to new setup.	Logs from existing DRM solution cannot be migrated to the new proposed DRM solution. Kindly explain the need for log migration.	The clause stands deleted



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69	Section E: Scope of Services	2. Detailed Scope of Work	58	The vendor should deploy DRM agents on endpoints within the organization's network.	Kindly confirm the tool that can be used to push the agents on all the endpoints.	The onboarded vendor shall be responsible for manually deploying the DRM agents on the in-scope endpoints. The vendor can recommend alternate ways for deploying of agents using existing technology of LIC. However, such recommendations shall be thoroughly tested and vendor to provide necessary support to LIC for successful deployment of agents.
70	Section E: Scope of Services	5. Resource Deployment	61	L1 support 8x5 remote	Is this a dedicated resource to be placed in Bidder's SOC onsite at LIC premises in Mumbai? Please confirm	Dedicated resources for DRM to be placed onsite at LIC premises in Mumbai.
71	Section E: Scope of Services	5. Resource Deployment	61	L1 - 2 Resources (8x5 Shift)	Is this a dedicated resource to be placed in Bidder's SOC onsite at LIC premises in Mumbai? Please confirm	Dedicated resources for DRM to be placed onsite at LIC premises in Mumbai.

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72	Section E: Scope of Services	5. Resource Deployment	61	L2 - 1 Resource (8x5 Shift)	Is this a dedicated resource to be placed in Bidder's SOC onsite at LIC premises in Mumbai? Please confirm	Dedicated resources for DRM to be placed onsite at LIC premises in Mumbai.
73	Section E: Scope of Services	5. Resource Deployment	61	L3/OEM	Is this a dedicated resource to be placed in Bidder's SOC onsite at LIC premises in Mumbai? Please confirm	Dedicated resources for DRM to be placed onsite at LIC premises in Mumbai.
74	Section E: Scope of Services	6. Project Timelines	63	Project Timelines	If the hardware has to be provided by the Bidder, as per section , it will take minimum 6-8 weeks for the hardware to be delivered, kindly modify the project timelines accordingly.	Please refer to modifications, clarifications, addendum, etc.
75	Section E: Scope of Services	DRM Implementation SLA	68	The duration of logs and data are retained within the DRM system before rotation or archiving.	The logs pushed to SIEM cannot be stored in the DRM solution. Kindly modify the clause accordingly.	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
76	Section E: Scope of Services	DRM Implementation SLA	68	Backup Frequency	LIC will provide the backup solution as well as the storage for backup. Please confirm	<p>The bidder shall provide a detailed bill of quantity (BOQ) as part of their submission.</p> <p>LIC will provide 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.</p>

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
77	Section 6	Eligibility criteria	14	The Bidder should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Request you to please change the clause to : The Bidder should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
78	Section 6	Eligibility criteria	14	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints	<p>Request you to please change the clause as per below:</p> <p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented or supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector with at least 1000 endpoints</p>	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
79				<p>The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 1000 users in each organization during the last 3 years preceding to the date of the RFP.</p> <p>PO / Deployment Certificate issued by client to the bidder</p>	<p>Request you to please modify the clause as per below:</p> <p>PO/Deployment certificate/Email issued by client</p>	<p>Please refer to modifications, clarifications, addendum, etc.</p>
80				<p>The bidder must have a minimum of 20 IT Security permanent professionals with relevant internationally recognised certifications and experience in DRM Solution on their payroll. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).</p>	<p>Since resource details are confidential, we request to please allow us to submit declaration on the same</p>	<p>Please adhere to RFP clause</p>

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
81	Annexure D:	Technical Scoring	86	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting the DRM Solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC.	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting the DRM Solution related to this RFP to organisations in PSU/Government/Private Sector Firms	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
82	Section D	Right to audit	53		<p>Per our standard the Audits are carried out once in a year with prior notification of 30 days to Bidder, at the cost of the Customer. Any such inspection shall be for the books and account in relation to the RFP only. Auditors have to be verified by TC and audit shall be conducted by approved in compliance with applicable laws. Remote hands fees are applicable if audits are carried out for more than 4 hours a day. Any audit conducted by or on behalf of Customer pursuant to this Section [XX], shall be conducted with the utmost integrity, employing an acceptable level of skill and technical knowledge. Customer shall, and shall cause its Auditor to, (i) comply with any rules or requirements of Supplier governing access to an audited Supplier Facility (including any security or safety rules); (ii) take all necessary care to avoid</p>	Please adhere to RFP clause



S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					<p>loss or damage to Supplier property; and (iii) prevent unnecessary and excessive consumption of Supplier personnel resources. Customer shall also indemnify, defend and hold Supplier harmless from any and all costs or expenses arising from any breach. Scripts shall not be allowed to run on shared infrastructure.</p>	

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
83	Section8	Termination for Insolvency	74	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.	this clause should be made mutual	Please adhere to RFP clause
84	Section8	Termination and reduction for convenience			Bidder to also have a right to terminate for convenience by giving 30 days' notice. Also, LIC to pay the early termination charges for the remaining period of the agreement.	Please adhere to RFP clause
85	Section 8	Termination by LIC for default	74		Bidder shall also have a right to terminate for default of LIC	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
86	Section 8	Right to terminate	73	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	this clause should be made mutual	Please adhere to RFP clause
87	Section 37	Fraud and corrupt practices	39		this clause should be made mutual	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
88	Section 33	Limitation of Liability	37	<p>Except in cases of criminal negligence or wilful 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</p>	<p>Bidder proposes to replace this clause with the following:  Notwithstanding anything contained in the RFP or any other place, the Bidder shall not be liable for any indirect, incidental, consequential, special exemplary or punitive damages or for any loss of profit, loss of data, loss of business / revenue, loss of goodwill, loss of customer, cost of purchasing replacement services for any reason whatsoever. Further, in case of service related matters the sole liability of the Bidder and sole remedy of Customer shall be the limited to the applicable credit allowance and / or right to terminate the contract as mentioned in the applicable service schedule. For any other loss or damage, the overall liability of the Bidder shall be capped to twelve (12) months of charges collected by the</p>	<p>Please adhere to RFP clause</p>

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					<p>Bidder pursuant to the applicable order giving rise to the said liability. Provided that nothing contained herein shall be construed as limiting the liability of either Party for (a) personal injury or death resulting from the negligence of a Party or its employees, (b) fraud or fraudulent misrepresentation, or (c) wilful misconduct”</p>	

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
89	Annexure C: Eligibility Criteria	Point # 3	84	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	Kindly modify the same to: The bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during any of the 02 (two) years out of the last 03(three) year(s) preceding the date of this RFP	Please refer to modifications, clarifications, addendum, etc.
90		Annexure C: Eligibility Criteria	84	The Bidder should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Request you to consider the revised clause as below -  The <b>Bidder/OEM</b> should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
91		Annexure C: Eligibility Criteria	84	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Request you to consider the revised clause as below -  The <b>Bidder/OEM</b> during the last <b>3 years</b> preceding to the date of this RFP should have supplied, implemented and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least <b>500</b> endpoints.	Please refer to modifications, clarifications, addendum, etc.
92		Annexure C: Eligibility Criteria	84	The bidder must have a minimum of 20 IT Security permanent professionals with relevant internationally recognised certifications and experience in DRM Solution on their payroll. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	The bidder must have a minimum of <b>10</b> IT Security permanent professionals with relevant internationally recognised certifications and experience in DRM Solution on their payroll. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
93	Service level Agreement	Implementation SLA	64	Delay in implementation of all devices beyond 24 weeks from the date of receipt of the purchase order. 0.25 % of the total PO value per week of delay or part thereof.	Request you to consider the revised clause as below -  0.05 % of the total PO value per week of delay or part thereof.	Please adhere to RFP clause
94	Service level Agreement	Implementation SLA	64	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day. 1% of the Quarterly on-site charges per each day of delay or part thereof.	Request you to consider the revised clause as below -  0.05% of the Quarterly on-site charges per each day of delay or part thereof.	Please refer to modifications, clarifications, addendum, etc.
95	Service level Agreement	Implementation SLA	64	Failure to ensure collection of all logs. 2% of the Quarterly onsite support charges for each instance reported.	Request you to consider the revised clause as below -  0.05% of the Quarterly onsite support charges for each instance reported.	Please refer to modifications, clarifications, addendum, etc.



S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
96		Penalties on Non-Performance of SLA during contract period:	66	Downtime of standby / HA components. Detection within 5 minutes. Response and Resolution within 24 hours. 1% hourly increment after resolution period has lapsed within the overall cap	Request you to consider the clause as below -  0.01% hourly increment after resolution period has lapsed within the overall cap	Please refer to modifications, clarifications, addendum, etc.
97		Penalties on Non-Performance of SLA during contract period:	66	Solution management-Version/ Release/Upgrades / Patches	Request you to consider the clause as below -  If the patches/signature files are not deployed within a period of 15 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of <b>0.02%</b> of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
98		Penalties on Non-Performance of SLA during contract period:	66	Audit of in scope solution solutions	Request you to consider the clause as below -  Audit findings should be closed in mutually agreed timeframe. A <b>0.02%</b> penalty will be imposed for each week of delay in addressing critical and important findings. A <b>0.02%</b> penalty will be applied for each recurring finding. The maximum penalty per audit is set at 10% of quarterly charges.	Please refer to modifications, clarifications, addendum, etc.
99		Penalties on Non-Performance of SLA during contract period:	66	Report and Dashboard Compliance- Periodic reports to be provided as per requirements of LIC.	Request you to consider the clause as below -  Delay in reporting daily report exceeding 1 hour will result in a 0.02% penalty. Delay in reporting both weekly and monthly reports exceeding 3 days will result in a 0.05% penalty. Delay in reporting Ad hoc reports exceeding 2 days will result in a 0.1% penalty.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
100		Penalties on Non-Performance of SLA during contract period:	67	Open OEM Support tickets/cases. Unable to close the OEM support tickets within 2 weeks without any workaround.	Request you to consider the clause as below - A penalty of 0.02% per week for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.
101		Penalties on Non-Performance of SLA during contract period:	67	Health Check-up observations closure. Unable to close Health Check-up observations within 2 weeks.	Request you to consider the clause as below - A penalty of 0.02% per week for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.
102		Penalties on Non-Performance of SLA during contract period:	67	Security Bug/ vulnerability / enhancements etc. – Rectification of security and operational bug/ Vulnerability/ enhancements	Request you to consider the clause as below -  A penalty of 0.5% per 2 weeks for non-compliance after the timelines. A penalty of 0.02% per 2 weeks for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.
103		Penalties on Non-Performance of SLA during contract period:	67	Closure of OEM Support tickets	Request you to consider the clause as below -  A penalty of 0.05% per 4 weeks for non-compliance after the timelines.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
104	DRM Implementation SLA	Incident Resource Time	68	The time it takes for the service provider to respond to different incident priority levels.	Request you to consider the clause as below -  As an OEM we can adhere to response time and no resolution time. Penalty needs to remove.	Please refer to modifications, clarifications, addendum, etc.
105	Section G: Payment Terms & Conditions	Delivery of software and Hardware/appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.	76	30 % of cost of the software licenses	Request you to consider the clause as below -  100% of cost of Software licenses in advance or after delivery	Please refer to modifications, clarifications, addendum, etc.
106		Installation and integration, initial OEM audit and acceptance testing as per scope of work.	76	40 % of cost of the software licenses	Request you to consider the clause as below -  80 % of cost of the implementation	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
107		After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	76	25 % of cost of the software licenses + 80% of Implementation charges	Request you to consider the clause as below -  20% of Implementation cost + Training Cost	Please refer to modifications, clarifications, addendum, etc.
108	6. Project Timelines	Understanding of the current landscape of LIC, project plan creation, documentation, HLD creation, use case creation, collating list of users and applications to be integrated and any other activities as required as part of scope	63	T + 8 Weeks	Request you to consider the timelines as below -  T + 12 Weeks	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
109		Implementation of the DRM solution, (Date of implementation of last device shall be taken as date of installation of all devices)	63	T + 18 Weeks	Request you to consider the timelines as below -  T + 24 Weeks	Please refer to modifications, clarifications, addendum, etc.
110		Creation of Policy and Procedure Documents as defined in the RFP scope	63	T + 20 Weeks	Request you to consider the timelines as below -  T + 30 Weeks	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
11 1	3. Technical Bid	Point iv	22	LIC will be responsible to provide all the hardware required for DRM solution 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.	Please confirm which RHEL OS and kernel version is LIC using. Also confirm whether MySQL in use is standard edition or enterprise edition. This will help bidder to understand the compatibility of the proposed DRM solution	Bidder to provide the details of the required RHEL & MySQL OS version as part of the BoQ. It shall be ensured that the versions should be latest or n-1, that are compatible with the proposed OEM.
11 2	1. Brief Scope of Work	Planning	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	Please confirm which SIEM, PIM/PAM, ITSM, orchestration tool is used by LIC	These details will be provided to successful bidder

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
113	1. Brief Scope of Work	Planning	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	What is the expectation with respect to cloud support? This will help us in identifying the compatibility and the feasibility of the integration	The DRM solution must be compatible and interoperable with cloud-based solution and application.
114	1. Brief Scope of Work	Planning	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	What is the use case for orchestration? This will help us in identifying the compatibility and the feasibility of the integration	Please refer to modifications, clarifications, addendum, etc.
115	1. Brief Scope of Work	Designing	51	SI and OEM should give minimum 3 days professional training once per year on their respective product	Please confirm the number of participants for the training. Also confirm if the training can be done online or it has to be done onsite at LIC premises	Please refer to modifications, clarifications, addendum, etc.
116	1. Brief Scope of Work	Implementing	51	Supply of software for in-scope solutions (DC, DR, UAT). The setup should be in HA mode for DC and DR.	Please confirm if bidder needs to propose solution for DC, DR, and UAT. Will the sizing remain the same for all?	Please refer to modifications, clarifications, addendum, etc.



S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
117	Training & Certification	Training & Certification	54	Training & Certification	Kindly confirm if the training requirement mentioned in this section can be considered or apart from this, we need to factor what is mentioned in page 51 in the designing section	Training to be provided as per scope mentioned in Training & Certification section
118	2. Detailed Scope of Work	I. General Requirements	57	The bidder should consider the detailed technical specifications as stated in the Annexure F 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.	Our understanding is cabling, cables, necessary components for connecting to the existing network and security devices will be provided by LIC. Please confirm	The understanding is correct.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
119	2. Detailed Scope of Work	Point I -point ii	57	ii. Integration of in-scope solution with other SOC solutions and other Network and Security solutions currently deployed in the environment as decided by the LIC.	Kindly confirm which are the SOC solutions and other network and security solutions in scope to be integrated. Please also specify the use cases. This will help us in understanding the compatibility, efforts and feasibility to achieve the use cases and integrations	These details will be provided to successful bidder
120	2. Detailed Scope of Work	Point I -point iv	57	iv. Identifying gaps, crown jewels of LIC, custom parser creation, creation of rules, use case development, finetuning, etc	Kindly specify the use case for custom parser creation and what are the use cases in scope for deployment	Please adhere to RFP clause
121	2. Detailed Scope of Work	Point I -point iv		iv. Identifying gaps, crown jewels of LIC, custom parser creation, creation of rules, use case development, finetuning, etc	What is the scope for identifying gaps as this solution is for rights management	Please adhere to RFP clause
122	2. Detailed Scope of Work	I. General Requirements - point n	57	All the solutions should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version	Kindly confirm which NTP solution is being used by LIC	These details will be provided to successful bidder

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
123	2. Detailed Scope of Work	I. General Requirements - point o	57	All solutions should have the log storage capability of 6 months in the DRM solution and 2 years in the SIEM to retrieve them within 2 business days (2 years as per Preservation policy of LIC).	Our understanding is since the underlying infra will be provided by LIC, bidder only needs to submit the storage requirement for 6 months and 2 years. LIC will provide the required storage proposed DRM solution and also for SIEM as SIEM is not proposed as part of this RFP. Kindly confirm	The understanding is correct.
124	2. Detailed Scope of Work	I. General Requirements - point p	57	All solutions must have the capacity to accommodate a yearly project growth rate of up to 10%.	Kindly confirm if the bidder needs to do the sizing considering 10% YoY growth for the entire contract period	The understanding is correct.
125	2. Detailed Scope of Work	I. General Requirements	58	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.	Our understanding is there is no existing DRM solution deployed at LIC and bidder will be only deploying and managing proposed DRM solution. Kindly confirm the expectation here	The understanding is correct.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
126	2. Detailed Scope of Work	II. Digital Rights Management	58	The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities.	Please share the scope of work for assessment as we are not providing any vulnerability management solution	The clause stands deleted
127	2. Detailed Scope of Work	II. Digital Rights Management	58	The vendor should deploy DRM agents on endpoints within the organization's network.	Please confirm which patch management solution is LIC using which can be used for rolling out of agents	Agents to be rolled out manually by bidder.
128	2. Detailed Scope of Work	II. Digital Rights Management	58	The vendor needs to integrate/re-integrate the DRM API Licenses for the applications during the course of the contract as and when any applications are commissioned/ decommissioned/ upgraded as applicable.	Please confirm the list of applications for integration with DRM solution	The list of applications will be provided to successful bidder.
129	3. Sizing Requirements	Digital Rights Management	59	3000 Windows Endpoints 1000 API Licenses for in-scope applications	Which type of windows systems are deployed at LIC? (E.g. - windows 10 etc)	DRM solution should support Windows 7 and above.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
130	3. Sizing Requirements	Digital Rights Management	59	3000 Windows Endpoints 1000 API Licenses for in-scope applications	Please confirm if the all the windows endpoints are in DC and DR or is it spread across multiple locations. If it is spread across multiple locations, please share the list of locations for 3000 windows endpoints	The list of windows endpoints will be provided to successful bidder.
131	3. Sizing Requirements	Digital Rights Management	59	3000 Windows Endpoints 1000 API Licenses for in-scope applications	Our understanding is all windows endpoints are desktops and there are no laptops. Please confirm	Endpoints can be desktops or laptops
132	3. Sizing Requirements	Digital Rights Management	59	3000 Windows Endpoints 1000 API Licenses for in-scope applications	Our understanding is there are no roaming users. If yes, how many of 3000 windows endpoints are roaming users	There are no roaming users

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
133	• Penalties on Non-Performance of SLA during contract period:	point 1	65	System Availability Uptime percentage is calculated on a monthly basis for the solutions. In the event of any hardware issues, the Bidder must guarantee the availability of replacement devices to meet the SLAs	Our understanding is LIC will provide the required the required underlying infra as the clause mentioned in page 22 point no iv. Hence the hardware related issues will be taken care by the existing vendor/partner of LIC. Hence request LIC to exempt bidder from penalty for hardware or any other component provided by LIC	Hardware issues related to pure Hardware /server VM will be taken care by Co-operating system and software provided by bidder will be within purview of bidder
134	• Penalties on Non-Performance of SLA during contract period:	point 12	67	Data retrieval from offline storage	Our understanding is LIC will provide the required offline storage and backup required for the proposed solution. Please confirm	The understanding is correct.
135	DRM Implementation SLA	point 5	70	The duration of logs and data are retained within the DLP system before rotation or archiving.	Our understanding is LIC will provide the required tool for rotation and archiving. Please confirm	Tool to be provided by bidder for DRM system
136	DRM Implementation SLA	point 6 and point 7	70	How often data should be backed up to ensure recoverability  To Check the backup restoration effectiveness	Our understanding is LIC will provide the required tool for backup and restore. Please confirm	Backup tool is to be provided by bidder

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
137	Annexure D: Technical Scoring	point 2	86	The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP. Above 5 years -> 10 Marks 3 - 5 years -> 5 Marks (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)	Request to amend the clause as below -  The <b>Bidder/OEM</b> should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP. Above 5 years -> 10 Marks 3 - 5 years -> 5 Marks (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)	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
138	Annexure D: Technical Scoring	point 3	86	<p>The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting the DRM Solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC.</p> <p>Every Additional reference-&gt; 5 Marks subject to maximum of 30 marks 2 references -&gt; 20 Marks</p> <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>	<p>Request you to amend the clause as below -</p> <p>The <b>Bidder/OEM</b> should have minimum of <b>3 years</b> of experience in supplying, implementing, and supporting the DRM Solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC.</p> <p>Every Additional reference-&gt; 5 Marks subject to maximum of 30 marks 2 references -&gt; 20 Marks</p> <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>	Please refer to modifications, clarifications, addendum, etc.



S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
139	Annexure D: Technical Scoring	point 4	86	<p>The bidder must have supplied, installed, implemented, and managed the DRM solution for a minimum of 1000 endpoints in PSU/Government/BFSI. Every Additional reference-&gt; 5 Marks subject to maximum of 30 marks 2 references -&gt; 20 Marks</p> <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>	<p>Request you to amend the clause as below -</p> <p>The <b>bidder/OEM</b> must have supplied, installed, implemented, and managed the DRM solution for a minimum of <b>500</b> endpoints in PSU/Government/BFSI. Every Additional reference-&gt; 5 Marks subject to maximum of 30 marks 2 references -&gt; 20 Marks</p> <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>	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
140	Annexure D: Technical Scoring	point 5	86	The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on DRM Solution on their payroll with relevant certifications Every Additional Resource - > 2 Marks subject to maximum of 20 marks 20 Resources -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on DRM Solution on their payroll with relevant certifications Every Additional Resource -> 2 Marks subject to maximum of 20 marks <b>5 Resources</b> -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	Please refer to modifications, clarifications, addendum, etc.
141		Annexure C: Eligibility Criteria	84	The bidder must have a minimum of 20 IT Security permanent professionals with relevant internationally recognised certifications and experience in DRM Solution on their payroll. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	The bidder must have a minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM). and experience in DRM Solution on their payroll.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
14 2	Suggestion	Make in India		As per the Gov of India Ministry of Commerce and Industry Department for Promotion of Industry and Internal Trade No P-45021/2/2017-PP (BE-II) whereas it is the policy of Gov of India to encourage "Make in India" and promote manufacturing and production of goods and services in India with view to enhancing income and employment	We hence request to include clause that OEM should be make in India.	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
143	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	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.	<p>For wider participation, request to amend it as below:-  The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation &amp; Amortization) in any 2 years out of 03 (three) financial years preceding the date of this RFP.</p> <p>Justification:- Due to COVID which was world crisis, business affected, and profit declined. Hence request to consider operating profit for any 2 years out of 03 (three) preceding financial years preceding the date of this RFP.</p>	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
144	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The Bidder should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Request to amend the clause as:  The Bidder should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organizations in PSU/Government/Private/BFSI Sector.	Please adhere to RFP clause
145	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The bidder should submit details as per format under Annexure E along copies of the Letter of acceptance (LoA)/work order/ contract and completion certificate confirming relevant experience. The project completion date should be earlier than 3 years as on the date of this RFP.	Request to amend the clause as:  The bidder should submit details as per format under Annexure E along copies of the Letter of acceptance (LoA)/work order/ contract or completion certificate confirming relevant experience.	Please adhere to RFP clause

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
146	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Request to amend the clause as:  The Bidder should have supplied, implemented and supported the proposed Digital Rights Management (DRM) to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India.	Please refer to modifications, clarifications, addendum, etc.
147	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 1000 users in each organization during the last 3 years preceding to the date of the RFP.	Request to amend the clause as:  The product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations in each organization during the last 3 years preceding to the date of the RFP.	Please refer to modifications, clarifications, addendum, etc.

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
148	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The bidder must have a minimum of 20 IT Security permanent professionals with relevant internationally recognized certifications and experience in DRM Solution on their payroll. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Request to amend the clause as:  The bidder must have a minimum of 20 IT Security permanent professionals with relevant certifications and experience in DRM Solution on their payroll.	Please refer to modifications, clarifications, addendum, etc.
149	Annexure D: Technical Scoring	Technical Scoring	86	Technical Scoring	Request to amend the Scoring Criteria as per the Above-mentioned requests.	Please refer to modifications, clarifications, addendum, etc.

05-01-2024

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