

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



**Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Administration and Governance Solution**

[Ref: LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023]

**Corrigendum – 7**

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
1	Section 10 - Earnest Money Deposit (EMD)	Point (iii)	23	EMD shall be valid for a period of fifteen months from the date of release of RFP	EMD shall be valid for a period of 12 months from the date of submission.
2	Section E: Scope of Services	6. Project Timelines	58	6. Project Timelines	Please refer to Appendix - 2: Revised Project Timelines
3	Section G - Payment terms and conditions	-	68	Section G - Payment terms and conditions	Please refer to Appendix - 3: Revised Section G - Payment terms and conditions
4	Section A: Introduction	4. Activity Schedule - Bid Processing Fee (Non-Refundable):		IFSC Code: UBIN0902217s	IFSC Code: UBIN0902217
5	Section B: Invitation for Request Proposal	7. General Instructions	15	9. 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 M.	9. 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.
6	Section B: Invitation for Request Proposal	6. Eligibility Criteria	15	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.	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.
7	Annexure C	Eligibility Criteria	75		

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				Annexure G on company letter head duly filled and signed by the authorized signatory of the bidder.	Annexure H on company letter head duly filled and signed by the authorized signatory of the bidder.
8	Section E: Scope of Services	7.Service Level Agreements (SLAs)	59	7.Service Level Agreements (SLAs)	Please refer to Appendix - 4: Revised Service Level Agreements (SLAs)
9	Section C: Instructions to Bidders (ITB)	10. Earnest Money Deposit (EMD)	23	<p>i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails</p> <p>i. To sign the Contract; or</p> <p>ii. To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or</p> <p>iii. to furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure P)</p>	<p>i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails</p> <p>i. To sign the Contract; or</p> <p>ii. To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or</p> <p>iii. to furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure Q)</p> <p>iv. Bidders seeking EMD exemption should submit Annexure W - Bid Securing Declaration Form</p>
10	Section C: Instructions to Bidders (ITB)	21. Confidentiality and privacy	29	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.	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 Q.
11	Section C: Instructions to Bidders (ITB)	2. Submission of Bids	18	E-Tendering Online bids are hereby invited for the works mentioned through online e- Tendering System portal <a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a> 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.	E-Tendering Online bids are hereby invited for the works mentioned through online e-Tendering System portal <a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a> 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 S for Online Tendering Guidelines.
12	Section F: General Terms &	2. Site Not Ready Cases	62	f. In case of any short shipment/equipment not	f. In case of any short shipment/equipment not

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
	Conditions			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.	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 Section 7- Service Level Agreements (SLAs) will be applicable.
13	Section C: Instructions to Bidders (ITB)	11. Opening of Bids	24	ii. For the bids received within the specified closing date and time in the Activity Schedule, the outer sealed envelope shall be opened by the Tender Opening Committee (TOC) in the presence of bidders or their authorized representatives who choose to attend the opening of the bids on the specified date, time and venue as given in the Activity Schedule (maximum two representatives per bidder will be permitted in each of the bid openings).	ii. For the bids received within the specified closing date and time in the Activity Schedule, the outer sealed envelope shall be opened by the Tender Opening Committee (TOC) in the presence of bidders or their authorized representatives who choose to attend the opening of the bids on the specified date, time and venue as given in the Activity Schedule (maximum two representatives per bidder will be permitted in each of the bid openings). The bidders who wish to attend the Eligibility & Technical bid opening should send a request to mail id: <a href="mailto:iga_rfp@licindia.com">iga_rfp@licindia.com</a>
14	Section B: Invitation for Request for Proposal	7. General Instructions	16	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: <a href="http://https://www.cvc.go">http://https://www.cvc.go</a>	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: <a href="https://dtf.in/wp-content/files/CVC_Circular_dated_25.01.2022_-">https://dtf.in/wp-content/files/CVC_Circular_dated_25.01.2022_-</a>

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				<a href="v.in/sites/default/files/sopdt%2025.01.22_0.pdf">v.in/sites/default/files/sopdt%2025.01.22_0.pdf</a>	<u>Adoption and implementation of Integrity Pact - revision of eligibility criteria and process of nomination of Independent External Monitors.pdf</u>
15	Section C: Instructions to Bidders (ITB)	2. Submission of Bids	20	xxvi. If any compliance or clarification sought by LIC is not submitted within 2 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.	xxvi. If any compliance or clarification sought by LIC is not submitted within 6 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.
16	Section C: Instructions to Bidders (ITB)	12. Evaluation process for selection of bidder – c) Notification of Award:	24	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. Within 30 days of notification of award from LIC, the Bidder will furnish Performance Bank Guarantee, valid for the entire contract period. After the submission of Performance Bank Guarantee by the successful Bidder, the Bidder will be required to enter into a contract with LIC. In case the selected bidder fails to submit performance guarantee within the time and manner stipulated, LIC at its discretion may cancel the notification of award placed on the selected bidder without giving any notice whatsoever.	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. Within 28 days of notification of award from LIC, the Bidder will furnish Performance Bank Guarantee, valid for the entire contract period. After the submission of Performance Bank Guarantee by the successful Bidder, the Bidder will be required to enter into a contract with LIC. In case the selected bidder fails to submit performance guarantee within the time and manner stipulated, LIC at its discretion may cancel the notification of award placed on the selected bidder without giving any notice whatsoever.
17	Section H: Enclosures	Annexure G: Commercial Bid (Indicative Pricing)	100	Annexure G: Commercial Bid (Indicative Pricing)	Please refer to Revised - Annexure G - Commercial Bid (Indicative Pricing) - v2
18	Section C: Instructions to Bidders (ITB)	24. Performance Bank Guarantee (PBG)	31	a) After finalization of the RFP process, the selected bidder should	a) After finalization of the RFP process, the selected bidder should submit an

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				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).	unconditional and irrevocable Performance Bank Guarantee (from a scheduled/ nationalized Public Sector Bank acceptable to LIC and having Branches in Mumbai) equal to 5% of the total Contract Value. The required PBG should be submitted to LIC within 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).
19	Enclosures	Annexure K: Performance Bank Guarantee	72	Annexure K: Performance Bank Guarantee	Please refer to Appendix - 5: Revised Annexure K: Performance Bank Guarantee
20	Enclosures	-	72	-	Please refer to Appendix - 6: Annexure W - Bid Securing Declaration Form  (To be submitted as part of Eligibility Bid)
21	Section A: Introduction	1.Definitions	6	<b>Contract Value</b> - The contract value will be calculated based upon Quality and Cost Based System (QCBS) Selection.	<b>Total Contract Value (TCV) /Total Cost of Ownership (TCO)</b> - The total value of commercial bid made by the successful vendor.
22	Section A: Introduction	1.Definitions	6	<b>Successful Bidder</b> - The successful Bidder/s to whom LIC notifies the award of contract which will be decided by QCBS.	<b>Successful Bidder</b> - The successful Bidder/s to whom LIC notifies the award of contract.
23	Section C: Instructions to Bidders (ITB)	12. Evaluation process for selection of bidder	24	12. Evaluation process for selection of bidder	Please refer Appendix - 7: Revised Evaluation process for selection of bidder
24	Section C: Instructions to Bidders (ITB)	12. Evaluation process for selection of bidder	26	13. Online Reverse Auction	Please refer Appendix - 8: Revised Online Reverse Auction
25	Table of Contents	3. Abbreviations	7	3. Abbreviations	2. Abbreviations
26	Table of Contents	4. Activity Schedule	11	4. Activity Schedule	3. Activity Schedule
27	Enclosures	Annexure T: Land Border Declaration	122	The Executive Director (IT/SD), Life Insurance	The Executive Director (IT/SD), Life Insurance Corporation

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				Corporation of India, IT-BPR Department, Central Office "Jeevan Seva Annexe", 2nd Floor S.V.Road, Santacruz West, Mumbai – 400054	of India, IT-SD Department, Central Office "Jeevan Seva Annexe", 2nd Floor S.V.Road, Santacruz West, Mumbai – 400054
28	Enclosures	Annexure P: Contract Form	111	SIGNED, SEALED AND DELIVERED  By _____  The Executive Director (IT-BPR) Of the within named <b>Life Insurance Corporation of India</b> , The party of the first part above named  on _____ day of 2023	SIGNED, SEALED AND DELIVERED  By _____  The Executive Director (IT- SD) Of the within named <b>Life Insurance Corporation of India</b> , The party of the first part above named  on _____ day of 2023
29	Enclosures	Annexure S: Online Tendering Guidelines Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)	120	<b>Submission of Earnest Money Deposit: (When applicable)</b> <ul style="list-style-type: none"> <li>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.</li> <li>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/BPR), Central office, Life Corporation of India, 'Jeevan Seva Annexe, S V Road ,Santacruz West, Insurance Mumbai - 400054 in the sealed</li> </ul>	<b>Submission of Earnest Money Deposit: (When applicable)</b> <ul style="list-style-type: none"> <li>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.</li> <li>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), Central office, Life Corporation of India, 'Jeevan Seva Annexe, S V Road ,Santacruz West, Insurance Mumbai - 400054 in the sealed envelope within the time &amp;date as mentioned in Key Dates of e-Tender, otherwise your BID will not</li> </ul>

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				<p>envelope within the time &amp; date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.</p> <ul style="list-style-type: none"> <li>Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.</li> </ul>	<p>be evaluated / scrutinized.</p> <ul style="list-style-type: none"> <li>Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.</li> </ul>
30	A. Activity Schedule	Contact Details	11	Mr. Deepak Deshpande, Deputy Secretary (IT/SD) Telephone No. 0226709 0485	Mr. Kulen Kalita 022-67090530 Mr. Gaurav Kohli 022-67090354

These amendments will form a part of the RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Administration and Governance Solution, LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17 November 2023. All the bidders are requested to take note of the amendments and respond accordingly.

**Appendices:**

- Appendix - 1: Pre-Bid Response
- Appendix - 2: Revised Project Timelines
- Appendix - 3: Revised Section G - Payment terms and conditions
- Appendix - 4: Revised Service Level Agreements (SLAs)
- Appendix - 5: Revised Annexure K: Performance Bank Guarantee
- Appendix - 6: Annexure W - Bid Securing Declaration Form
- Appendix - 7: Revised Evaluation process for selection of bidder
- Appendix - 8: Revised Online Reverse Auction

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

**01.03.2024**

**APPENDICES**

• **Appendix - 1: Pre-Bid Response**

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
1	Section G - Payment terms and conditions	Milestones 1	68	Delivery of Software	Is LIC expecting the delivered software to be a perpetual license key or a term license that totals the 5 years subscription cost?	Bidder to propose the best option for LIC. LIC is fine with both options.
2	Section G - Payment terms and conditions	Milestones 5	69	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	How does LIC plan to pay for Software license that are procured post go Live?	Please be guided by the RFP.
3	Annexure C	4 and 5	75	Bidder / OEM phrase used	In order to meet the eligibility criteria defined in row 4 and row 5, Should we interpret Bidder Forward slash (/) OEM as Bidder OR OEM? ie Either Bidder or OEM should meet the criteria?	Either the bidder or OEM should meet the criteria.
4	Annexure C	6	75	During the last 5 years from the date of this RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) organization in PSU/Government/Private/BFSI Sector in India for minimum 20000 users in each organization.	For this criteria would it suffice if OEM or System integration provides the PO proof?	Relevant evidences showcasing implementation of proposed IGA OEM solution should be submitted.
5	5 - Resource deployment	Row 5 - Managed services support	57	Manage Service Support (12x5) for 5 year	Can LIC provide clarity on the overall coverage (L1, L2 and L3 ) requested for weekday and weekend?	Please refer to the Corrigendum - 4



#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
6	Section H	Annexure H: Manufacturer's Authorization Form (MAF)	101	<p>We _____</p> <p>_____ (OEM) who are established and reputed manufacturers of _____</p> <p>_____ (Equipments) having factories/Depot at _____</p> <p>_____ and _____</p> <p>_____ confirms that, M/s _____</p> <p>_____ (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:</p> <p>a) Resell and/or distribute _____ (OEM) products and/or services in India to end users within that Territory.</p> <p>b) Bid, negotiate and conclude a contract with LIC of India for the above products/services manufactured or supplied by _____ (OEM).</p>	In case both OEM and Bidder has global agreement with their entities based abroad in another countries, do we need MAF for India-India entities or Global MAF is sufficient?	MAF to be submitted for LIC as per format provided in RFP.
7	Section H	Annexure H: Manufacturer's Authorization Form (MAF)	101	Format of MAF	Can Bidder change the format of MAF and address the basic criteria of End of Support & back-to-back support?	Please be guided by the RFP
8	Section H	Annexure U: Make in India Certificate	123	are local supplier meeting the requirement of minimum local content	What is the formula of calculating the local content considering bidder based out at India and Global OEM which has India development center?	Please be guided by the RFP
9	Section H	Annexure V: Format for Self-Declaration regarding	124	Format of Annexure	In case the bidder is the System Integrator then is this annexure applicable to bidder or OEM who owns the IPR of the product?	The OEM needs to provide the captioned Annexure.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
		'local supplier' for Cyber Security Products				
10	Section H	Annexure V: Format for Self-Declaration regarding 'local supplier' for Cyber Security Products	124	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.	The product binaries are copyright of the OEM, as a part of this engagement on configuration files, jars, and code base can be shared for verification but not the code of the product? Please clarify this point	Please be guided by the RFP
11	Section E - Scope of Services	7: Service Level Agreements (SLAs)	60	Parameter: Device integration with IGA Definition: All the new IT systems, software, applications that are being implemented in the LIC infrastructure should be integrated with IDAM before going live. Target Service Level: 100% device coverage	What types of devices which needs to be integrated how much is the expected count?	It refers to the applications in scope to be integrated with the IGA Solution. The count of applications is provided in the RFP.
12	Section E - Scope of Services	7: Service Level Agreements (SLAs)	59	Parameter: Security Bug/ vulnerability / enhancements etc. Definition: Applying of software updates, patches, and security fixes to remediate the bugs/vulnerabilities in the IGA system reported as part of the VAPT activities. Target Service Level: Critical (2 Working Day), Non-Critical (6 Working Days)	Is this penalty applicable to System Integrator? The product related issues are owned by OEM and in the event of delay from OEM will System Integrator be penalize?	The penalty will be applicable to the bidder.
13	Section E - Scope of Services	7: Service Level Agreements (SLAs)	59	Parameter: Replacement/Repair Definition: Process for replacing or repairing hardware/components in the event of system failure. Target Service Level: Replacement within 24 hours	Is this penalty applicable to System Integrator? The Hardware related issues are owned by OEM and in the event of delay from OEM will System Integrator be penalize?	The penalty will be applicable to the bidder.
14	Section	Annexure L	72 and	-	On the Annexure L (Pg. 105 of	Please be

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
	H		105		<p>the RFP document) it is mentioned that it is only applicable to bidders who will take part in online reverse auction which we believe will be done by shortlisting after the technical scoring and technical presentations are done.</p> <p>But on Section H Enclosures (Pg 72 of the RFP document) there it is ticked marked as a requirement for technical bid.</p> <p>So a clarification is required as to include the Annexure L by just printing it out and signing in technical Bid or not to add it in technical bid.</p>	guided by the RFP

• **Appendix - 2: Revised Project Timelines**

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	<b>Delivery Phase:</b> 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 + 8 Weeks = T1
3	<b>Current State Understanding:</b> Gain a comprehensive understanding of the current state of IGA processes, design the future state architecture and processes for IGA, create procedures, and develop a roadmap for implementation.	T1 + 8 Weeks = T2
4	<b>Installation Phase:</b> Standard deployment of the IGA solution in both Pre-Production and Production environments, IGA use cases design and sign-off	T2 + 12 Weeks = T3
5	<b>Pilot Phase (Configuration):</b> Execute the IGA implementation and configuration in production environment, including the onboarding of one sample application and the development and demonstration of finalized use cases for it.	T3 + 8 Weeks = T4
6	<b>Production/Implementation Phase:</b> Production roll-out and 50 applications onboarding as per scope with automated IGA use cases. Bidder to prepare a project plan for implementation of 50 in-scope applications ensuring minimum 10 applications per quarter are integrated with IGA solution.	T4 + 52 Weeks = T5
7	<b>Operations Phase:</b> Onboarding of additional 120 applications as per scope. Manage Service Support 12x5 (L1, L2 and L3)	From T4 Till end of Contract

• **Appendix - 3: Revised Section G - Payment terms and conditions**

The Payment shall be made as per below terms:

- 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.

#	Description	Milestone	Payment
1	IGA Software & Licenses	Delivery & Installation	30% of the IGA Software & Licenses
		Completion of Pilot Phase	30% of the IGA Software & Licenses
		Completion of Production/ Implementation Phase	30% of the IGA Software & Licenses
		Project Completion & Sign-Off	10% of the IGA Software & Licenses
2	Other Software Component (if any)	Delivery & Installation	40% of the Other Software Component
		Completion of Pilot Phase	30% of the Other Software Component
		Completion of Production/ Implementation Phase	20% of the Other Software Component
		Project Completion & Sign-Off	10% of the Other Software Component
3	Other Hardware Component (if any)	Delivery & Installation	50% of the Other Hardware Component
		Completion of Pilot Phase	20% of the Other Hardware Component
		Completion of Production/ Implementation Phase	20% of the Other Hardware Component
		Project Completion & Sign-Off	10% of the Other Hardware Component
4	Implementation Cost	Completion of Pilot Phase	40% of Implementation Cost
		Completion of Production/ Implementation Phase	50% of Implementation Cost
		Project Completion & Sign-Off	10% of Implementation Cost
5	Onsite Services	Quarterly basis	Quarterly basis at the end of each quarter

#	Description	Milestone	Payment
	OEM Support & Yearly Audit	Yearly basis	At end of each year.
6	AMC/ATS/Subscription	Yearly basis from 2 <sup>nd</sup> Year Onwards	At beginning of each year.

Documents to be produced for release of payment:

- **Delivery & Installation:**
  - Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount).
  - The proof of payment of GST, VAT, Octroi, Entry Tax (wherever applicable)
  - Delivery Challans “Proof of Delivery” in original
  - Delivery Certificates for Software licenses
  - Verification of deliverables as per scope and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai.
  - Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents.
  - Certificate by the bidder that software licenses comply with OEMs guidelines/requirements.
  - Sign-off certificate from LIC on completion of respective milestone.
  
- **Completion of Pilot Phase:**
  - Invoice for Balance amount.
  - Verification of deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai.
  - Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents etc.
  - OEMs certification of the deployment being in accordance with the scope of work.
  - 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.
  - Sign-off certificate from LIC on completion of respective milestone.
  
- **Completion of Production/Implementation Phase:**
  - Invoice for Balance amount.
  - Verification of deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai.
  - OEMs certification of the deployment being in accordance with the scope of work.
  - Receipt of completion of activities as part of production phase & sign-off duly signed and stamped by the Bidder, and counter-signed by the officials of IT dept., LIC Central Office.
  - Sign-off certificate from LIC on completion of respective milestone.
  
- **Project Completion & Sign-Off**
  - Proper documentation (soft & hard copy) for the full project (product wise) should 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.
  - Sign-off certificate from LIC on completion of respective milestone.
  
- **Onsite Services:**
  - Bidder shall quote the number of L1, L2, L3 resources to be deployed onsite to deliver the scope of RFP in the Annexure G - Commercial Bid (Indicative Pricing). Payment will be made for the actual count of deployed resources on pro-rata basis, subject to adherence to SLA terms. However, the bidder will have to keep a sufficient pool of L1, L2, L3 resources at no additional cost to maintain the quoted number of resources as minimum.

- Onsite Services will start after successful completion of the Pilot Phase and the amount quoted for first year onsite services will be applicable for one year from date of Pilot Phase completion.
  - After the expiry of one year from the completion of pilot phase, the payment of the onsite services of 2<sup>nd</sup> Year quoted amount will be applicable for the next year and so on.
  - Invoice for the amount payable quarterly.
  - Performance Report of the onsite Personnel.
  - Verification of 'Service level agreements' defined in this RFP.
  - OEM Yearly Audit Report.
- **AMC/ATS/Subscription:**
    - Invoice for the amount payable yearly.
- 4) All the above defined payments shall be made subject to fulfilment of SLA terms.
- 5) 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.
- 6) 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.
- 7) 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.
- 8) 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.
- 9) 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.
- 10) 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.
- 11) 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.
- 12) 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.
- 13) Maintenance during Warranty Period:
- a) The Bidder shall attend to calls and arrange to solve the problems within the stipulated time lines 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.

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.

• **Appendix - 4: Revised Service Level Agreements (SLAs)**

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

Sr. No.	Description	Penalty
1	Delay in delivery of all equipment (hardware and/or software as submitted in the BoQ).  *The delivery of the last equipment and penalty will be applicable accordingly.	0.25% of the value of the undelivered equipment (hardware and/or software) per week of delay or a part thereof.
2	Delay in Completion of Current State Understanding phase	0.25% of TCO per week of delay or a part thereof.
3	Delay in completion of the installation phase.	0.25% of TCO per week of delay or a part thereof.
4	Delay in completion of the Pilot phase.	0.25% of TCO per week of delay or a part thereof.
5	Delay in completion of the Production /Implementation phase.	0.25% of TCO per week of delay or a part thereof.
6	<b>Parameter:</b> Uptime (bidder to submit monthly report generated by the solution) <b>Definition:</b> The percentage of time the IGA system is expected to be operational and available. <b>Target Service Level:</b> 99.99% per month	1% of the quarterly operation phase/onsite support charges of every 0.1% decrease of system uptime.
7	<b>Parameter:</b> Incident Response and Resolution Time <b>Definition:</b> The time it takes for the service provider to respond and resolve to different incident priority levels. <b>Target Service Level:</b> Refer to Support SLA section below.	Penalty (% of quarterly operation phase/onsite support charges) for missing the incidents will be as follows:  <b>Critical &amp; High:</b> <input type="checkbox"/> 1-3 events: 2% <input type="checkbox"/> 4-6 events: 4% <input type="checkbox"/> 7-10 events: 6% <input type="checkbox"/> 11 and above events: 10%  <b>Medium &amp; Low:</b> <input type="checkbox"/> 1-3 events: 1% <input type="checkbox"/> 4-6 events: 2% <input type="checkbox"/> 7-10 events: 3% <input type="checkbox"/> 11 and above events: 5%
8	<b>Parameter:</b> Data Retention Period <b>Definition:</b> The duration logs and data are retained within the IGA system before rotation or archiving. <b>Target Service Level:</b> 3 months, 1 year retention	2% of the quarterly operation phase/onsite support charges of every instance reported.
9	<b>Parameter:</b> Backup Frequency <b>Definition:</b> How often data should be backed up to ensure recoverability. <b>Target Service Level:</b> Daily Incremental and Weekly Full Backup	2% of the quarterly operation phase/onsite support charges of every instance reported.
10	<b>Parameter:</b> Software Updates <b>Definition:</b> Frequency of applying software updates, patches, and security fixes to the IGA system.	If the patches/signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM and approval from

Sr. No.	Description	Penalty
		LIC, it will attract a penalty of 0.5% of the quarterly operation phase/onsite support charges for each week of delay or part thereof.
11	<p><b>Parameter:</b> Security Bug/ vulnerability / enhancements etc.</p> <p><b>Definition:</b> Applying of software updates, patches, and security fixes to remediate the bugs/vulnerabilities in the IGA system reported as part of the VAPT activities.</p> <p><b>Target Service Level:</b> Critical (2 Working Day), Non-Critical (6 Working Days)</p>	<p>2% of the quarterly operation phase/onsite support charges on non-compliance after the timelines for critical vulnerabilities.</p> <p>1% of the quarterly operation phase/onsite support charges on non-compliance after the timelines for non-critical vulnerabilities.</p>
12	<p><b>Parameter:</b> Replacement/Repair</p> <p><b>Definition:</b> Process for replacing or repairing IGA components in the event of system failure</p> <p><b>Target Service Level:</b> Replacement within 24 hours</p>	0.25% of TCO for every 1 hour of delay or part thereof.
13	<p><b>Parameter:</b> Reporting Frequency</p> <p><b>Definition:</b> Frequency and content of security reports, incident summaries, and performance metrics.</p> <p><b>Target Service Level:</b> Daily, Weekly and Monthly reports to be submitted by next working day.</p>	1% of the quarterly operation phase/onsite support charges on non-compliance for each instance.
14	<p><b>Parameter:</b> Custom Connectors</p> <p><b>Definition:</b> Build all the custom connectors for unsupported components including inhouse developed applications or new procured device within 14 Days of deployment. LIC will provide reasonable support and arrange for discussions with vendor.</p> <p><b>Target Service Level:</b> 100% coverage</p>	0.1% of TCO per week of delay or part thereof.
15	<p><b>Parameter:</b> Device/Application integration with IGA.</p> <p><b>Definition:</b> All the in-scope/upcoming IT systems, software, applications are/being implemented in LIC infrastructure should be integrated with IGA. LIC will provide reasonable support and arrange for discussions with vendor.</p> <p><b>Target Service Level:</b> 100% device coverage</p>	0.1% of TCO per week of delay or part thereof.
16	<p><b>Parameter:</b> Onsite Support Resources</p> <p><b>Definition:</b> The on-site Personnel or his designated substitute as quoted in the bid should be present in LIC's premises as per the RFP conditions.</p> <p><b>Target Service Level:</b> 100% compliance</p>	0.5% of the quarterly operation phase/onsite support charges on non-compliance.

**Support SLA:**

Incident Priority	Priority	Response	Resolution	Example
P1	Critical	30 minutes	4 hours	Production issue that severely impacts Customer use of complete solution capabilities and impacting the entire or majority of the Customer organization. The situation halts Customer business operations,

Incident Priority	Priority	Response	Resolution	Example
				and no procedural workaround exists.
				Solution service is down or unavailable.
				Customer data is corrupted or lost and must be restored from backup.
				A critical documented feature / function is not available.
P2	High	1 Hour	12 hours	Major solution functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of Customer business operations and no reasonable workaround exists.
				Solution capabilities are operational but exhibit highly degraded performance to the point of major impact on usage.
				Important features of the solution are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
P3	Medium	6 hours	48 hours	There is a partial, non-critical loss of use of the solution with a medium-to-low impact on Customer Cyber, but Customer business continues to function. Short-term workaround is available, but not scalable.
P4	Low	24 Hours	72 Hours	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, best practice, installation or configuration, bug affecting a small number of users. Acceptable workaround available.

- 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 during delivery, installation, pilot and implementation phase shall not exceed 10% of the TCO.
  - The total penalty for any quarter during operations phase shall not exceed 100% of the quarterly charges payable for onsite and offsite support for that quarter.



• **Appendix - 6: Annexure W - Bid Securing Declaration Form**

**Annexure W - Bid Securing Declaration Form**

**(Notarized on stamp paper/franked of Rs 500)**  
**(To be provided by MSE's not submitting EMD in the form of BG)**

RFP Ref: LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023

Date: XX/XX/XXXX

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

**Re: RFP/Tender for Onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution, RFP Ref: LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023**

I/We The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Bank Guarantee, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signature of the Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company

Duly authorized to sign this Authorization on behalf of: [complete name of Bidder]

Dated on \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

• **Appendix - 7: Revised 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 for meetings with the Bidders to seek clarifications on their bids.
  - 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.

Within 28 days of notification of award from LIC, the Bidder will furnish Performance Bank Guarantee, valid for the entire contract period. After the submission of Performance Bank Guarantee by the successful Bidder, the Bidder will be required to enter into a contract with LIC. In case the selected bidder fails to submit performance guarantee within the time and manner stipulated, LIC at its discretion may cancel the notification of award placed on the selected bidder without giving any notice whatsoever.
- 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., 0.10

- 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) 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".



• **Appendix - 8: Revised Online Reverse Auction**

- a) After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.
- b) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- c) The commercial figure quoted will be an all-inclusive figure – inclusive of out-of-pocket expenses, traveling, boarding, lodging, all taxes, duties, license fees, road permits and transit insurance etc., except GST. No such expenses will be reimbursed separately.
- 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) 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.
- f) Any conditional bid may be rejected.
- g) The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.
- h) LIC will provide web-based E-tender system for ORA.
- i) 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.
- j) 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.
- k) LIC will determine the Start Price and other parameters for the Reverse Auction on its own and/ or by evaluating the price band information available in the (indicative) commercial bids of the technically qualified bidders based on the lowest quote received in the indicative commercial bids.
- l) During reverse auction, the participating vendors shall input only the total cost that they have to offer.
- m) The bid price shall be in Indian Rupees.
- n) Errors & Rectification: Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.
- o) 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.
- p) Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.)
- q) The bidder with the L1 Quote, post the Online Reverse Auction and Commercial evaluation will be declared L1 Bidder.

- r) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 business days (excluding Saturdays, Sundays and Holidays under Negotiable Instruments (NI) Act. as applicable in Maharashtra), failing which LIC reserves the right to reject the bid.
- s) The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material/ Indicative Commercial Bid, even when the total price has reduced in the auction. Any significant reduction in the cost of Expert Services/ Professional Support/ Training/ OEM Services/ Manpower deployment is not desired during reverse auction. LIC may require the bidder to justify and maintain reasonableness of cost of such items. LIC's decision in this matter shall be final and binding.
- t) The final outcome of the bidding process will be published on the LIC website.
- u) In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid and EMD.
- v) 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 theretovide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020will 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.