

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



LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

*Request for Proposal (RFP)/Tender Document
For*

Onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools

Date of Release of RFP: 18 December 2023

Last date and time for submission of bids: 20 February 2024, latest by 03:30 PM

Bid opening date and time: 20 February 2024, 04:00 PM

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

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Section A: Introduction

1. Definitions

LIC	means without limitation the "Life Insurance Corporation of India" (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956) having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai 400 021
Bidder	The person or the firm or company participating in this tender.
RFP	This Request for Proposal Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023 inclusive of any clarifications/corrigenda/addenda to this RFP that may be issued by LIC.
Bid	The Bidder's written submissions in response to the RFP signed by Authorized Signatory of the bidder.
Agreement	The written contract signed between the LIC and the Selected vendor and all the attached documents with respect to any/all deliverables or services contemplated by this RFP. The "Agreement" includes the RFP all addenda/corrigenda issued by LIC, subsequent mutually agreed modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
Authorized Signatory	The person authorized by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the company
Deliverables & Services	Means all services as per scope of work defined in the RFP.
Working Day	Shall be construed as a day excluding Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies, State Governments or Central Government of India
Day	Calendar Day
Clarifications	Means Addenda, corrigenda and clarifications to the RFP
Contract Value	The contract value will be calculated based upon Quality and Cost Based System (QCBS) Selection.
Successful Bidder	The successful Bidder to whom LIC notifies the award of contract which will be decided by QCBS.
Vendor	Means the successful Bidder/s with whom LIC signs the contract for rendering of services required in the RFP.
Specifications	Means all the functional, technical, operational, performance or other characteristics required of a Product or Service found in this RFP or any of the annexure or addendum to the RFP.
"Party" and "Parties"	Each of the parties i.e., LIC and Selected bidder are collectively referred to as the 'Parties' and individually as a 'Party'.
Default Notice	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
Law	Shall mean any Act, notification, bylaws, rules and regulations, directive, ordinance, order or instruction having the force of law, enacted or issued by

	the Central Government and/ or the Government of any state or any other Government or regulatory authority.
L1 Quote	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction 1. If Online Reverse Auction is held as per the conditions of the RFP – Lowest price discovered through Online Reverse Auction 2. If Online Reverse Auction is not held as per the conditions of the RFP - Lowest price discovered through Commercial Bid
Personnel	Means professionals and support staff provided by the Bidder and assigned to perform the Services or any part thereof. Personnel deployed by the Bidder on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan.
Requirements	Shall mean and include the capability, characteristics, attribute or quality of systems as per schedules, details, description and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
Terms of Reference	Means the section which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
Timelines	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
Date of Acceptance	"Date of Acceptance" the system/project shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the Vendor. The date of acceptance of system will be the one stated in the Certificate issued in writing from LIC and duly signed by an authorized official of LIC.
Specified Personnel	Personnel deployed by the Vendor on the project to meet the requirements of the RFP and assigned to perform the services and any part thereof within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan in response to this RFP.

2. Abbreviations

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

Life Insurance Corporation of India - RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools

SN	Terms/ Abbreviations	Meaning/ Interpretation
6	BIA	Business Impact Assessment
7	Bidder	The person or the firm or company participating in this tender.
8	BO	Branch Office of LIC
9	BOM	Bill of Materials
10	CA	Configuration Audit
11	CAPA	Corrective Action and Preventive Action
12	CEH	Certified Ethical Hacker
13	CERT-In	Computer Emergency Response Team – India
14	CIA	Confidentiality, Integrity, and Availability
15	CIRT	Computer Incident Response Team
16	CISA	Certified Information Systems Auditor
17	CISM	Certified Information Security Manager
18	CISSP	Certified Information Systems Security Professional
19	CO	Central Office of LIC
21	Contract	The agreement entered into between LIC and the selected vendor in response to this tender and any or all such attachments and annexure thereto and all documents incorporated by reference therein. It also includes this bid document and its modifications/ clarifications.
22	Contract Value	The contract value will be calculated based upon Quality and Cost Based System (QCBS) Selection.
23	CTH	Cyber Threat Hunting
24	CTI	Cyber Threat Intelligence
25	Date of Acceptance of Purchase order	The date on which the Purchase Order is first communicated to the selected bidder (through e-mail/ letter/ portal).
26	DO	Divisional Office of LIC
27	DRP	Disaster Recovery Planning
28	EMD	Earnest Money Deposit
29	GCCIH	GIAC Certified Incident Handler
30	GIAC	Global Information Assurance Certification
31	GOI	Government of India
32	IEM	Independent External Monitor
33	IRDAI	Insurance Regulatory and Development Authority of India
34	ISMS	Information Security Management System
35	ISO27001 LA	ISO27001 Lead Auditor
36	ISO27001 LI	ISO27001 Lead Implementer
37	ITSM	IT Service Management (ITSM)
38	IVRS	Interactive Voice Response System
39	KGI	Key Goal Indicator
40	KPI	Key Performance Indicator
41	KRI	Key Risk Indicator
42	MeitY	Ministry of Electronics and Information Technology

SN	Terms/ Abbreviations	Meaning/ Interpretation
43	MO	Mini Office of LIC
44	MSME	Micro, Small & Medium Enterprises
45	NBAD	Network Behavior Anomaly Detection
46	NC	Non-Conformities
47	NCIIPC	National Critical Information Infrastructure Protection Centre
48	NDA	Non-Disclosure Agreement
49	NGSOC	Next Generation Security Operations Center
50	NSIC	National Small Industries Corporation
51	OSCE	Offensive Security Certified Expert
52	OSCP	Offensive Security Certified Professional
53	P & IR	Personnel and Industrial Relations Department of LIC
54	P&GS	Pension and Group Superannuation Department of LIC
55	PBG	Performance Bank Guarantee
56	PCAP	Packet Capture
57	PDCA	Plan-Do-Check-Act
58	PO	Purchase Order
59	PMC	Project Management Consultant
60	PSU	Public Sector Undertaking
61	PT	Penetration Testing
62	QSA	Qualified Security Assessor (QSA)
63	RA	Risk Analysis
64	RACI matrix	Responsible, Accountable, Consulted, Informed matrix
65	RPO	Recovery Priority Objective
66	RTO	Recovery Time Objective
67	SDLC	Software Development Life Cycle
68	SI	System integrator
69	SIEM	Security information and event management
70	SLA	Service Level Agreement
71	SME	Subject Matter Expert
72	SO	Satellite Office of LIC
73	SOAR	Security Orchestration, Automation and Response
74	SOC	Security Operations Center
75	SoA	Statement of Applicability
76	SoW	Scope of Work
77	SOP	Standard operating Procedure
78	Supplier	Successful vendor who has accepted purchase order.
79	TOC	Tender opening committee
80	UEBA	User Entity Behavior Analysis
81	VA	Vulnerability Assessment
82	Vendor	Successful bidder
83	VM	Vulnerability Management
84	YoY	Year over Year

SN	Terms/ Abbreviations	Meaning/ Interpretation
85	ZO	Zonal Office of LIC

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, LIC and its employees, contractors, agents, and advisors disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees, contractors, agents or advisors.

- a. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of LIC, is subject to the terms and conditions set out in this RFP.
- b. This RFP is not an offer by LIC, but an invitation to receive responses from the eligible Bidders.
- c. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own research, investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice/clarifications. LIC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- d. LIC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this RFP.
- e. LIC also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- f. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- g. The issue of this RFP does not imply that LIC is bound to select a Bidder or subsequently to award the contract to the shortlisted Bidder, as the case may be, for the project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason.
- h. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the Purchaser. In case any major revisions to this RFP are made by the Purchaser within seven days preceding the last date of submission of the Proposals, the Purchaser may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Purchaser nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.

3. Activity Schedule

Sr. No.	Event/Activity	Details
1	RFP Ref. with date	LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023
2	RFP Release date	18 December, 2023
3	Bid Processing Fee (Non-Refundable)	<p>Non-Refundable fee of Rs 10,000/- + GST (Currently 18% GST). Total Rs 11800/- (Rupees Eleven Thousand Eight Hundred Only) to be paid to Life Insurance Corporation of India using NEFT ("Bid processing fee") The detail of bank account in given below.</p> <p>Name of Bank: Union Bank of India Address: Unit 4C, Mittal Court Premise, Nariman Point Mumbai Name of Beneficiary: Life Insurance Corporation of India, Central Office Bank Account Number: 510101006085031 IFSC Code: UBIN0902217</p> <p>Bid Processing Fee exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs) order 2012 issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate valid as on the date of last date of bid submission as mentioned in this RFP document.</p>
4	Submission of pre-bid queries and participant's detail for pre-bid meeting	<p>30 December, 2023</p> <p>All queries related to this RFP to be sent on co_itnetworkrfp@licindia.com</p>
5	Pre-bid meeting – (maximum 2 representatives from each eligible bidder)	05 January 2024, 11:00 AM at the address given below
6	Address of Communication/ submission pre-bid meeting/opening of bids	LIC of India, Central Office, IT-BPR Department, 2nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santacruz (W), Mumbai – 400054
7	Earnest Money deposit (EMD)	<p>INR 6,00,00,000 (Rupees Six Crores Only)</p> <p>EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document.</p>
8	Mode of submission	Online (www.tenderwizard.com/LIC)
9	Last date & time for submission of bids	20 February 2024, latest by 03:30 PM
10	Bid opening date & time (Eligibility bid)	20 February 2024, 04:00 PM
11	Commercial bid opening date, time & venue	Will be intimated to the technically qualified bidders later.
12	Contact Details	022 – 67090462, co_itnetworkrfp@licindia.com

13	LIC's Official Website (URL)	http://www.licindia.in
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- Any change to the Activity Schedule will be notified through website (<https://licindia.in/web/guest/tenders>, <https://eprocure.gov.in/> and www.tenderwizard.com/LIC) only. Amendments/corrigendum, if any, to this RFP would be hosted on our website only.
- In case the date of an event like last date for submission of bids, opening of bids etc. are declared as holiday in Mumbai, the respective date shall be treated as postponed to the next working day.
- Bidder's representatives should bring their company I-cards for Pre-Bid Meeting and any other meeting connected with this RFP.
- Only a maximum of two authorized representatives from each bidder will be allowed to attend pre-bid meeting and tender opening event and the authorized representative must attend the pre-bid meeting without fail.
- Reverse Auction schedule will be notified on the LIC website (<https://licindia.in/web/guest/tenders>, <https://eprocure.gov.in/> and www.tenderwizard.com/LIC) only.

Section B: Invitation for Request for Proposal

1. Introduction

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

2. Bid Document Availability

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

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

Addenda: Any modification / clarification / corrigenda related to bid document issued by LIC will be in the form of an addendum published on LIC and government website. Prospective respondents are expected to visit the website frequently during the pendency of this RFP process in order to keep themselves updated with any changes/modifications etc. in this regard.

3. LIC Business Hours

The business hours may vary from region to region and may be generally taken to be 8 hrs. from Monday to Friday from 10am to 6pm, excluding holidays, Saturdays, and Sundays. The Vendor however should recognize the fact that they may be required to work beyond the business hours and holidays on need basis. The existing business hours in LIC may change in future, but it can be assumed to be about 48 hours per week.

4. Objective

Life Insurance Corporation of India for enhancing its information security posture intends to onboard an experienced System Integrator (SI) for implementing Threat Detection and Incident Response Solutions within its environment.

5. Overview of RFP

- As part of this RFP, LIC intends to implement a next generation SOC with following technologies seamlessly integrated to each other:
 - I. Security information and event management (SIEM) (with common security data lake for SOAR, UEBA, CTH)
 - II. Next Generation Security Operations Center (NGSOC)
 - III. Security Orchestration, Automation and Response (SOAR)
 - IV. User and Entity Behavior Analysis (UEBA)
 - V. Cyber Threat Hunting (CTH)
 - VI. Cyber Threat Intelligence (CTI)
 - VII. Packet Capture (PCAP)
 - VIII. Network Behavior Anomaly Detection (NBAD)/ Network Detection and Response (NDR)
 - IX. Endpoint Detection and Response (EDR)

For implementing the above-mentioned solutions/ services, the successful bidder shall be responsible for the below phase wise activities:

A. Phase 1 – Planning:

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

B. Phase 2 – Designing:

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

C. Phase 3 - Implementing:

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

D. Phase 4 - Sustaining:

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

The details are covered in the ‘Section E – Scope of Services’ of this RFP.

6. Eligibility Criteria

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

SN	Eligibility Criteria	Documents to be Submitted
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2	The Bidder must have an annual turnover of minimum Rs. 600 Crores per annum during the last 03 (three) years preceding the date of this RFP.	Annual audited balance sheet for last three financial years
3	The bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during the last 03 (three) years preceding the date of this RFP.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.
4	The Bidder should have minimum of 5 years of experience in supplying, implementing and supporting minimum 5 out of the 9 in-scope solutions in a single purchase order related to this RFP to organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.	The bidder should submit details as per format under Annexure E along copies of the Letter of acceptance (LoA)/ purchase order/ work order/ contract/ completion certificate Deployment Certificate issued by client to the bidder/ Particulars confirming relevant experience.
5	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed SIEM OEM (of minimum 60,000 EPS) for a minimum of 01 (one) organisations in PSU/Government/Private/BFSI Sector.	Letter of acceptance (LoA)/ purchase order/ work order/ contract/ completion certificate Deployment Certificate issued by client to the bidder/ Particulars confirming relevant experience.

SN	Eligibility Criteria	Documents to be Submitted
	<p>The proposed OEM product for SIEM should have been successfully running in minimum three organizations with minimum 500 branches distributed across India of minimum 60,000 EPS in the last 5 years preceding to the date of the RFP.</p> <p>It should be a full-fledged captive SOC shall not have outsourced the SOC activities to any other company.</p>	
6	<p>The proposed OEM for the SIEM Solution should figure in the Leaders or Challengers Quadrant of Gartner in the last published report. This clause will not be applicable for the OEMs proposed or quoting of product under the regulations of Make In India.</p>	<p>Latest published Report of Gartner or appropriate documents supporting Make In India Claim.</p>
7	<p>The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed UEBA OEM of minimum 75,000 users for minimum 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.</p>	<p>Letter of acceptance (LoA)/ purchase order/ work order/ contract/ completion certificate Deployment Certificate issued by client to the bidder/ Particulars confirming relevant experience.</p>
8	<p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed EDR OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 30000 endpoints.</p> <p>The proposed OEM product for EDR should have been successfully running in minimum three organizations for minimum 30000 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>
9	<p>Bidders and the proposed OEM should have support center in India with availability of 24x7 onsite, telephonic and remote support.</p>	<p>Complete address of the bidder and OEM along with contact details should be submitted on company letter head duly signed by the authorized signatory of the bidder.</p>
10	<p>The bidder must have a minimum of 100 IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP/ OSCP/ OEM Level Certification.</p> <p>Minimum 25 resources must have OEM Level Certification (preferably of the proposed OEM).</p>	<p>List of resources with following details to be provided on company letter head:</p> <ul style="list-style-type: none"> Name Designation Years of experience Certification name Certification number <p>Certification copies to be attached.</p>
11	<p>The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.</p>	<p>Annexure H on company letter head duly filled and signed by the authorized signatory of the bidder.</p>

SN	Eligibility Criteria	Documents to be Submitted
12	<p>The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI.</p> <p>However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.</p>	Declaration on company letter head duly signed by the authorized signatory of the bidder.

Note:

- The bidders should submit their responses to the eligibility criteria in the format as provided in **'Annexure C – Eligibility Criteria'**.
- Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

7. General Instructions

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

- Pre-Contract Integrity Pact (IP): This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact with LIC, on a stamp paper of Rs. 500, would be eligible to participate in bidding. "Integrity Pact" format is given in Annexure N.

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

Bidders may refer: http://https://www.cvc.gov.in/sites/default/files/sopdt%2025.01.22_0.pdf

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

8. Issue of Corrigendum

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

9. Terms and Conditions

Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP along with its Annexure, clarifications, appendices, addenda, corrigenda issued.

All the terms and conditions and the contents of the RFP along with the Annexure(s), clarifications, appendices, addenda, corrigenda issued will be contractually binding and will form part of the resulting agreement and any purchase orders to be issued to the successful bidder and any resulting contracts with the vendors from time to time as an outcome of this RFP Process

Section C: Instructions to Bidders (ITB)

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

- a) The Bidder is expected to examine all instructions, statements, terms, and specifications in the RFP document as amended from time to time. LIC has made considerable effort to ensure that accurate information is provided in this RFP and the information is given solely to act as guidelines for Bidders.
- b) The bidder who meets the pre-qualification criteria and technical criteria as specified in this document will be short-listed.
- c) Interested entities are advised to study this RFP document carefully before submitting their bids in response to the RFP. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this RFP with full understanding of its terms, conditions and implications.
- d) LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and may request for additional information, if required, from the bidders. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to Bidder or any other person or party.
- e) This document should not be construed as Tender.
- f) Submission of the bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his bid. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent short listing of the successful bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.
- g) Failure to furnish all information required by the bidding documents or submission of a bid not responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- h) Furthermore, during the RFP process, LIC has disclosed or will disclose in the RFP and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda.
- i) If deemed necessary, LIC may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give a presentation for the purpose of clarification of the bid submitted by him.
- j) The Bidder requiring any clarification of the bidding documents should submit written/ email queries within timelines indicated in this document.
- k) At any time prior to the deadline for submission of bids, LIC may modify the bidding document by amendment.
- l) Any clarification issued by LIC will be in the form of an addendum/ corrigendum. The amendment will be binding on all bidders. LIC, at its discretion, may extend the deadline for submission of bids to allow prospective bidders reasonable time to take the amendment into account. Verbal requests for clarification will not be entertained.
- m) A pre-bid meeting will be held with bidders as given in the activity schedule.
- n) In case any bidder does not attend pre-bid meeting, it will be assumed that the bidder(s) has/ have no points in the tender document that need clarification.
- o) Any clarifications/ queries/ suggestions regarding the tender should be conveyed to LIC by the bidder only by email on or before the date mentioned in the activity schedule. LIC may accept or reject the suggestions offered by the bidder.

- p) Queries not received within the time specified may not be entertained by LIC.
- q) LIC may seek clarification/ additional information or document(s) from any bidder related to this RFP and bidder's response must reach LIC within 03 (three) working days by email/ hard copy. All such information and document(s) provided by the bidder will be taken to form part of his/her response.
- r) If any clarification/ document called by LIC is not submitted by the bidder within three (03) working days or incomplete response is received from the bidder, it may lead to rejection of his bid and no further correspondence in this matter will be entertained. However, LIC reserves the right to take a final decision in this regard.
- s) If a Bidder discovers any significant ambiguity, conflict, omission or any other deficiency in this RFP, the bidder should immediately notify the same to LIC in writing or by email before the pre-bid meeting. The queries should necessarily be submitted in the following format, strictly in an excel document:

LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query

- t) For all dates/events pertaining to this RFP, bidders are requested to refer to section A3 - Activity Schedule. Bids received after the stipulated time even on the due date or incomplete in any respect are liable to be rejected.
- u) Wherever reference date is not mentioned, the date of RFP shall be taken as the reference date.

2. Submission of Bids

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

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

ELIGIBILITY, TECHNICAL & COMMERCIAL BID (INDICATIVE) for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools'

LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

Date of Release of RFP Document: 18 December 2023

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

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

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

- xvii. Revised Commercial Bid (If applicable): During evaluation of Technical Bid, if any technical specification/s and/ or scope of work is/ are changed to meet LIC's requirement, all bidders will be informed of the same and asked to submit fresh commercial quotation, duly signed and sealed in a separate cover super-scribed "REVISED COMMERCIAL BID after Technical Review (Indicative Price)".
- xviii. The bid will be treated as legally void and will be rejected if:
- 1) Bid is not signed by the duly authorized person or
 - 2) Bid submitted is unsigned or partially unsigned
 - 3) An image of signature found pasted on pages instead of wet signature or
 - 4) Scanned bid is submitted.
 - 5) Bids are not submitted in respective envelopes as stipulated above
- xix. By submitting a bid, the bidder's signatory certifies that in connection with this RFP:
- The bidder's organization or an agent of the bidder's organization has arrived at the technical offer in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,
 - The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor.
 - No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.
- xx. Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document.
- xxi. Please note that prices must not be indicated in the Technical Bid, failing which the Bid may be rejected.
- xxii. The bidder should not respond to this RFP for this requirement in consortium with any other partner. All such consortium bids will be summarily rejected.
- xxiii. Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP and subsequent modification(s) to this tender, if any.
- xxiv. The Bidders should submit their Bid along with the required documents and Certificates as stated in the Section — Eligibility Criteria or elsewhere in the RFP.
- xxv. During Bid evaluation, if any deviation is observed, LIC may call for clarifications/ confirmations and may decide to accept any deviation at its discretion and the decision of LIC in this matter will be final.
- xxvi. If any compliance or clarification sought by LIC is not submitted within 3 business days of being called for, bids are liable to be rejected. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final and binding.
- xxvii. During scrutiny of technical bid, if any technical specification/s of any item is/are changed by mutual consent to meet our requirement, all the Bidders will be informed of the same and asked to submit fresh quotation for that/those item/s if any.

- xxviii. The Bidder should submit the Bid well before the last date to avoid any inconvenience at the last moment.
- xxix. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.

The Arithmetical errors will be rectified on the following basis If there is a discrepancy between words and figures, the amount in words shall prevail.

3. Technical Bid

The Technical-Bid document should contain the following:

- i. Covering letter (on bidder's letterhead) giving reference of this RFP and consent for acceptance of all the Terms & Conditions of this tender (including modifications, if any, issued subsequently) and mentioning list of all the enclosures.
- ii. Annexure D – Technical Scoring
- iii. Technical specification compliance sheet as per Annexure F (to be given separately in an Excel sheet).
- iv. LIC will be responsible to provide all the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder, included in BoQ and prices quoted for in the Commercial Bid Document.
- v. The bidder must supply a thorough inventory of the hardware components required for the planned implementation of the in-scope solutions. This bill of Quantity (BoQ) as per Annexure R should be itemized separately for all the environments, including DC, UAT and Disaster Recovery (DR). The BoM should include, but is not limited to, the following details:
 - ✓ In Scope solutions Components
 - ✓ Site/Environment
 - ✓ Type (VM/Physical)
 - ✓ OS/DB name other than RHEL and Mysql.
 - ✓ CPU/vCPU
 - ✓ VLAN requirement (VLAN or Internet)
 - ✓ RAM
 - ✓ Hard Disk Size
 - ✓ Software pre-requisites (.NET framework, IIS, IE, any other OS services, etc.)
 - ✓ If any missing requirements are discovered during installation, and the bidder will be obliged to provide them free of cost.
- vi. Complete bill of material to be submitted along with technical bid.
- vii. Technical details/brochures of the product(s) (should be dated before date of RFP)
- viii. No indications as to price aspect or financial stipulations are to be given in the technical bid, failing which the bid shall be rejected.

4. Commercial Bid

- i. Price is to be quoted in Indian Rupees only.
- ii. All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per Annexure G.
- iii. For each component, the prices quoted should be inclusive of all costs except applicable taxes.

- iv. Any other tax which may be payable if and wherever applicable at the place of delivery will be paid extra on actual basis by LIC, subject to production of original documents / receipt issued by appropriate authority.
- v. It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules / regulations / orders of any government/non-government / regulatory authority in force.
- vi. The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labor rates, etc.
- vii. Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.
- viii. The Bidder should have the capability to implement and maintain the project during the contract period of 5 years. The vendor should also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years. The contract period may be further extended by a period of two years at the sole discretion of LIC of India on the same terms & conditions including the price component.
- ix. The vendor should propose only one product/solution for each of the requirements (Hardware, Software and Appliance) and quote for the same. If a vendor for any one of the stated technical requirements quotes multiple products/solutions, LIC will disqualify the entire response to the RFP by the vendor.

5. Language of Bid

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

6. Modification and Withdrawal of the Bids

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

7. Compliant Bids / Completeness of Response

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

- LIC reserves the right to reject any or all bids on the basis of any deviation(s).
- Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.

8. Password Protection

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

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

9. Pricing, Billing, Duties and Taxes

- a) The commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies etc., and shall be exclusive of GST, cess whichever is applicable
- b) Vendor will be entirely responsible for upfront payment of all applicable taxes like GST, License fees, road permits etc. GST shall be mentioned in the Invoices and payments will be made as per invoices submitted. GST wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actuals on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of two months from the date of payment of the taxes, the vendor will not be eligible for any reimbursement on this count.
- c) Prices once fixed will be valid throughout the entire contract period. The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.
- d) The successful bidder has to furnish **price breakup** i.e., basic price and applicable taxes in the invoices submitted by them. The invoices without price breakup will not be processed for payment.
- e) The bidder should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC.
- f) It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules/ tax laws/ regulations/ orders of any government/ regulatory authority in force, transportation, insurance of services etc. without any additional cost to LIC.
- g) All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by Service Provider. The Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

Deduction of Taxes at Source

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

10. Earnest Money Deposit (EMD)

- i. Bidders shall submit along with the bid, EMD of INR 6,00,00,000 (Rupees Six Crores Only) in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure O (Bank Guarantee for E.M.D.). This should be executed by a Nationalized/ Scheduled Bank acceptable to LIC.
- ii. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria.
- iii. EMD shall be valid for a period of fifteen months from the date of release of RFP.
- iv. Non submission of EMD along with Eligibility Bid Document will disqualify the Bidder.
- v. The EMD will not carry any interest.
- vi. The EMD of those Bidders, who do not qualify in the eligibility evaluation or technical evaluation, will be returned to the issuing Bank without interest after completion of RFP process.
- vii. The EMD will be refunded to the successful bidder after:
 - a. Acceptance of Purchase Order
 - b. Signing of the Contract(s)
 - c. Submission of required Performance Bank Guarantee (PBG)
- viii. The EMD submitted by the bidder may be forfeited and other action(s) may be taken against bidder if:
 - a. The bidder backs out of the RFP process after the last date and time for submission of bids.
 - b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP.
 - c. The Bidder withdraws or amends its Bid during the period of Bid validity.
 - d. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or
 - e. Bidder does not respond to requests for clarification of its Proposal.
 - f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - g. The successful bidder does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC.
 - h. The Bidder qualifies in this RFP as a successful bidder but fails or refuses to fulfill his contractual obligations after the award of Purchase Order and in case the bidder has not submitted PBG.
 - i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails
 - i. To sign the Contract; or
 - ii. To furnish unconditional and irrevocable Bank Guarantee towards the Performance Guarantee as mentioned in this RFP or
 - iii. to furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure Q)
- ix. The bidder who does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC after conduct of ORA may be blacklisted.
- x. In exceptional circumstances, LIC may seek the Bidders' consent for extension of the period of validity of bids. The request and the responses thereto shall be made in writing. In such a case, the EMD provided shall also be suitably extended. A Bidder may refuse the request without

forfeiting its EMD unless it is the shortlisted bidder who has been notified by LIC that its bid has been shortlisted. A Bidder granting the request will not be required nor permitted to modify its bid.

11. Opening of Bids

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

12. Evaluation process for selection of bidder

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

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

- c) **Notification of Award:** LIC will notify the successful bidder in writing, that its bid has been accepted. In case the tendering process has not been completed within the stipulated period, LIC may like to request the bidders to extend the validity period of the bid and EMD.
- d) The bidder who successfully qualifies in the eligibility criteria (Annexure – C), only their technical bids will be subsequently opened for further evaluation.
- e) The minimum score for successful qualification of the bidder in the Technical Scoring (Annexure – D) will be 70% (seventy percent). In case, at least 3 participating bidders are unable to qualify in the technical evaluation by scoring at least 70%, then the top 3 scorers will be selected for further evaluation.
- f) The bidders who qualify the technical evaluation will have to provide a Technical Presentation on the in-scope services to LIC. The schedule and venue of the same will be conveyed accordingly.
- g) If any deviations are observed during technical evaluation, LIC may decide to accept them at its discretion, which will apply to all bidders, before opening of the Commercial Bids and the decision of LIC in this matter will be final.
- h) The technically qualified bidders will be intimated by email/letter about the date and time of opening of their 'Commercial Bid (indicative price)'. The technical scores of the bidder will be disclosed to each individual bidder on the date of opening of the commercial bid).
- i) The 'Commercial bids (indicative price)' of technically short-listed bidders will be opened by the TOC in the presence of bidders/ their authorized representatives who choose to attend. Thereafter, these bidders need to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to these bidders by LIC. The exact business rule will be intimate to the participating bidders before commencement of online reverse auction (ORA).
- j) NPV Rule: While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows.

Discounting rate to be used: 10%

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

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

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

- l) The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of all applicable taxes such as GST.
- m) No price variation/adjustment or any other escalation will be entertained after the closing of Bids
- n) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder and will be valid for the contract period of 5 years. No change/adjustments in prices will be allowed during the contract period of 5 years.
- o) However, the Corporation may, at its discretion, reduce the validity period of the tender.
- p) Computation Methodology for rating bidders on 'Technical plus Commercial basis':
- q) There would be a weightage of 70% to the technical score and 30% for the final Commercial price quoted by the bidder at the end of online reverse auction.
- r) It would be normalized as under for each bidder: -

$$\text{Total Score (up to 3 decimals)} = \{(T \times 0.7) / T_{\text{high}}\} + \{(L_{\text{Low}} \times 0.3) / L\}, \text{ Where}$$

T stands for bidder's technical evaluation score

T_{high} stands for the score of the technically highest Bidder

L stands for bidder's final commercial quote at the end of online reverse auction,

L_{Low} stands for the lowest final commercial quote among all bidders at the end of online reverse auction

- s) The proposals will be ranked in terms of Total Scores arrived at as above. The proposal with the highest Total Score will be considered first for award of contract and will be invited for price negotiation, if required. Example:

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

- t) In the above example, ABC, with the highest total score of 0.963 becomes the successful Bidder.
- u) In the case of tie between two or more Bidders, a bidder with highest score in technical evaluation will be declared as successful bidder.
- v) In case, the successful bidder (e.g. ABC) fails to fulfil any of the obligations under the RFP within the timelines defined, LIC reserves the right to cancel his/her selection and declare the bidder with rank 2 (DEF) as successful bidder and so on and so forth.
- w) The Letter of Intent along with Purchase Order will be issued to the successful bidder. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor".

13. Online Reverse Auction

- a) The Commercial bid (indicative) as per Annexure-G shall be submitted in a separate sealed cover. After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.
- b) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder.
- c) The commercial figure quoted will be an all-inclusive figure inclusive of out-of-pocket expenses, traveling, boarding, permits, lodging but excluding all applicable taxes such as GST.
- d) In case, only one bidder is technically qualified, no reverse auction will take place. However, LIC reserves the right to negotiate price with the lone bidder. The prices once finalized through online reverse auction or negotiation will be termed as the "approved prices".
- e) LIC will provide web-based E-tender system for ORA.
- f) The bidders will arrange the Digital Signature Certificates (at no cost to LIC) from a Certifying Agency notified by The Comptroller of Certifying Authority (CCA) as per Information Technology Act 2000 as amended from time to time.
- g) As per the new Inter-Operability Guidelines released by The Controller of Certifying Authorities (CCA), the Secure Socket Layer (SSL) certificate for an e-Procurement Application is generated on a new algorithm, SHA2. The Digital Signature Certificates that will be applicable for these platforms have to be SHA2 algorithm compliant. The exact details will be informed before commencement of the ORA.
- h) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered
- i) Any conditional bid may be rejected
- j) Notification Criteria

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

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 will be applicable for this RFP and allotment will be done in terms of said Order as under:

- a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
- b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of

the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.

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

14. Activities to be performed

- a) No activities will be carried out from the vendor's location without written and prior permission from LIC or explicitly allowed in this RFP.
- b) For conducting the in-scope activities, the successful bidder will have to deploy resources to be available in LIC Mumbai office and visit the various offices as required by LIC.
- c) Pen drives will not be allowed within LIC's premises.
- d) Laptops will be allowed only on need-to-have basis. Desktops will be provided by LIC.
- e) Successful bidder and its representatives will ensure utmost care for protection of data/information/ assets etc. of LIC as per Digital Personal Data Protection Act 2023.
- f) Subcontracting/ hiring of external resources for ad hoc needs - is **not permitted** unless explicitly allowed by LIC for a specific activity/ requirement/ duration.

15. Non-Disclosure Agreement (NDA)

- a) During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, databases, security infrastructure, IP addresses, router configuration, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/ third party the information so received. Also, the bidder may:
 - i. use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need-to-know basis to accomplish the purpose stated in this RFP,
 - ii. advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employees to honor these obligations.
- b) Violation of NDA may lead to legal action and blacklisting.
- c) Bidder shall ensure compliance to Digital Personal Data Protection Act 2023.

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

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

17. Contracting

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

18. Contacting LIC

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

19. Right to terminate the Process

- a. LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may/may not result into selection of bidder(s) after completion of selection process as detailed in this RFP document.
- c. LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action. The decision of LIC will be final in this matter.
- d. Bid with insufficient information to permit a thorough analysis may be rejected.
- e. LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
- f. Bids not conforming to the requirements of the terms and conditions may not be considered by LIC. However, LIC reserves the right, to waive/ modify any of the requirements of the BID, in the best interests of LIC.
- g. LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. The decision of LIC will be final in this matter.

20. Disqualifications

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

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

21. Confidentiality and privacy

1. Confidential Information not to be disclosed

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

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

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

a) Use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP.

b) Advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employee to honour these obligations.

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

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

2. Exceptions to obligations

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

i. is disclosed by a party to its Advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract;

ii. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;

iii. is disclosed by LIC;

iv. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly;

v. is shared by LIC within LIC's organization, or with another Agency, where this serves legitimate interests;

vi. is authorized or required by law, including under the contract, to be disclosed;

vii. is in the public domain otherwise than due to a breach of this clause ;

viii. Is lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential; or

ix. Is independently developed by the Recipient without use or reference to such Confidential Information.

3. Obligations on disclosure

Where a party discloses Confidential Information to another person:

- i. Pursuant to clauses i, ii or v of Clause 2 above, the disclosing party must notify the receiving person that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential;
- ii. Pursuant to clauses iii and iv of Clause 2 above, the disclosing party must notify the receiving party that the information is Confidential Information.

4. Additional confidential information

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

5. Period of confidentiality

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

- i. Any item of information, for the contract period and one year thereafter; and
- ii. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information.

22. Patent Rights and other litigation costs:

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

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

23. Land Border Clause

The land border clause is governed by the Office Memorandum F.No.6/18/2019-PPD dated

23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India.

24. Performance Bank Guarantee (PBG)

- a) After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee (from a scheduled/ nationalized Public Sector Bank acceptable to LIC and having Branches in Mumbai) equal to 10% of the Total Contract Value. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor". If not, the bid / contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS).
- b) The PBG should be valid for a period to cover the expected contract period of 60 months and additional 3 months after the date of expiry of the contract from the date of its submission to LIC.
- c) In case of extension of the contract by LIC, the vendor should submit fresh PBG of the same amount or extend the validity period of the submitted PBG to cover the extended validity period of the tender. This should happen within one month prior to the expiry of the earlier PBG, unless otherwise intimated by LIC. If not, a penalty will be applicable. In case the Vendor defaults in renewal of PBG as stated above, the PBG or part thereof may be invoked and LIC's decision in this matter will be final.
- d) Format for submitting the Performance Bank Guarantee is attached herewith as Annexure-K.
- e) The PBG will not carry any interest.
- f) The PBG may be required to be submitted in multiple numbers, if required by LIC.
- g) The PBG may be invoked for entire amount if the vendor backs-out of his obligations as per this tender or if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC.
- h) If vendor fails to submit the required PBG within 28 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 35 days from the date of letter issued for selection as the "selected vendor", LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and may blacklist them.
- i) In case the tenure of servicing is extended beyond five years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.
- j) The PBG will be invoked in full or part (to be decided by LIC) if the bidder fails to honour expected deliverables or part as per this RFP after issuance of PO during the period of contract.
 - i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO.
 - ii. Any legal action is taken against the bidder restricting its operations.
 - iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.

- iv. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.
- k) In the event of any contract amendment, the Vendor shall, within seven days of agreeing to such amendment, furnish the amended performance guarantee, valid for the duration of the Contract as amended, including warranty obligations.

25. Placing of Orders and Making Payments

- a) The Central Office of LIC at Mumbai will place orders (either in full or in phases) with successful bidder for deliverables under this RFP at any time during the validity period of this tender.
- b) LIC reserves the right to place repeat orders for additional services/ reassessment on the same terms & conditions during the validity of the contract.
- c) Bidder should point out any discrepancy/ deficiency in the Purchase Order(s) within five days of their receipt. The date on which the required information/ correction in Purchase Order is intimated to the bidder would be deemed to be the date of acceptance of the Purchase Order for the purpose of calculating the delivery period and penalty thereof.
- d) Payment terms & conditions, Service Level Agreements (SLA) and penalties will be as defined elsewhere in this RFP.

26. User Validation (UV) by Stakeholders

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

27. Period of Validity of Bids

- a) Bids shall remain valid for 12 months from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.
- b) In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended by the bidder. Such extension will not require modification of the bids already submitted. A Bidder may refuse the request without forfeiting its EMD unless it is the successful bidder who has been notified by LIC that its bid has been accepted.
- c) A Bidder granting the request will not be required nor permitted to modify its bid.
- d) The contract is for a period of five years.
- e) The prices under this RFP will be valid for a period of five years from the date of issue of first Purchase Order.

- f) The commercial offer shall be on a fixed price basis for the contact period. No upward revision in the price would be considered on account of subsequent increases during the offer validity period except for GST and any other applicable taxes.
- g) However, if there is any reduction on account of government levies, during the offer validity period, the same shall be passed on to LIC.

28. Late Bids

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

29. Duration of the Engagement

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

30. Costs to be borne by Respondents

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

31. No Legal Relationship

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

32. Price Negotiation Committee (PNC) Meeting

The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation. Also, negotiation may be held with the vendor through the PNC for stray future requirements (which were not anticipated, and which are not listed in the current Tender specifications) that may be required to be procured through this tender. Prices once finalized will be termed as the "Approved Prices Rates".

33. Limitation of Liability

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

34. Force Majeure

- a) The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action, or regulations of government, local or other public authorities.
- b) If a Force Majeure situation arises, the vendor shall promptly notify LIC in writing of such conditions and the cause thereof within 7 calendar days of such event and prove that such a situation is beyond their control and will affect the implementation of the agreement.
- c) Unless otherwise directed by LIC in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

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

35. Settlement of Disputes/Arbitration

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

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

A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of the dispute. If the parties cannot resolve the dispute within 30 days after the notice is given then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof which cannot be settled by mutual negotiation between the parties shall be finally settled by Arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modification, Rules or enactments thereof.

- a) In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability the same will be referred in writing to an arbitrator appointed mutually, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.
- b) Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- c) The vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

- d) The work under contract shall continue during the Arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.
- e) No interest will accrue on any amount during the Arbitration proceedings

36. Indemnifying LIC

A. The vendor shall indemnify LIC:

- a) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC.
- b) Against all third-party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases:
 - i) the modification of the Vendor 's deliverables provided hereunder by any person other than the Vendor or its personnel
 - ii) LIC's failure to use of any modification to the Vendor 's deliverables made available by Vendor where use of such modification would have avoided the infringement.
 - iii) Information, materials instructions, or specifications that are themselves infringing which are provided by or on behalf of LIC or which LIC requests or requires Vendor to use.
 - iv) the use of the Vendor 's deliverables in a manner not agreed to.
- c) Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's negligence.

B. If the vendor fails to indemnify LIC against the above events and if LIC is required to pay compensation to a third party resulting from such events, the vendor shall be responsible for the compensation including all expenses (court costs, lawyer fees etc.). LIC will give notice to the vendor of such a claim.

37. Fraud and Corrupt Practices

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

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

Without prejudice to the rights of LIC under Clause above and the rights and remedies which LIC may have under the Letter of Notification of shortlisting , if the bidder, as the case may be, is found by LIC to

have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Letter of Notification of Short listing, such Bidder shall not be eligible to participate in any IT/Consultancy related tenders or RFP issued by LIC for a period of two years from the date of such finding, as the case may be.

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

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

38. Applicable Law

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

39. Ambiguities within the Document

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

- a) Apart from the clauses where specifically mentioned all other terms and conditions of the RFP are applicable.
- b) as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;

- c) as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and
- d) As between any value written in numerals and that in words, the value in words shall prevail.

40. Notices and other communications

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

41. Service of notices

A Notice must be:

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

LIC's Address for notices:
The Executive Director (IT/BPR),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

Effective on receipt

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

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

42. Rights reserved by LIC

LIC reserves absolute and unconditional right to:

- a) Accept or reject any or all Bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof.
- b) Seek clarifications and/or additional documents from bidders, issue clarifications to queries by bidders and/or modify the RFP in part or full, without assigning any reasons whatsoever prior to finalization of the RFP.
- c) If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC will reserve the right to debar the Bidder from participating in future RFP's floated during the empanelment period and / or servicing of hardware for a period to be decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.

- d) Verify the validity of bid information waive any of the requirements of the RFP, if, in the sole discretion of LIC, the best interests of LIC would be served. However, this will be done before opening of the commercial bid(s).
- e) Cancel the RFP process at any time prior to contract award, without thereby incurring any liability to the affected Bidder(s). Reasons for cancellation will be determined by LIC at its sole discretion. In such a case, the bid price will be refunded to the bidders without any deduction and without any interest.
- f) Recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and/or invoking PBG or other payment pending from the vendor, if any, under this contract.
- g) Ascertain the effectiveness and efficiency of the resources deployed for this project through interview, performance review etc. and insist for proper substitute.
- h) To debar the bidder from bidding and take any other action as may be deemed necessary prospectively for a period to be decided by LIC if it is found at any future point of time that the bidder had made a statement which is factually incorrect,
- i) Procure any equipment's/components/services outside this tender.
- j) Decide all unforeseen issues on the merits of each case
- k) LIC may terminate the agreement if it determines at any time that Vendors or their representatives were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that agreement, without the concerned Vendors having taken timely and appropriate action satisfactory to the LIC to remedy the situation.

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

43. Right to Verification

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

44. Bid Rejection Criteria

Bids may be rejected under following circumstances:

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

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

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

45. Arithmetical Errors

Arithmetical errors will be rectified on the following basis:

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

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

46. Award and Signing of Bid Contract

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

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

47. Cancellation of Contract and Compensation

- a) LIC may take all legal recourse such as, cancelling the contract, invoking the Performance Bank Guarantee, claiming damages etc. if the vendor fails to implement the scope covered in this RFP within the stipulated period by giving minimum one month (30 days) notice to the successful bidder in case of non-performance by the bidder or for any other reason deemed fit by LIC.

- b) Successful vendor is expected to rectify breach/ unsatisfactory progress during the notice period. In case the successful vendor continues to fail on above counts even after expiry of 30 days' notice, LIC reserves the right to cancel the contract of the selected Vendor and recover related expenditure incurred by LIC. However, upon termination, vendor will be paid for the services performed by vendor as per the RFP till the date of termination.
- c) In case of termination/ cancellation of the order, the vendor will not be entitled to or recover from LIC any amount by way of damages, loss or otherwise. In such a situation, Vendor will be paid charges towards services delivered till the date of termination of the contract.
- d) In the event of cancellation of agreement or termination of the order, the vendor will assist in smooth migration to a new vendor. If this condition is not adhered to, LIC will invoke the Performance Bank Guarantee.
- e) LIC may, at any time, by a prior written notice of one week, terminate the successful bidder and / or reduce the scope of the Services.
- f) On receipt of a notice of termination or reduction of scope, the Successful bidder must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination; and continue work on any part of the Services not affected by the notice.
- g) If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.
- h) If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.
- i) The deliverables that are complete and ready for delivery within 7 days after the Successful bidder's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Successful bidder an agreed amount for partially completed systems and for materials and parts previously procured by the Bidder.
- j) In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Successful bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Successful bidder shall continue the performance of the Contract to the extent not terminated.
- k) LIC may at any time terminate the Contract by giving written notice to the Successful bidder, if the Successful bidder becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.

48. Terms of Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned or otherwise transferred, in whole or in part, by the selected Vendor without advance written consent of LIC and any such sale, lease, assignment or transfer otherwise made by the selected Vendor shall be void and of no effect whatsoever.

49. Minimum Wages

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

The successful bidder will ensure strict compliance of all labor laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and LIC will not be liable for any such persons/personnel of successful bidder and shall not be liable for any levies / penalties etc. that may be imposed by the Authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between LIC and the successful bidder /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/laborer's, LIC will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

50. Normalization of Bids

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

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

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

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

51. Communications

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

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

52. Publicity

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

53. Consortiums or sub-contractor

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

54. Conflict of interest

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

Notification of a conflict of interest:

The Vendor shall make a disclosure to LIC as soon as any potential conflict comes to their notice but in no case later than 30 days and any breach of this obligation of disclosure shall

be construed as Conflict of Interest. LIC shall, upon being notified by the Vendor under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Vendor within a period not exceeding 15 days.

55. Varying the Services

I. Variations proposed by LIC –

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

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

II. Effective date of variation –

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

III. Change Order –

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

IV. Change Requests –

The following would constitute a Change request:

- a) Any work which has not been specifically mentioned in the scope of work of the RFP, the annexure, and the pre-bid queries
- b) Any changes in the deliverables post approval by LIC.

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

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

V. Contract Amendments –

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

Section D: Current Environment

1. Current Environment

LIC is currently having the following structure and geographical spread:

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

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

2. Corporate Office

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

3. Zonal Office Addresses

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

4. Zonal Offices and its Divisions

Name of the Zone	Address of the Zone	Name of Divisions
NZ, Delhi	Jeevan Bharti" Tower-II 124, Connaught Circus, P.B.No.630, New Delhi - 110001	Ajmer, Amritsar, Bikaner, Chandigarh, Delhi – I, Delhi – II, Delhi – III, Jaipur – I, Jaipur – II, Jalandhar, Jodhpur, Karnal, Ludhiana, Rohtak, Shimla, Srinagar, Udaipur,

Life Insurance Corporation of India - RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools

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

Section E: Scope of Services

1. Brief Scope of Work

- As part of this RFP, LIC intends to implement a next generation SOC with following technologies seamlessly integrated to each other:
 - I. Security information and event management (SIEM) (with common security data lake for SOAR, UEBA, CTH)
 - II. Next Generation Security Operations Center (NGSOC)
 - III. Security Orchestration, Automation and Response (SOAR)
 - IV. User and Entity Behaviour Analysis (UEBA)
 - V. Cyber Threat Hunting (CTH)
 - VI. Cyber Threat Intelligence (CTI)
 - VII. Packet Capture (PCAP)
 - VIII. Network Behavior Anomaly Detection (NBAD)/ Network Detection and Response (NDR)
 - IX. Endpoint Detection and Response (EDR)

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

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

		<p>crown jewels of LIC, integration, custom parser creation, creation of rules, use case development, finetuning, etc.</p> <ul style="list-style-type: none"> ▪ Use case workshop to be conducted to discuss on existing use cases to be migrated, new use cases as per MITRE ATT&CK, CIS, compliance requirements of LIC, etc. ▪ Use case workshop should arrive at the use cases based on priorities and detailed implementation approach of those use cases. The workshop should also include details of the data sources required and what events in each data source is required for optimal use of license and exact threat detection. ▪ Use case workshop should mandatorily have list of top threats as per attack vectors, industry, recent attack patterns and then should have recommendations for the same which needs to be implemented at LIC. 	
2	Designing	<ul style="list-style-type: none"> ▪ Architecture Diagram: <ul style="list-style-type: none"> o OEM should design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope solution. o Architecture workshop to be conducted by OEM to design the architecture as per industry best practices. o Connectivity and data flow diagram for each in-scope solution. ▪ Policy & Procedure Documents: <ul style="list-style-type: none"> o SOP for solution implementation. o SOP for operations of the solution. o Detailed roles and responsibilities defined in RACI matrix. o Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD). o Access controls and security measures implemented document. o Acceptance procedures, Test cases & test plans, etc. o BCP/DR/Failover Strategy and process document. o Incident Response strategy and process document. 	<ul style="list-style-type: none"> ▪ Architecture Diagrams (High-level and low-level) ▪ Connectivity and data flow diagram ▪ Policy & Procedure documents <p>Note: Above documents shall be prepared in a mutually agreed template.</p> <p>Bidder shall submit soft and hard copies for all the above documents in the finalized template.</p>
3	Implementing	<ul style="list-style-type: none"> ▪ Supply and Installation: 	<ul style="list-style-type: none"> ▪ Site Ready Document/Site Not

		<ul style="list-style-type: none"> o Supply of appliances wherever applicable and software for in-scope solutions. o Installation and implementation of the solutions as per the architecture design. o Installation will include proper mounting, labeling, tagging of all the equipment. o The bidder is responsible for determining the appropriate hardware sizing. LIC will supply the server, rack space, and cooling. The bidder is also responsible for furnishing any other necessary hardware or equipment to ensure smooth integration of all the in-scope solutions. As per LIC's requirement, the successful bidder of the project shall be ready to shift, occasionally, the equipment from one place to other, uninstall and reinstall all the equipment without any additional cost to LIC. <p>• Configuration & Integration:</p> <ul style="list-style-type: none"> o Configuring the solutions as per defined MBSS/SCD. Configuration to meet industry standards and regulatory guidelines. o Integrating the solutions with: <ul style="list-style-type: none"> ▪ Its own components as applicable. ▪ Other existing security solutions and any security solutions procured in future as applicable. ▪ Active directory, servers, network devices, endpoints and other applicable IT assets. o Bidder shall recommend ways for secure communication and assist LIC in defining the use cases as applicable for the solutions. All such configurations/ changes shall be documented as part of the policy/process documentation. The use cases created should be undergoing the full use case lifecycle such as creation, testing, finetuning of false positive, automation, notification to the LIC specified personnel, etc. 	<p>Ready Document as applicable.</p> <ul style="list-style-type: none"> ▪ Successful deployment confirmation ▪ Validation report by OEM
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		<ul style="list-style-type: none"> o Bidder shall provide the details of all scripts and configurations created or used at LIC, including their purpose, functionality, and relevance to the scope of work. • Optimizing & Deployment Validation: <ul style="list-style-type: none"> o Fine tuning of the solutions to be done based on the criteria defined in Technical Specification of each solution and should assure a false positive rate not more than 10 % after 1 year for all solutions/services. o Monitor and resolve issues as per the defined SLAs in this RFP. o Validation of deployment of the solutions/services to be performed based on industry best practices by respective OEM of the deployed solution/service. In case OEM is not satisfied with the installation and configuration of product, they will submit their recommendation in form of a separate report to LIC accordingly. Bidder shall perform necessary changes as recommended by the OEM. o The OEM is required to conduct the audit, at the end of implementation and once in end of every year during the contract period. The recommendations/ remediation changes required after each audit should be completed within 3 months. o Bidder should discuss about the Governance structure and Project milestones and provide weekly updates to LIC on implementation status. 	
4	Sustaining	<ul style="list-style-type: none"> • Post- deployment (after sign-off from LIC) bidder shall manage & monitor proposed solutions. • Facilitation & operation for continuous monitoring, performance optimization, upgradation, maintaining compliance with LIC policies, industry standards and regulatory guidelines, change management, incident response, etc. 	<ul style="list-style-type: none"> • Periodic reports such as (but not limited to) Daily, Monthly, Weekly, Ad-hoc, Audit requirement reports, etc. • Dashboards • End-end view of the incident lifecycle should be given in a report or in a single

			dashboard as requested by LIC.
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- **Compliance with IS Security Policy:**

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

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

- **Right to Audit:**

- It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empaneled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC.
- Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.
- Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review

reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC.

- **Asset Inventory (Indicative)**

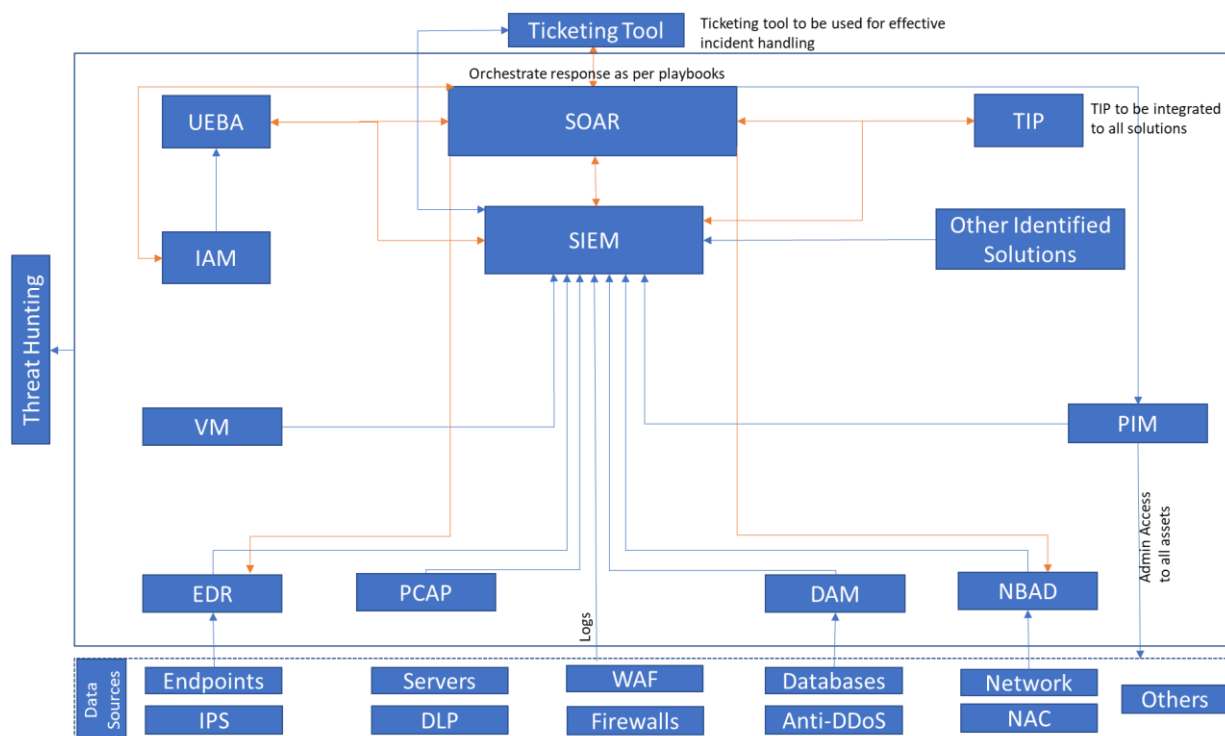
Please find below the indicative asset inventory list of LIC:

S.No.	Type	Total
1	API	722
2	Appliance/Network Device	11845
3	Application Inventory	233
4	Asset Inventory	2248
5	OS Servers - RHEL	119
6	OS Servers - Linux	6
7	OS Servers - Windows	18
8	OS Servers - CentOS	8
9	OS Servers - Juno OS	1
10	OS Servers - Forti OS	2
11	OS Servers - SUSE Linux	58
12	DB Servers - MySQL	69
13	DB Servers - Oracle	21
14	DB Servers - Postgres	22
15	DB Servers - Apex	2
16	DB Servers - phpmyAdmin	8
17	DB Servers - SAP Hana	18
18	Web servers - Apache	14
19	Web servers - JBOSS	70
20	Web servers - Wildfly	3
21	Web servers - Glassfish	3
22	Web servers - PHP	6
23	Web servers - IIS	1
24	Mobile Applications	5
25	Storage Devices - NAS storage server	1
26	Storage Devices - SAN storage server	2
27	Storage Devices - IBM	31
28	Storage Devices - Dell	3
29	Storage Devices - Tape Library	2
30	Switches	115
31	Windows Endpoints	35000
32	Linux Endpoints	45000

The detailed list of devices will be supplied to the finalized bidder.

• **Functional NGSOC Architecture (Indicative)**

Please find below the indicative functional NGSOC architecture of LIC:



The SI and OEM should be designing the detailed architecture diagram for LIC to ensure the optimal alignment of technological components within the LIC’s framework.

• **Documentation**

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
- Three sets of hardcopies as applicable and one softcopy on USB shall be supplied as final document.
- Documents for high level design, detailed design, configuration of individual features set on various appliances, general testing, scenario based fail-over testing, Standard Operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.
- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Installation report should contain the part numbers of all the components supplied by the selected bidders.
- Vendor shall ensure to guarantee that the documentation of all the process related to the NGSOC such as (but not limited to) tenant provisioning, implementation, onboarding of data sources, 24/7 monitoring, threat hunting, incident management, threat intelligence, forensic investigation, severity SLA, incident response plan, regulatory guidelines (CERT-In, RBI, IRDAI, SEBI, etc.) should be documented and submitted as part of the process documentation.

• **Training & Certification**

Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided

at no additional cost to LIC through OEM approved Authorized agencies/faculties. All trainings have to be imparted at LIC's premises.

- Pre-Implementation: Provide training to the LIC personnel/ Onsite support team on the product architecture, functionality and the design for each solution under the scope of this RFP.
- Post Implementation: Provide hands-on training to the LIC personnel/ Onsite support team on day to day operations, alert monitoring, policy configuration, rule creation, report generation for all solutions etc.
- Documentation and knowledge transfer after each patch/version update.
- The bidder and OEM are required to provide training jointly table for people nominated by the LIC for each solution specified in the scope of work.
- The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.
- Training cost shall be inclusive of Certification level training for three participants.
- The bidder is required to provide all trainees with detailed training material and 3 additional copies to the LIC for each solution as per the scope of work of the LIC. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.
- All out of pocket expenses related to training shall be borne by the selected bidder.
- The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training.

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

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

- **Support Process Requirement:**

- The vendor shall provide an escalation matrix in consultation with the IT/BPR Department, Central Office, LIC for different categories of support calls.
- Day-to-day maintenance of the complete solution setups made.
- All the support Personnel should be dedicated resources to LIC.
- The support Personnel provided should be conversant with the regular configuration from scratch, integration with other log sources, creation of rules and policies as per LICs requirements, administration tasks, patch management, user management, backup procedures, etc.
- The on-site support Personnel should be able to troubleshoot the problems raised and should maintain a log of them, also report it to the LIC in detail with root cause analysis and problem resolution.
- The Bidder should ensure that there will be a proper change & configuration management, backup management, security management as per IRDAI Guidelines. These procedures should be well documented, followed and maintained (copy of the same should be submitted to LIC Central Office – IT dept.)
- The onsite support Personnel should re-install/ reconfigure any component/ system of the security equipment supplied by the vendor, in case of crash of those components / system on problem or patch/upgrades. The on-site Support Personnel also needs to support, if any security installations done by a separate vendor.

- The support Personnel should also keep track of the issues /ticket raised through the ticketing tool/telephone/mail etc. and should provide the remediation for the same.
 - Upgradation of products to the latest version at all the locations, whenever applicable by following a risk-based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.
 - The vendor has to do necessary implementations required from business continuity perspectives with respect to all the solutions.
 - Root cause analysis of any event has to be done and proper corrective action has to be taken with information to LIC officials. Based on that, the vendor should recommend for improvement to policies, procedures, tools and other aspects.
 - Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- o The vendor has to comply with the following attributes related to all the in scope solutions:
- LIC has a right to review their processes
 - SOPs for the processes.
 - LIC has a right to assess the skill sets of vendor resources.
 - Advance information about the resources deployed is to be communicated and proper hand-over of charge with complete documentation has to be done for the new resources, which should be approved by LIC.
 - All necessary steps/changes have to be made in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third party security audit / inspection report.

Note:

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

• **Ticketing Tool:**

- o The bidder shall ensure that for all incident management, change management and problem management of IT infrastructure included in RFP is done through ticketing tool which shall be implemented by LIC.
- o The bidder shall integrate all solutions with the ticketing tool of LIC for effective reporting and logging of information security incidents.
- o The bidder shall ensure to track and monitor the closure of information security incidents and escalation of these incidents to appropriate teams/ individuals in LIC if required.
- o The bidder shall ensure that all alerts/offences would be integrated and managed through the LIC's ticketing tool.

• **Security Dashboards:**

As part of deliverables, bidder must provide integrated dashboard along with Display Panel / TV set covering all appliances for viewing real-time incidents / events, alerts, status of actions taken etc. The dashboard should be an easy-to-use web user interface with search function, create reports, as well as access cases and applications, with just a few clicks. The bidder should implement an integrated online security dashboard for services provided to LIC. Security dashboard should be implemented onsite in LIC's premises

- The dashboard should be secure web based with multi factor authentication enabled online portal available over desktop, Mobile, Tablet and iPad. This should have the automated

facility of sending e-mails and SMSs. Dashboard should be available through mobile app if feasible.

- The dashboard should be provided as integrated view by integrating with the following tools:
 - Risk baseline
 - Asset database
 - Security event/log monitoring tool
 - Incident management process
 - Anti-phishing services Security Analysis, Mitigation and reporting
 - Other security solutions proposed as part of this RFP
 - Other security solutions, Technologies and devices as required by LIC.
- Dashboard should display asset list and capture details including name, location, owner, branch, IP address, platform details etc.
- Dashboard should display risk baseline corresponding to multiple categories for IT infrastructure, applications and processes.
- There should be features to identify unique alerts between a particular period
- There should be feature for sending unique alert between a particular period to the identified stake holder official for further necessary action and this should be configurable and customizable.
- The summary should be available in respect of event generated, event generated, opens, closed, outstanding etc. between two periods.
- There should have option for reports like but not limited to disk space utilization, peak memory utilization, etc.
- The dashboard should display the security status of IT infrastructure assets of LIC. Dashboard should have graphical display of asset security status based on locations, business units, value, platform, owner, branch, etc.
- Dashboard should capture the status of all applications of LIC. Dashboard should have a graphical display of application security status based on locations, business units, etc.
- Dashboard should capture risks in each asset. Dashboard should have the provision to click on the asset and track mitigation status corresponding to risks.
- There should be a graphical representation of risks across business units/locations. Dashboard should support drill down graphs to move to the level of individual assets and should support wide array of analytics and intelligence capabilities.
- LIC should be able to benchmark and track mitigation for new global threats and vulnerabilities using the dashboard. The applicability of new threats to LIC assets should also be displayed. A drill down of assets affected by new threats, vulnerabilities and status of mitigation should also be supported.
- SLA data should be captured in the dashboard with compliance details.
- SLA reports as agreed upon by LIC should be generated on daily/monthly/quarterly frequency. Exclusive dashboard for uptime / down time of IT Assets, No of Log generated / Analyzed/recommendation etc.
- Dashboard should be available for following:
 - The Dashboard should be context oriented like Security, Business, Control & Risk etc.
 - Top Management (Company View) Department Heads (View to the data associated with their function group / business line)
 - CISO & CIO (complete and detailed dashboard of Security posture of the organization set-up being monitored through this NGSOC)
 - System Administrator (for the systems associated with this administrator).
 - Network / Security Administrator (for devices / equipment for which he is administrator)
 - Application Administrator Auditor (Internal Auditors, IT Auditor, ISO Certification Auditor or any other authorized official of the organization)

- **Transition from existing SOC to NGSOC:**

- a. Manage day to day operations of currently running SOC setup from two months from date of issuance of PO.
 - The responsibilities of the vendor with respect to existing operational SOC include but not limited to –
 - Running existing SOC in parallel with NGSOC until all existing log sources are integrated with NGSOC
 - Maintain steady state of SOC ensuring uptime, collation of logs in real-time, correlation.
 - Raise the incidents / alerts in NGSOC or existing SOC
 - Ensure security and other required patches are applied from time to time by obtaining same from respective OEMs.
 - Maintain rules, configuration and other settings and change them as per LIC's requirements / security requirements.
 - Once all the log sources integrated with existing SOC are migrated to NGSOC, ensure the existing SOC is up & running in steady state with security patches by obtaining same from respective OEMs, settings etc. for two years. Ensure that the reports are extracted from online / warehouse storage etc. Restore the logs from backup, is required to extract old logs for forensic investigation, in case required.
 - The vendor needs to provide all those services which are being provided by existing vendor as per SLA in force.
- b. Bidder must ensure that the existing data remain usable for necessary searching, link analytics, hunting, regulatory requirements, forensic investigation etc.
- c. LIC has currently deployed SIEM, SOAR and UEBA. Vendor shall plan for the complete transition of the existing LIC's SOC architecture, network, applications, processes etc.
- d. Bidder must submit the project plan & transition timelines from current SOC to NGSOC as a part of the RFP response.

- **On-Site Support Services for EDR**

- 8x5 real-time monitoring uptime, availability, health performance of EDR devices with mitigation support.
- Track and follow-ups with stack-holders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- Manage and monitor antivirus and EDR solutions to detect and prevent malware, viruses, and other malicious activities on endpoints
- Deploy antivirus and EDR agents, manage updates and patches, and monitor antivirus and
- EDR events to identify potential security incidents
- Ensure the antivirus and EDR solutions are configured correctly, up-to-date with the latest threat intelligence, and are functioning correctly
- Ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration and reporting issues.

- Ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support (8x5)
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in EDR after obtaining approval.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.
- In case of any hardware/virtualized malfunctioning, patch management, firmware Upgradation and other OEM related tasks of the device, the vendor must coordinate with stakeholders for faster resolution.
- Monitor and report the hardware and software related SLA's of EDR.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and finetuned.
- Quarterly review of capacity planning of security devices. Details of underutilized and over utilized security devices.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis in case of any faults, security events including preventive measures being taken to prevent future similar incidents outages
- Coordinate delivery with all stake holders including help desks, network team, IT team, application team and all appropriate third parties, as necessary
- Maintain security product configuration, based on industry best practices, and as requested
- Participate in technical and business planning sessions to establish security standards where the security products may impact the network
- Provide infrastructure security planning & analysis, recommendations for installation and upgrade
- Tracking/Alerting the required license, software subscription for all hardware & virtual components of devices in scope
- Set up and manage admin and user accounts. Perform access control on need basis
- Quarantine the devices if in case the device reported any critical incident or malware.
- Conduct Recovery exercise of above backup on quarterly basis or as per the LIC guidelines. Submit the Periodic Reports on the backup status. (As per compliance to IRDAI cybersecurity guidelines/audits NC CA, VA PT non-compliance DR Drills needs to be done as per LIC standard)
- Provide relevant support for external and internal security audits that LIC is subject to from time to time
- Support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time
- Responsible for reinstallation of the EDR agents whenever there is a change in the infrastructure or operating systems
- EDR analysis shall be performed by the SOC team
- On call availability of the SMEs over weekends

2. Detailed Scope of Work

I. General Requirements

- The specifications given are minimum. Bidders can quote equivalent or higher technical

specifications to meet the requirements of LIC. The RFP and annexures together constitute the overall requirements of the solution.

- The bidder / System Integrator shall engage the services of respective OEMs for plan, design and implementation of the solution. The OEM(s) must deploy subject matter experts with experience in designing and implementation of the respective tool in enterprise environments.
- The bidder is responsible for integrating all assets within the LIC environment and this responsibility shall rest exclusively with the bidder. The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance and adoption of the total solution leveraging the behaviour modelling and predictive analysis capabilities of the solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.
- The bidder shall ensure that the configuration, implementation and testing of the solution components to be carried out by resources from the OEM as decided by LIC at the time of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM.
- The bidder shall also engage the services of the respective OEMs for post implementation audit, validation and certification by the OEM that the solution has been implemented as per the plan & design provided by them.
- The bidder is responsible for the AMC, licenses, uptime, availability and management of the devices/solutions implemented and managed as part of the NGSOC.
- All the licenses provided as part of BoM should strictly adhere to requirements of the RFP. If during the contract period, it is observed by LIC that provided licenses are not adhering to the RFP requirements then all the additional hardware/software/licenses should be provided and configured without any additional cost to LIC.
- The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain all the in scope solutions within this RFP.
- The bidder should consider the detailed technical specifications as stated in the Annexure F while proposing for the solution. Bidder needs to provide complete end to end solution including applicable appliances, software, necessary accessories, active and any components for efficient functioning of the proposed solution.
- The Bidder should provide backup solution for proposed setup. The backup taken should be SHA-256 encrypted.
- Bidder has to quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.
- The services and solutions provided should possess modularity and scalability to effectively meet the LIC's needs throughout the five-year contract period.
- The bidder shall build a baseline of each data source, what events are required for compliance, threat detection, monitoring, threat hunting, etc. and help to get the relevant logging enabled from data source.
- The bidder shall make sure that the data or logs which are not required for security monitoring, threat detection, threat hunting, compliance, etc. create filtering policies at the data collection layer and make sure it is not counted for license to use the platform optimally and effectively.
- The bidder needs to make sure that the solution deployed in DR has real time replication of data of DC. DR should be used for reporting, threat hunting, searching, etc.
- The bidder and OEM services team shall conduct a workshop with all the departments of LIC to gather the inputs in relation to solution requirement with respect to the baselining and scoping of the components including the items listed below:
 - i. Solution architecture, sizing, policy configuration, High availability, BCP/ DR scenarios, etc.
 - ii. Integration of each solution with other NGSOC solutions and other Network and Security solutions currently deployed in the environment as decided by the LIC.
 - iii. Testing strategy and test cases for Acceptance Testing of the solution.

- iv. Identifying gaps, crown jewels of LIC, custom parser creation, creation of rules, use case development, finetuning, etc.
- The bidder and OEM services team shall submit a Requirement Gathering Document and a detailed Design Document based on the requirements gathering exercise.
 - All the solutions should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version.
 - The Bidder needs to architect solution to collect logs from across LIC environment and over private cloud.
 - Each solution should have the log storage capability as defined in the technical specification and to retrieve them within 2 days from the time of request.
 - All solutions must have the capacity to accommodate a yearly project growth rate of up to 20%.
 - The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 20% YoY project growth.
 - In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.
 - Prepare test-plan, implementation plan, integration plans and rollback strategies.
 - The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and once in end of every year during the contract period. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. The recommendations/ remediation changes required after each audit should be completed within 3 months. The audit needs to be done only by the employees in the payroll of the OEM (necessary evidence needs to be submitted).
 - The vendor is required to plan and execute red team and purple team exercises at end of every six months. The red team activities should be performed only from external parties/ vendors/ resources and should not be related with blue team and purple team. Bidder shall provide and implement patches/ upgrades/ updates for hardware/software/ operating system / middleware, etc. as and when released by service provider/ OEM or as per requirements of LIC. Bidder should bring to notice of LIC all releases/ version changes.
 - The successful bidder needs to install all the associated equipment needed to complete the job as per the technical specification described in this tender.
 - The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
 - No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
 - The vendor has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.
 - Bidder has to architect the solution deployment after understanding the following details:
 - Understanding the environment in terms of application, network, server and Security appliances, LAN, WAN & Internet Links and segments, privileged users etc. to ensure creation of use cases related to targeted attacks and early breach detection.
 - Prepare the designs and implement the solution in line with IRDAI's guidelines on Information and cyber security for Insurers, ISO27001:2013/ISO22301/IT Act 2001/CERT-In (along with its amendments) standards as modified from time to time. Study of LIC's existing security and application environment and guidelines and recommend best practices to implement and roll out the same. To suggest plan for network integration of various devices/appliances etc. with the proposed solutions.
 - Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.

- The Detailed Design Document shall include the following aspects:
 - i. Technical objectives and requirement fulfilment.
 - ii. High-level and low-level solution design requirements.
 - iii. Design recommendations.
 - iv. Proposed network, Security topology and Architecture.
 - v. Network - Logical and Physical topology.
 - vi. Security design.
 - vii. Sample configuration templates for hardware devices and other devices for which configurations need to be made.
 - viii. Hardware and Software release recommendations based on features and/or functionality.
 - ix. The Design Document shall also document the management of DR scenarios and DR Drills of the solution.
 - x. Use cases for each of NGSOC solutions.
 - xi. End-user manuals and SOPs, wherever applicable.
- The plan shall include information related to required downtime, changes to existing architecture, log level parameters, deployment schedule etc.
- The installation of the appliances shall be done as a planned activity on a date & time of approved deployment schedule within office hours or with the mutual agreement from LIC.
- The OEM services team shall devise the implementation plan with clear and objective timeline. The implementation may be tracked using a standard IT Project Management Template like Gantt chart or timeline chart.

II. Next-Generation Security Operations Center (NGSOC)

- The scope of work of NGSOC service would encompass technical specifications as well.
- The vendor should deliver continuous security management and monitoring services 24x7x365.
- The vendor holds responsibility for configuration, integration and interfacing in scope solutions with all devices and components under scope.
- The vendor should have advance security monitoring services to detect threats that are not addressed by traditional defense in depth measure and monitoring solution.
- The vendor and OEM should develop out of the box use cases to identify and detect security incidents.
- The vendor should design security monitoring standard operating procedures that are required to be followed for LIC.
- The vendor should ensure 24x7x365 service availability for monitoring of the devices / servers /applications under scope and support for troubleshooting.
- The vendor should be Cyber-Ready to identify, respond to and recover from attacks swiftly.
- The vendor should offer complete analysis and correlation of logs from all the devices/solutions under scope.
- The vendor should ensure the reduction of remediation time as per defined SLA.
- The vendor should analyze events and alerts according to the established escalation matrix.
- The vendor should ensure real-time alerts for priority tickets via email and calls.
- The vendor should offer fine-tuning of use-cases periodically.
- The vendor should automate security processes to reduce resource drain and threat response times.
- The vendor should conduct workshop with different departments of LIC to develop process manual, identification of crucial assets, the establishment of use cases, etc. at regular intervals.
- The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.
- The OEM should perform audits once after the implementation and once in every year and

report the overall efficiency of the NGSOC. The remediations after the audit should be given. Additionally, should present an efficiency improvement plan to ensure continuous progress in detection.

- The vendor should provide a per incident report for critical incidents to the LIC Information Security Steering Committee that includes evidence, observations, remediations and resolution actions. The incident report should be shared with customer committee within 6 hours post noticing and within 24 hours post closure of the incident.
- The vendor should ensure that the solutions should support an integrated MITRE ATT&CK Framework and provide an interface to visualize the various correlation rules. The solutions must report coverage of detection across the MITRE ATT&CK framework. Vendor should provide complete lifecycle of attack in an integrated view to enable LIC to take quick and corrective action.
- **Reporting:**
All the reports should be provided with actionable insights. The bidder should also conduct necessary workshop to identify and create necessary reports as per the requirements of LIC. All reports shall be generated from the common data lake. Following is the indicative list of reports, the bidder shall provide to LIC:

- Daily reports:
 - Top attacker, attacks and attack targets, trends report
 - Top firewall ports access report (inbound/outbound)
 - Top signature triggered
 - Top account brute forced
 - Top systems infected
 - Top virus infection in the network
 - Performance report for all solutions in scope
- Weekly reports:
 - Weekly security incidents status report
 - Daily device utilization report
 - Device availability report
 - Device: Incident, service request and change status report
 - Weekly threat advisory and vulnerability report
 - Top signature triggered
 - Top account brute forced
 - Top systems infected
 - Top virus infection in the network
- Monthly reports:
 - Executive summary report for all the services
 - Monthly Security incident status report
 - Monthly security incident trend analysis
 - Monthly device availability report
- Quarterly reports:
 - Quarterly Security incident status report
 - Quarterly security incident trend analysis
 - Quarterly cyber security activities report
- Ad-hoc and audit related reports at any frequency desired by LIC

III. Security Information and Event Management (SIEM)

- The scope of work of SIEM solution would encompass technical specifications as well.
- The vendor should integrate, and review logs collected from LIC's infrastructure for log analysis, identification of issues, and to ensure that they meet the desired criteria or standards.

- The vendor should perform manual/automatic analysis using pre-configured use cases and based on observed deviations from normal behavior to uncover activities that could undermine security of information assets.
- The vendor should review and confirm security alerts through detailed investigation of logs and additional information obtained from the monitored assets. The vendor should assess and prioritize alerts for communication and action.
- The vendor should notify the identified LIC's representative based on the severity of the security alert and nature of services impacted. The notification channel includes (but not limited to) ITSM, voice and email.
- The vendor should ensure to provide any number of custom connectors and parsers required for integration of proprietary or custom applications or non-standard logs and with all the solutions without any extra cost for LIC. These parsers should be implemented by the OEM.
- The vendor should provide alert details and outline preliminary alert response activities that can help contain the impact of the threat including logs that needs to protected and additional investigation that may be subsequently required.
- Pending alerts, incident & root cause analysis should be taken-up after transition phase. Existing vendor to close older alerts before handover.
- The vendor should provide software-level management for the SIEM components.
- The vendor should manage user access, including updates to user and group permissions.
- The vendor should review application performance, capacity, and providing recommendations when necessary.
- The vendor should review SIEM disk space usage.
- The vendor should verify log collection.
- The vendor should regularly backup logs as per defined backup and archival frequency as per technical specification. The vendor should restore logs as required or for the purpose of testing.
- The vendor should ensure the integration of devices with SIEM including but not limited to network devices logs, server logs, system logs, application logs, etc. for existing as well as future technologies which LIC might procure.
- The vendor should create custom parsers for log sources as necessary, in accordance with LIC's requirements.
- The vendor should configure extra Device Support Modules (DSMs) when required.
- The vendor should have out of the box capability to create and customize dashboards.
- The vendor should correlate low-priority alerts with subsequent alerts to identify multi-vector attacks or Advanced Persistent Threats (APTs).
- The vendor should provide a centralized portal/dashboard for capturing LIC's risk posture and maturity levels at any given time.
- The vendor should ensure asset discovery and maintenance of integrated asset inventory and precise EPS calculation.
- The vendor should maintain the ability, ideally automated, to continuously detect and discover new assets and connections within the LIC ecosystem.
- The vendor should ensure that the data is encrypted both in transit and at rest to maintain data privacy.
- The vendor should conduct root cause analysis (RCA) and provide RCA reports for security incidents as outlined by LIC's requirements.
- The vendor should implement additional add-on modules from the OEM as needed.
- The vendor should recommend new security configurations based on the global best practices.
- The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.
- Deploying and finetuning of SIEM solution and its components:
 - Migrate the existing logs to the new setup after reviewing the same in consultation with LIC.
 - Design and document the priority use cases, policies and rules to be configured on the SIEM solution in consultation with LIC.

- Creating and applying default policies after analyzing traffic pattern for correlation purpose.
- Modifying and fine-tuning the default policies for correlation controls in line with LICs security policy, IRDA guidelines, ISO 27001 / ISO 22301/IT Act 2000 (including all amendments), details provided in the technical specifications and best practices which will be jointly decided by the representatives from LIC and the Project Manager / Engineer from the bidder.
- Optimize Alerts, Normalize, and Aggregate; apply Correlation Rules based on Priority of Alerts.
- The provision for creation of customize parser will be carried out by OEM and they should transfer the logic of making it with delivery team.
- Setting up basic system health monitoring and log analysis through Management and Reporting appliance.
- Vendor has to do end-to-end configuration of the solution and implementation and customization as per best practices and LIC's requirements. The vendor will ensure seamless integration of its appliances for functioning of existing as well as future gateway security appliances with no/minimum possible downtime.
- Configuration of Management, Logging and Reporting Server/Appliance/Components would involve following tasks:
 - Configuring device management and reporting functionality in consultation with LIC.
 - Enable capturing of logs, log retention period and mechanism for archiving logs.
 - Review of rules/policies every six months to identify the unwanted and overlapping rules.
 - Creating Out-of-the-box reports and customized reports templates based on the needs of LIC. The reports should be available for the following (but not limited to): a). Indian Information Technology Act 2000 including all amendments b). IRDA guidelines c). Payment Card Industry (PCI) d). ISO27001 e). SO22301 f) COBIT g) CERT-In etc.
 - Scheduling of backup for device used for management purpose.
 - Checking up of restoration of management hardware from backup.
 - Bidder has to provide an integrated case management workflow in the SIEM as well as integrate with the service desk solution for incident management workflow and create process as per best practices in consultation with LIC.
 - Configure incident based alert mechanism supported by appliance such as (but not limited to) Visual Alerts, e-mail and SMS.

IV. Security Orchestration, Automation and Response (SOAR)

- The scope of work of SOAR would encompass technical specifications as well.
- The solution must enable the orchestration and automation of security workflows, eliminating manual intervention to reduce mundane tasks.
- The vendor should leverage the automated playbooks as per the technical specification and create customized automated playbooks tailored for LIC's processes.
- Playbooks should objectively enable security teams to meet the dynamic security landscape of LIC.
- The vendor should ensure seamless integration with other in scope security tools and systems for effective automated response.
- The vendor should allow the prioritization of incidents based on predefined criteria and threat severity.
- The vendor/ SOC team should track metrics, measure the effectiveness of automated processes, and generate reports.
- The bidder should guarantee that the solution allows for the inclusion of manual changes within automated workflows within 4 hours.
- The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.

V. User and Entity Behavior Analytics (UEBA)

- The scope of work of UEBA solution will encompass technical specifications as well.
- UEBA should leverage data from SIEM and should not create its own repository. The bidder must ensure the integration with other tools and workflows to enhance investigation and response.
- The bidder must be able to finetune behavioral analysis of user and entity activities to identify deviations from normal patterns.
- The bidder must ensure the integration of the solution from multiple sources (but not limited to), including logs, applications, endpoints, and network traffic.
- The bidder should ensure the ability to create custom behavioral rules based on the LIC's unique environment and requirements.
- The bidder should prioritize alerts based on the level of risk to aid efficient incident response in consultation with LIC.
- The bidder should utilize a solution that will AI, machine learning, behavioral analysis, and security analytics to effectively detect known as well as unknown threats.
- The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.

VI. Threat Intelligence (TI)

- The scope of work of TI solution would encompass technical specifications as well.
- The vendor should gather information from various sources, including open-source intelligence (OSINT), commercial threat feeds, internal logs, honeypot, government organization and reports from industry-specific organizations, enabling the identification of emerging global threats.
- The vendor should consolidate data and extract actionable insight from a variety of intelligence sources and existing security technologies.
- The vendor has to ensure that the threat intelligence collected via multiple feeds needs to be validated for active threats, eliminating false positives, eliminating redundant data, reducing false positive and providing contextual insights applicable to LIC/BFSI sector. Data curation should be automated and done by the TIP only.
- The vendor should create, and update use cases based on MITRE ATT&CK framework.
- The vendor should identify patterns and trends in threat data to understand the evolving tactics, techniques, and procedures (TTPs) used by threat actors.
- The vendor should proactively inform about potential security threats and vulnerabilities, new global security threats or zero-day attacks in circulation and recommend implementing appropriate countermeasures to safeguard LIC assets and data against such evolving threats or attacks along with the analysis.
- The vendor should ensure classifications of threats and attacks.
- The vendor should customize rules based on Threat Intel feeds, as applicable to LIC's requirement.
- The vendor should produce regular reports and alerts for stakeholders, including senior management and incident response teams, to keep them informed about potential threats
- The vendor should integrate threat intelligence feeds and indicators into security tools and systems, such as (but not limited to) SIEM, UEBA, NBAD, etc., to automate threat detection and response.

VII. Threat Hunting (TH)

- The scope of work of TH service would encompass technical specifications as well.

- The vendor should ensure proactive threat hunting on continuous basis.
- The vendor must ensure to have the automated playbooks for threat hunting. The vendor should deliver proactive threat hunting services across networks, endpoints, and unusual user behavior. This aids in identifying advanced attacks such as (but not limited to) lateral movement, malware beaconing, data exfiltration, watering hole attacks, process anomalies, service anomalies, and account takeovers.
- The vendor should initiate proactive searches for signs of malicious activity within LIC's network that may not be detected by automated security measures.
- The vendor should possess the ability to conduct advanced threat detection and threat hunting using artificial intelligence and machine learning models.
- The vendor should formulate hypotheses about potential threats based on knowledge of current threat landscapes, vulnerabilities, and industry-specific risks.
- The vendor should conduct in-depth, manual investigations into network and system logs, looking for anomalies, unusual behavior, or indicators of compromise (IOCs).
- The vendor should ensure fine-tuning processes necessary to improve security posture and to streamline cyber security process.
- The vendor should ensure that malware scanning, protection, presentation, and reporting are implemented according to LIC's specific requirements.
- The vendor should provide recommendations for mitigating threats and vulnerabilities based on findings, often working closely with incident response teams.
- The vendor should thoroughly document all findings, actions taken, and lessons learned during the threat hunting process to improve future efforts and maintain a historical record.
- The vendor should continuously refine and adapt threat hunting techniques and processes based on lessons learned and emerging threats.

VIII. Packet Capture (PCAP)

- The scope of work of PCAP solution would encompass technical specifications as well.
- The vendor should suggest to LIC, the best possible placement of PCAP solution for optimum utilization. The bidder needs to conduct a workshop with LIC for providing the best of the PCAP solution engineering.
- The vendor should extract and replay the packets as an when required by LIC. The vendor should define capture rules for specific traffic types as per LIC's requirement.
- The vendor should ensure the smooth deployment and configuration on network segments.
- The vendor should confirm high-speed data processing and adaptable scalability of the solution.
- The vendor should ensure interoperability and data sharing.
- The vendor must provide maintenance, updates, and training resources as needed.
- The vendor must address secure storage options and should have data storage duration and capacity as per LIC's requirement defined in technical specification.
- The ensure must ensure the capability to capture packets at specific points in the network with configurable granularity.
- The vendor should ensure that captured packet data is encrypted both in transit and at rest to maintain data privacy.
- The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.

IX. Network Behavior Anomaly Detection (NBAD)

- The scope of work of NBAD solution would encompass technical specifications as well.
- The vendor should be responsible for network, user and events behavior monitoring and analytics services as part of overall SOC operations.
- The vendor should calculate precise flows per second to determine the level of network traffic.

- The vendor must analyze network traffic for unusual patterns, traffic spikes, and anomalies.
- The vendor has to implement use cases in consultation with LIC, after conducting appropriate workshops along with the OEM.
- The vendor should observe the network traffic and create a baselining of the network and provide the baselining report to LIC.
- The vendor should ensure the ability to establish a baseline of normal network behavior and detect deviations.
- The vendor should ensure to provide real-time alerts for anomalies that could indicate potential threats.
- The vendor should ensure the compatibility with other security systems, such as (but not limited to) SIEM, incident response tools, etc.
- The vendor should ensure to correlate network anomalies with potential threats, aiding in early threat detection.
- The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.

X. Endpoint Detection and Response (EDR)

- The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities.
- The vendor should deploy EDR agents on endpoints, servers, and critical systems within the organization's network.
- The vendor should configure EDR agents to collect and analyze security events and activities on endpoints.
- The solution should monitor endpoints for suspicious activities, such as malware infections, unauthorized access attempts, and unusual user behavior.
- The solution should use behavioral analysis and machine learning to detect advanced threats and zero-day attacks.
- The solution should generate real-time alerts for potential security incidents and provide guidance for incident response and remediation.
- The vendor should enable endpoint forensics capabilities to investigate security incidents and identify the root cause of attacks.
- The solution should capture and store detailed endpoint activity logs and artifacts for further analysis.
- The vendor should integrate the tool with vulnerability management systems to assess the endpoint's security posture.
- The vendor should monitor and manage software patching and updates on endpoints to mitigate vulnerabilities.
- The solution should alert and remediate endpoints with outdated or vulnerable software configurations.
- The solution should provide real-time alerts for anomalies that could indicate potential threats.
- The vendor should ensure the compatibility with other security systems, such as (but not limited to) SIEM, incident response tools, etc.
- The solution should correlate network anomalies with potential threats, aiding in early threat detection.
- The vendor is expected to deliver reports at periodic intervals as per LIC's requirements.
- The vendor should re-deploy the agent as and when there is a change in the infrastructure or the operating systems
- The scope of work of EDR would encompass technical specifications as provided in Annexure F.
- Bidder to ensure the proposed EDR solution is capable of coexisting with the currently implemented Antivirus solution in LIC until its end of validity.

3. Sizing Requirements

SN	Solution	Proposed Sizing
1	Security Operations Centre	24/7/365 days
2	Security incident and event management	60000-80000 EPS
3	SOAR (Security Orchestration, Automation and response)	30 authorized user licenses
4	User and Entity Behaviour Analysis	License for 1 lakh users & entities
5	Packet Capture	30 Gbps or its equivalent Packets per Second
6	Network Behavior Anomaly Detection	30 Gbps or its equivalent Flows Per Second or Packets per Second
7	Cyber Threat Intelligence	6 authorized user licenses
8	Cyber Threat Hunting	As a resource based service (refer Section E 5: Resource Deployment)
9	Endpoint Detection and Response	30000 Windows OS desktops /laptops and 45000 RHEL OS desktops 4000 Servers

4. RACI Matrix

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

SN	Service	Activity	SI	OEM	LIC
1	Solution Operations and Management	Plan, Design, Implementation	R,A	R,A	C,I
		Service Request Handling	R,A	C	I
		Problem Management- Root Cause Analysis	R,A	R,A	C,I
		Configuration Change Plan	R,A	C	C,I
		Software Implementation	R	A	C,I
		Software Security Vulnerability Assessment	R	A	C,I
		Capacity Audit and Benchmarking	A	R	C,I
		Performance Audit	R,A	R	C,I
		Inventory Management	R,A	C	I
		License Management	R,A	C	I
		SLA Performance	R,A	R,A	C,I
		SLA Reporting	R,A	C	I
		Service Delivery Review and Governance	R,A	R,A	C,I
Business Continuity Management	R,A	R,A	C,I		
2	Security Monitoring	Security Monitoring	R,A	C	I
		Incident severity assignment	R,A	C	I
		Alert Analysis	R,A	C	I
		Incident Notification	R,A	C	I

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SN	Service	Activity	SI	OEM	LIC
		Incident Escalation	R,A	C	C,I
		Daily Reporting	R,A	C	C,I
		Monthly Reporting	R,A	C	C, I
		Metrics and SLA Reporting	R,C	A	I
3	SIEM	SIEM Platform Administration	R,A	C	I
		Use Case Content Creation/Review/Modification	R,A	R,I	C, I
		Log Source Integration	R,A	C	I
		Custom Parser	R,A	R,A	C,I
		SIEM Platform administration	A	R	C,I
		Use Case Definition	R,A	C	I
		Correlation Rule Creation	R,A	C	I
		Dashboard Development	R	A	C,I
		Performance Optimization	R	A	C,I
4	Incident Analysis & Response	Incident Detection	R,A	I	C,I
		Incident investigation	R,A	A,I	C,I
		Incident remediation	R,A	A,I	C,I
		Knowledge Management	R,A	I	C,I
5	Impact analysis on incidents	Triaging	R,A	I	C,I
		Enrichment of the incidents	R,A	I	C,I
		Assess impact of incidents	R,A	I	C,I
		Threat modelling	R,A	A,I	C,I
		Validate CIA to assets in SIEM	R,A	I	C,I
6	Threat Intelligence	Threat Research and Reporting	R,A	I	C,I
		IOC / Threat Feed Management and Integration	R,A	A,I	C,I
		Threat Briefings	R,A	I	C,I
7	Threat Hunting	Periodic Threat Hunting Scenarios	R,A	A	C,I
		Threat Remediation	R,A	C	R,I
		Threat Hunting Reporting	R,A	A	C,I
8	User and Entity Behavior Analysis	Profiling	R	A	C,I
		Report Incidents	R,A	A	C,I
		Rules and policy creation	R	A	C,I
		Incident Analysis	R,A	A	C,I
		UEBA Platform administration	A	R	C, I
9	Automation on SOAR	Integration with other solutions	R,A	A,C	C,I
		Playbook development	R,A	C	C,I
		Automation Configuration	R,A	A,C	C,I
		SOAR Platform administration	A	R	C, I
10	NBAD	Monitoring and Alerting	R,A	C	I
		Anomaly and Threat Detection	A	R	C,I
		Dashboard and Reporting	R,A	R	C,I
		Incident Analysis	R,A	A	C,I

SN	Service	Activity	SI	OEM	LIC
		NBAD Platform administration	A	R	C,I
11	PCAP	Packet Capturing Setup	R,A	C	I
		Data Filtering	R,A	C	I
		Data Storage	R,A	C	I
		Data Analysis	R	A	C,I
		PCAP Platform administration	A	R	C, I
12	EDR	Implement	R,A	C	C, I
		Configure/ UAT	R,A	C	C, I
		Monitor and upkeeping	R,A	C	C, I
		Investigate and Respond to Incidents/ Remediation	R,A	C	C, I
		Report Incidents and update SOPs	R,A	C	C, I
		Review and Update EDR configuration and Policies	R,A	C	C, I

5. Resource Deployment

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

SN	Resource	Responsibilities	Experience
1	SOC Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Troubleshooting technical issues to ensure project success. <input type="checkbox"/> End-end integration of all soc solutions health check as per the sign-off <input type="checkbox"/> Implementing changes to align with LIC's demands and specifications. <input type="checkbox"/> Providing guidance, direction, and instructions to the team to achieve specific objectives. <input type="checkbox"/> Developing and executing a timeline for the team to achieve its goals. <input type="checkbox"/> Monitoring incident detection and closure. <input type="checkbox"/> Presenting regular metrics and reports. <input type="checkbox"/> Identifying new alert requirements. <input type="checkbox"/> Ensuring services meet SLA parameters. <input type="checkbox"/> Conducting periodic DR drills. <input type="checkbox"/> Following up with departments to close various reports/incidents and escalating long outstanding issues. 	<p>10 Years of experience</p> <p>Certifications- CISSP/CISM/CISA/GCIH</p>
2	SOC Analyst	<p>Security Analyst-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Analyze and investigate security events from various sources. <input type="checkbox"/> Manage security incidents through all incident response phases to closure. <input type="checkbox"/> Utilize SIEM, SOAR, UEBA, EDR, NBAD, PCAP, Vulnerability Scanning, and Malware analysis technologies for event detection and analysis. 	<p>L2 Analyst – 4 Years of experience</p> <p>Certification - CEH & any one SANS certificate</p> <p>L1 Analyst – 2 Years of experience</p> <p>Certification- CEH</p>

SN	Resource	Responsibilities	Experience
		<ul style="list-style-type: none"> <input type="checkbox"/> Update tickets, write incident reports, and document actions to reduce false positives. <input type="checkbox"/> Develop knowledge of attack types and fine-tune detective capabilities. <input type="checkbox"/> Identify log sources and examine system logs to reconstruct event histories using forensic techniques. <input type="checkbox"/> Conduct computer forensic investigations, including examining running processes, identifying network connections, and disk imaging. <input type="checkbox"/> Maintain and support the operational integrity of SOC toolsets. <input type="checkbox"/> Proactively identify and report system security loopholes, infringements, and vulnerabilities to the Security Operations Centre Manager in a timely manner. <p>Forensic Analyst –</p> <ul style="list-style-type: none"> <input type="checkbox"/> Respond to and investigate security incidents, breaches, or suspicious activities. This involves identifying the nature and scope of the incident, containing it, and gathering evidence for further analysis. <input type="checkbox"/> Collect and preserve digital evidence from various sources, including computers, servers, mobile devices, and network logs. Ensure that the evidence is gathered in a forensically sound manner to maintain its integrity. <input type="checkbox"/> Employ specialized tools and techniques to recover data from compromised or damaged systems, with an emphasis on preserving the original data and maintaining a chain of custody. <input type="checkbox"/> Create forensic images of digital devices to create an exact copy of their contents. This image is used for analysis while preserving the original evidence. <input type="checkbox"/> Maintain a detailed record of the handling and custody of digital evidence to ensure its admissibility in legal proceedings. <input type="checkbox"/> Examine digital evidence to identify signs of compromise, unauthorized access, or other security incidents. Collaborate with other teams, such as cybersecurity and legal, to support investigations. <input type="checkbox"/> Document all forensic procedures, findings, and analysis in comprehensive reports. These reports may be used in legal proceedings or for internal reviews. 	<p>Forensic Analyst - 5 Years of experience</p> <p>Certifications- GCFE/ GCFE & CHFI</p>

SN	Resource	Responsibilities	Experience
		<ul style="list-style-type: none"> <input type="checkbox"/> In some cases, provide expert testimony in legal proceedings to explain findings, methodologies, and the importance of digital evidence. <input type="checkbox"/> Offer recommendations and guidance to improve security based on findings from forensic investigations. This may include suggesting security enhancements, policy changes, or staff training. 	
3	SIEM SME	<p>SIEM Architect-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Responsible for architecting SIEM solutions to enhance security value, service management, and scalability. <input type="checkbox"/> Ensure effective and efficient incident identification, resolution, and root-cause analysis in alignment with current and target SIEM states. <input type="checkbox"/> Create architecture diagrams, workflow models, and proposals/presentations for SIEM designs and implementations. <input type="checkbox"/> Evaluate existing log and data domains, SIEM processes, tools, and effectiveness measures to identify critical elements, weaknesses, and improvement opportunities. <p>SIEM Integration SME-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop and execute a comprehensive strategy for integrating various data sources and security tools into the SIEM system, ensuring efficient data collection and normalization. <input type="checkbox"/> Design and implement custom connectors, parsers, and scripts to facilitate the ingestion of logs and events from diverse sources, including firewalls, IDS/IPS, antivirus, and application logs. <input type="checkbox"/> Enhance the SIEM's data with contextual information, such as threat intelligence feeds and asset information, to improve the accuracy of alerting and analysis. <input type="checkbox"/> Collaborate with security analysts, engineers, and other teams to ensure seamless integration, troubleshoot issues, and optimize the SIEM's ability to detect and respond to security threats effectively. <p>SIEM Engineering Team-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Configure and maintain the SIEM system, ensuring that it's properly set up to collect and analyze security event data. 	<p>SIEM Architect - 10 Years of experience</p> <p>SIEM Integration SME - 5 Years of experience</p> <p>SIEM Engineering Team- 6 Years of experience</p> <p>Dashboard Experts – 3 Years of experience</p> <p>Certification - OEM Level Certification</p>

SN	Resource	Responsibilities	Experience
		<ul style="list-style-type: none"> <input type="checkbox"/> Develop, customize, and manage security rules within the SIEM to detect and respond to security threats. <input type="checkbox"/> Monitor SIEM alerts, investigate them, and take appropriate actions based on the severity and nature of the alerts. <input type="checkbox"/> Oversee the collection, normalization, and storage of log data from various sources. <input type="checkbox"/> Develop and document incident response procedures, and lead or assist in incident response efforts when security incidents occur. <input type="checkbox"/> Continuously optimize the SIEM system for efficient performance, ensuring it can handle the volume of data and remain responsive. <input type="checkbox"/> Align SIEM rules and alerts with the LIC's security policies and compliance requirements. <input type="checkbox"/> Create and maintain custom reports and dashboards that provide meaningful insights into the LIC's security posture. <input type="checkbox"/> Develop automation scripts and workflows to streamline common security response tasks and enhance efficiency. <input type="checkbox"/> Integrate the SIEM system with other security solutions to improve overall security monitoring and incident response. <input type="checkbox"/> Ensure that the SIEM system helps the LIC meet regulatory compliance requirements and is ready for security audits. <input type="checkbox"/> Maintain thorough documentation of the SIEM system's configuration, procedures, and incident response plans. <input type="checkbox"/> Collaborate with SIEM solution vendors for updates, patches, and support to ensure the system's reliability and effectiveness. <input type="checkbox"/> Work closely with other IT and security teams during incident response, coordinating efforts and sharing information to mitigate security incidents effectively <p>Dashboard Experts-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Design visually appealing and intuitive dashboards that display key security metrics, incidents, and trends, using data visualization tools and scripting languages for automation. <input type="checkbox"/> Develop and maintain customized reports that provide meaningful insights into security data, ensuring they are accurate, comprehensive, and suitable for management and regulatory purposes. 	

SN	Resource	Responsibilities	Experience
		<ul style="list-style-type: none"> <input type="checkbox"/> Collect, aggregate, and analyze data from various security tools, logs, and sources to identify security anomalies, patterns, and trends that may indicate potential threats or vulnerabilities. <input type="checkbox"/> Generate detailed incident reports, outlining the nature of security incidents, their impact, and the actions taken for resolution. <input type="checkbox"/> Assist in creating reports and documentation required for compliance with industry standards and regulations (e.g., IRDAI, SEBI, RBI, ISO 27001). <input type="checkbox"/> Develop and implement automated reporting processes to streamline the generation of routine reports, reducing manual effort and increasing efficiency. <input type="checkbox"/> Integrate threat intelligence feeds and data into reporting processes to enhance situational awareness and proactive threat hunting. <input type="checkbox"/> Maintain accurate documentation of reporting and dashboard configurations, data sources, and data transformation processes for knowledge sharing and troubleshooting. <input type="checkbox"/> Provide training and support to SOC analysts and other stakeholders on how to interpret and utilize dashboards and reports effectively. <input type="checkbox"/> Assist in coordinating incident response efforts by providing real-time updates through dashboards and reports during security incidents. <input type="checkbox"/> Evaluate new security tools and technologies that could improve reporting and dashboard capabilities within the SOC. 	
4	Threat Intelligence platform Analyst	<ul style="list-style-type: none"> <input type="checkbox"/> Collaborate with LIC to address challenging issues in cyber, analytics, machine learning, optimization, and computer networking to research solutions. <input type="checkbox"/> Propose new research projects to tackle complex cyber, analytics, machine learning, optimization, and networking problems. <input type="checkbox"/> Possess expertise in comprehending advanced persistent threats, emerging threats, and malware within a corporate environment. <input type="checkbox"/> Understand attacks, attack vectors, and kill chain methodology. <input type="checkbox"/> Demonstrate proficiency in working with big data and executing complex queries across multiple platforms. <input type="checkbox"/> Exhibit a strong grasp of malware analysis, threat taxonomy, and threat indicators. 	<p>5 Years of experience</p> <p>Certifications- GCTI/CTIA</p>

SN	Resource	Responsibilities	Experience
		<ul style="list-style-type: none"> <input type="checkbox"/> Competently engage with various security technologies. 	
5	Threat Hunter	<ul style="list-style-type: none"> <input type="checkbox"/> Continuously monitor network traffic and system logs to identify signs of potential security threats or anomalies. <input type="checkbox"/> Formulate hypotheses about potential threats based on analysis of existing data and threat intelligence. <input type="checkbox"/> Collect and analyse data from various sources, including logs, network traffic, and security tools, to validate or refute hypotheses. <input type="checkbox"/> Identify patterns and behaviours that may indicate malicious activity, such as unusual traffic patterns or unauthorized access attempts. <input type="checkbox"/> Utilize a variety of cybersecurity tools and technologies, including SIEM, UEBA, PCAP, NBAD, etc. <input type="checkbox"/> Document findings, actions taken, and recommendations in detailed reports for internal stakeholders and management. <input type="checkbox"/> Recommend improvements to security policies, procedures, and controls based on threat hunting insights. 	<p>5 Years of experience</p> <p>Certifications- GCFA</p>
6	SOAR SME	<p>SOAR Architect –</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop and design the overall SOAR architecture to meet security and automation needs. <input type="checkbox"/> Define integration strategies with existing security tools and platforms. <input type="checkbox"/> Ensure the SOAR system is scalable to handle growing security operations. <input type="checkbox"/> Provide technical guidance and mentorship to the team. <p>SOAR Playbook Expert -</p> <ul style="list-style-type: none"> <input type="checkbox"/> Create and maintain security playbooks for automating incident response procedures. <input type="checkbox"/> Analyze security incidents and determine automation opportunities. <input type="checkbox"/> Continuously improve existing playbooks for efficiency and effectiveness. <input type="checkbox"/> Conduct thorough testing and validation of playbooks to ensure accuracy. <p>SOAR API Integrator -</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop integrations with various security tools, systems, and APIs. 	<p>SOAR Architect - 7 Years of experience</p> <p>SOAR Playbook Expert - 6 Years of experience</p> <p>SOAR API Integrator - 5 Years of experience</p> <p>Certification - OEM Level Certification</p>

SN	Resource	Responsibilities	Experience
		<ul style="list-style-type: none"> <input type="checkbox"/> Map data flows between different systems and ensure data consistency. <input type="checkbox"/> Create custom scripts and connectors to facilitate integrations. <input type="checkbox"/> Implement robust error handling and troubleshooting mechanisms for integrations. 	
7	Security Engineer with 3 Years of experience of UEBA, NBAD & PCAP	<p>UEBA Solution Architect-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Designing the architecture of the UEBA solution. <input type="checkbox"/> Assessing network and entity behavior analysis requirements. <input type="checkbox"/> Selecting appropriate hardware and software components. <p>Security Engineer-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Integrating UEBA with other security systems. <input type="checkbox"/> Managing and configuring UEBA tools and agents. <input type="checkbox"/> Conducting threat modelling and risk assessments. <p>NBAD Technical Engineer -</p> <ul style="list-style-type: none"> <input type="checkbox"/> Implement NBAD solutions within the network infrastructure and ensure proper configuration. <input type="checkbox"/> Continuously monitor network traffic for anomalies and suspicious behavior. <input type="checkbox"/> Respond to alerts and incidents identified by the NBAD system, investigate root causes, and initiate appropriate actions. <input type="checkbox"/> Maintain and update NBAD systems, ensuring they remain effective against evolving threats. <input type="checkbox"/> Document configurations, incidents, and solutions for future reference and reporting. <p>NBAD Test Engineer -</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop test plans and strategies for evaluating the performance and accuracy of NBAD systems. <input type="checkbox"/> Execute various testing methodologies, including functional, regression, and performance testing. 	Security Engineer with 3 Years of experience of UEBA, NBAD & PCAP

SN	Resource	Responsibilities	Experience
		<ul style="list-style-type: none"> <input type="checkbox"/> Identify and report any issues or defects in the NBAD system, working closely with the development team for resolution. <input type="checkbox"/> Validate that the NBAD system meets the specified requirements and delivers accurate results. <input type="checkbox"/> Implement test automation where possible to streamline testing processes. <p>Solution Architect -</p> <ul style="list-style-type: none"> <input type="checkbox"/> Design the overall architecture of NBAD solutions, considering scalability, integration, and performance. <input type="checkbox"/> Define integration strategies with other security and network components to create a holistic security posture. <input type="checkbox"/> Collaborate with stakeholders to gather and analyze requirements for NBAD implementations. <input type="checkbox"/> Assess and select appropriate NBAD technologies and tools for the organization's needs. <input type="checkbox"/> Create architectural documentation, diagrams, and proposals to communicate the NBAD solution's design and benefits. <hr/> <p>Solution Architect-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Designing the architecture of the PCAP solution. <input type="checkbox"/> Assessing network traffic requirements. <input type="checkbox"/> Selecting appropriate hardware and software components. <p>Network Engineer-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Configuring network devices for traffic capture. <input type="checkbox"/> Ensuring proper routing of captured packets to storage. <input type="checkbox"/> Monitoring network health and performance. <p>PCAP System Administrator-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Installing and configuring PCAP software and storage. <input type="checkbox"/> Managing system health and availability. <input type="checkbox"/> User access control and permissions. 	

SN	Resource	Responsibilities	Experience
8	EDR	<p>Solution Architect-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Configure detection rules, policies, and response actions within the EDR solution <input type="checkbox"/> Weekly update to LIC on implementation status <input type="checkbox"/> List of reports, dashboards to be configured <input type="checkbox"/> Final HLD and LLD <input type="checkbox"/> Fine-tuning document <input type="checkbox"/> Sign-off document <p>L2 Security Analyst-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Defined incident response processes based on detected threats. <input type="checkbox"/> Design the integration of EDR with incident response processes and workflows <input type="checkbox"/> Use cases to be configured (Compliance & Security related) <input type="checkbox"/> Plan how to correlate endpoint data with network and threat intelligence 	<p>Solution Architect - 10 years Experience</p> <p>Minimum Certified Ethical Hacker (CEH) certified</p> <p>At least one EDR OEM related certifications</p> <p>L2 Security Analyst - 7 years of experience</p> <p>Minimum Certified Ethical Hacker (CEH) certified</p> <p>At least one of the resources must have any EDR OEM related certifications</p>
9	On-site Support Activities for EDR	<p>L1 Security Analyst-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify the endpoints (devices) that require EDR protection and deploy agents on the endpoints. <input type="checkbox"/> Review and redeploy malfunctioning agents in the endpoints <input type="checkbox"/> Analyse the diversity of endpoints, operating systems, and applications. <input type="checkbox"/> Evaluate existing endpoint security measures and tools. <input type="checkbox"/> Identify gaps in visibility, threat detection, and incident response capabilities. 	<p>L1 Analyst- 3 years Experience</p> <p>Minimum Certified Ethical Hacker (CEH) certified with experience of working on any EDR solution</p>

Following conditions shall be applicable regarding the onsite support personnel:

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

- If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable. This will be cumulative in nature for each occurrence.
- In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC, for reasons other than termination, death and hospitalization. On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
- The selected vendor will also have to earmark a Project Coordinator for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose. Project Coordinator should also coordinate with other teams/OEM for effective project delivery.
- The vendor shall provide the background verification, including Police Clearance Report of the onsite resources.

6. Project Timelines

The Phase Wise Project Timelines as below:

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder.	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution/ service in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 8 Weeks
3	Implementation of in-scope solutions/ services. Date of implementation of last device shall be taken as date of installation of all devices.	
	Phase 1 : Implementation of SIEM, SOC, SOAR and UEBA	T + 32 Weeks
	Phase 2 : Implementation of CTI and CTH	T + 12 Weeks
	Phase 3 : Implementation of PCAP and NBAD	T + 8 Weeks
4	Successful Final Acceptance Test of all in-scope solutions/ services and Issue of Go-Live Certificate from LIC.	T + 33 Weeks
5	Production Rollout. Completion of entire IT infra integration & security operations and commencement of advanced security operations.	T+ 35 Weeks

The Phase Wise Project Timelines of EDR as below:

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder.	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution/ service in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 8 Weeks

3	Implementation of EDR and roll out of agents in the endpoints. Date of implementation of last device shall be taken as date of installation of all devices.	T + 24 Weeks
4	Successful Final Acceptance Test of all in-scope solutions/ services and Issue of GoLive Certificate from LIC.	T + 33 Weeks
5	Production Rollout. Completion of entire IT infra integration & security operations and commencement of advanced security operations.	T+ 35 Weeks

Note: New security solutions/infrastructure (if any) which will be introduced at LIC in the future should be integrated into the Security Operations Center (SOC) within one month of their deployment and any associated activities such as but not limited to the creation of custom parser, use case or rule developments, finetuning, etc. shall be part of the scope.

7. Service Level Agreements (SLAs) & Penalties

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

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

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

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

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

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

- Project Phase level SLA:**

SN	Description	Penalty
1	Kick-off meeting with LIC within 1 week of PO.	Rs 1000 per week of delay or part thereof
2	Request for the details of hardware to LIC within 1 week of PO.	Rs 1000 per week of delay or part thereof
3	Request for details of information from LIC within 4 weeks from the date of purchase.	Rs 1000 per week of delay or part thereof

4	<p>Delivery of all hardware and software solution needed as per the expected deliverables*within the defined timeline.</p> <p>*The delivery of the last hardware/ software solution will be deemed as the date of delivery of all equipment and penalty will be applicable accordingly.</p>	0.25 % of the total PO value for the delivery of hardware and software solution per week of delay or part thereof.
5	<p>Delay in implementation of all devices beyond the expected deliverables** within the defined timeline.</p> <p>**The implementation of the last hardware/ software solution will be deemed as the date of delivery of all equipment and penalty will be applicable accordingly.</p>	0.25 % of the total PO value for the implementation of hardware and software solution per week of delay or part thereof.
5	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.
6	Delay in submission of implementation Plan, HLD and LLD beyond 6 weeks from the date of issue of purchase order.	0.02% of the PO value of particular solutions for every week of delay or part thereof.
7	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 2 days of the receipt/notice of the complaint.	0.01% of the PO value for the hardware and software per each hour of delay or part thereof.
8	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 4 hours of the receipt/notice of the complaint.	0.01% of the PO value for the hardware and software per every 6 hours of delay or part thereof.
9	In case any of the system is completely down the defect should be attended and rectified within 8 hours of receipt of notice.	0.02% of the PO value of particular solutions per every 1 hour of delay or part thereof.
10	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 for deployed personnel per each day of delay or part thereof.
11	Failure to ensure collection of all logs for which the solutions have been procured.	2% of the Quarterly onsite support charges for each instance reported.
12	The details of Project Coordinator are not communicated to LIC within 3 weeks of receipt of PO	Rs.1, 000/- per day.
13	Delay in posting of on-site support Personnel as per Resource Deployment section beyond 6 weeks from the date of issue of purchase order for security products.	0.02% of the PO value for deployed personnel per week of delay or part thereof.
14	If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the	Rs.1,000/- per day for the delayed part

	first Purchase Order and/or escalation matrix is not submitted.	
15	If structured weekly meetings are not held (by the Service Delivery Manager) with ED(IT)/Secy(IT)/Dy.Secy(IT)/ Asst.Secy.(IT), Network Section, CO, Mumbai.	Rs.1,000/- for each meeting not held.
16	If CV and certified documents of the proposed candidates as per Resource Deployment section are not submitted within 5 weeks from date of Purchase Order (PO)	Rs.1,000/- per day per candidate.
17	The on-site Personnel or his designated substitute should be present in LIC's premises as per the RFP conditions.	Double the proportionate amount for the relevant onsite support charges will be deducted for any non-compliance.
18	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalisation.	2 % of the Annual on-site charges for the first incident, to be incremented by 5% for each repetition. The number of such occurrences shall be reckoned from the date of purchase order for on-site support. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, SI will be given a buffer of not more than 30days to suitably replace the Personnel.
19	In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed.	Penalty of Rs. 2, 000/- per instance.
20	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed.	5% per day of the relevant onsite support.
21	In case LIC wishes to get the onsite person changed if replacement from the identified pool is not provided within 45 days.	5% per day of the relevant onsite support.
22	<p>Hardware/software components not delivered/installed beyond 32 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> LIC may cancel the purchase order placed which will be conveyed to the vendor in writing <input type="checkbox"/> The penalty clause as mentioned in point above will be applicable. <input type="checkbox"/> Deductions of penalty will be made from any amount payable to the vendor by LIC. <input type="checkbox"/> Any other amounts that may become recoverable from the vendor will be recovered from any available Bank 	In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the vendor may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements to a maximum of 10% of the cost of that item(s).

	<p>Guarantee(s)/Performance LIC Guarantees under this bid.</p> <p><input type="checkbox"/> Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai.</p> <p><input type="checkbox"/> Termination of contract and blacklisting.</p>	
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• **Penalties on Non-Performance of SLA during contract period:**

Penalty mentioned below will be percentage of Quarterly charges of particular solution/service, except for those items where other percentage has been explicitly mentioned.

Sr. No.	Service Level Category	Description	Penalty
1	System Availability (Each solution)- 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.	Uptime of 99.5 % and below	1% of the onsite and offsite support charges of every 0.1% decrease of system uptime.
2	SOC Monitoring- 24x7x365 monitoring of security events generated from all in-scope devices. The categorization of events into Critical, High, Medium, and Low priority will be carried out collaboratively in consultation with the selected bidder.	Critical events should be notified within 30 minutes of the event identification and resolution within 1 hour. Updates should be provided over email at intervals of every 30 minutes or as per the LIC's preferences, as mutually agreed upon with the bidder, until the incident closure. Penalty for missing will be as follows:	100% compliance <input type="checkbox"/> 1-3 events: 3% <input type="checkbox"/> 3-6 events: 5% <input type="checkbox"/> 6-10 events: 7% <input type="checkbox"/> 11 and above events : 10%
		High priority events should be notified within 1 hour of the event identification and resolution within 4 hours. Updates should be provided over email at intervals of every 1 hour or as per the LIC's preferences, as mutually agreed upon with the bidder, until the incident closure. Penalty for missing will be as follows:	100% compliance <input type="checkbox"/> 1-3 events : 2% <input type="checkbox"/> 3-6 events : 4% <input type="checkbox"/> 6-10 events : 6% <input type="checkbox"/> 11 and above events : 10%
		Medium priority events should be notified within 4 hours of the event identification and resolution within 2 business days. Updates should be provided over email at intervals of every 4 hours or	95% compliance <input type="checkbox"/> 1-3 events : 1% <input type="checkbox"/> 3-6 events : 2% <input type="checkbox"/> 6-10 events : 3%

Sr. No.	Service Level Category	Description	Penalty
		<p>as per the LIC's preferences, as mutually agreed upon with the bidder, until the incident closure. Penalty for missing will be as follows:</p> <p>Low priority events should be notified within 12 hours of the event identification and resolution within 5 business days. Updates should be provided over email at intervals of every 8 hours or as per the LIC's preferences, as mutually agreed upon with the bidder, until the incident closure. Penalty for missing will be as follows:</p>	<p><input type="checkbox"/> 11 and above events : 5%</p> <p>92% compliance</p> <p><input type="checkbox"/> 1-3 events : 0.5%</p> <p><input type="checkbox"/> 3-6 events : 1%</p> <p><input type="checkbox"/> 6-10 events : 2%</p> <p><input type="checkbox"/> 11 and above events : 3%</p>
3	Downtime of standby / HA components	<p>Detection within 5 minutes.</p> <p>Response and Resolution within 24 hours.</p>	1% hourly increment after resolution period has lapsed within the overall cap
4	SOC solution management- Version/ Release/Upgrades / Patches	The bidder should notify the LIC team and guarantee that the entire SOC stack, including firmware, software, middleware, etc., are kept up to date with the latest firmware, patches, upgrades, releases, versions, etc., in accordance with the LIC's policy (N-1).	If the patches/signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof.
5	Audit of Next gen SOC solutions	<p>The SOC solution infrastructure may undergo auditing by LIC and/or third-party entities.</p> <p>The OEM is required to conduct the audit at the end of implementation and once in end of every year during the contract period.</p>	<p>Audit findings and the remediation actions after each audit should be completed within 3 months.</p> <p>A 5% penalty will be imposed for each week of delay in addressing critical and important findings.</p>

Sr. No.	Service Level Category	Description	Penalty
			<p>A 1% penalty will be applied for each recurring finding.</p> <p>The maximum penalty per audit is set at 10% of quarterly charges.</p>
6	<p>Report and Dashboard Compliance- Periodic reports to be provided as per requirements of LIC.</p>	<p>Daily Reports: By 10 AM everyday</p> <p>Weekly Reports: By 10 AM, Monday</p> <p>Monthly Reports: By 5th day of every month (n) for 1st day of (n-1) month to last day of (n-1) month.</p> <p>Ad hoc reports: Detailed RCAs for security incidents. To be decided mutually with LIC.</p>	<p>Delay in reporting daily report exceeding 1 hour will result in a 3% penalty.</p> <p>Delay in reporting both weekly and monthly reports exceeding 3 days will result in a 5% penalty.</p> <p>Delay in reporting Ad hoc / any report asked by LIC exceeding 2 days will result in a 5% penalty.</p>
7	<p>Ongoing Operational Enhancement and Reporting Requirements</p>	<p>The Bidder is required to continuously enhance operations, providing LIC with quarterly or semi-annual Gap Analysis reports outlining new improvements, action plans, and their respective progress, which may encompass fine-tuning rules, process adjustments, training for enhanced efficiency and SLA performance, and the introduction of new correlation rules to identify threat patterns, among other areas.</p>	<p>Achieve a 2% reduction in event response time on a quarterly basis.</p> <p>Achieve a 5% reduction in the reporting timeline for critical and high-priority events on a quarterly basis.</p> <p>A 2% penalty will be imposed for failure to reduce false positives and for not fine-tuning policies, rules, and correlation rules.</p>
8	<p>Manpower services</p>	<p>Availability of the minimum required workforce as per this RFP, with adjustments and additions as mutually agreed upon over time.</p>	<p>Penalty for resources with the specified qualifications and certifications in the RFP for each day..</p>

Sr. No.	Service Level Category	Description	Penalty
			<input type="checkbox"/> absence of L1/L2: 0.5% <input type="checkbox"/> absence of L3: 1% <input type="checkbox"/> absence of L4: 2%
9	Open OEM Support tickets/cases	Unable to close the OEM support tickets within 2 weeks without any workaround.	A penalty of 1% per week for non-compliance after the timelines.
10	Health Check-up observations closure	Unable to close Health Check-up observations within 2 weeks.	A penalty of 1% per week for non-compliance after the timelines.
11	Security Bug/ vulnerability / enhancements etc. –	Critical issue within 2 working days from observation reported/detected.	A penalty of 2% per week for non-compliance after the timelines.
	Rectification of security and operational bug/ Vulnerability/ enhancements	Non-critical issue within 6 working days from observation reported/detected.	A penalty of 1% per week for non-compliance after the timelines.
12	Closure of OEM Support tickets	Unable to close the OEM support tickets within 2 weeks without any workaround.	A penalty of 1% per week for non-compliance after the timelines.
13	SOAR Playbook	Achieve a playbook success rate of no less than 95%.	A penalty of 3 % on not achieving the success rate.
14	SOAR Automation	Automate at least 90% of eligible incident response actions.	A penalty of 5 % on not achieving the success rate.
15	UEBA Accuracy	Detect anomalies with 95% accuracy while maintaining a false positive rate of no more than 5%.	A penalty of 2 % on not achieving the accuracy rate.
16	Threat intelligence accuracy	Threat intel feeds should have confidence more than 90% and should be incorporated into all possible alerts/alert flow/ incident response.	A penalty of 3 % on not achieving the accuracy rate.
17	Security Intelligence Services	Advisories within 12 hours of any new major global threats & vulnerabilities disclosures.	A penalty of 1% per week for non-compliance after the timelines
18	PCAP data accuracy	Ensure data integrity with no more than 1% packet loss. Retain captured PCAP data for a minimum of 90 days and 365 days in cold storage for	A penalty of 2 % on not achieving the accuracy rate.

Sr. No.	Service Level Category	Description	Penalty
		incident response in near real time or within 1 hour for archived date.	
19	NBAD Accuracy	Achieve an alert accuracy rate of at least 95% while maintaining a false positive rate of no more than 5%.	A penalty of 2 % on not achieving the accuracy rate.
20	Data retrieval from offline storage	All solutions must guarantee the capability to retrieve data within 48 hours from their offline storage mechanism.	A penalty of 2 % on non-compliance after the timelines.

EDR Implementation SLA

S.No	SLA Parameter	Definition	Target Service Level
1	Implementation Time	The period within which the EDR solution will be fully implemented and operational post-contract signing	To be implemented as per the defined timeline in RFP.
2	Uptime	The percentage of time the EDR system is expected to be operational and available.	99.99% per month
3	Incident Resource Time	The time it takes for the service provider to respond to different incident priority levels.	Resolution Time Severity 1 - 30Mins Severity 2 - 2 Hrs. Severity 3 - 8Hrs
4	Change Management	Successful implementation of change within 24 hrs. post approval	99%
5	Data Retention Period	The duration of logs and data are retained within the SIEM system before rotation or archiving.	100%
6	Backup Frequency	How often data should be backed up to ensure recoverability.	Daily
7	Backup Restoration Drills	To Check the backup restoration effectiveness	Quarterly
8	Software updates	Frequency of applying software updates, patches, and security fixes.	Monthly
9	Configuration Management	Real-time tracking & alerting of any configuration changes	1
10	Reinstallation/ Repair	Process for reinstallation or repairing in the event of system failure	Within 24 hours

11	Reporting Frequency	Frequency and content of security reports, incident summaries, and performance metrics.	Daily, Weekly and Monthly reports
12	EDR Solution Integration with SIEM	The EDR solution should be integrated with SIEM before go live.	100% device coverage

Key Performance Indicators (KPI) :

- Endpoint Detection & Response Agent (EDR) Installation Compliance : >=99% (Measured monthly)
- Endpoint Detection & Response Agent (EDR) version/definition update : >=99% (Measured monthly)

Service Level	Service Definition	Target	Frequency
Incident Resolution time - S1 under bidder scope	Incident Resolution time - closure of the Severity 1 incident (email/ticket) from the time ticket is opened	3 hours	Monthly
Incident Resolution time – S2 under bidder scope	Incident Resolution time - closure of the Severity 2 incident (email/ticket) from the time ticket is opened	12 hours	Monthly
Incident Resolution time – S3 and S4 under bidder scope	Incident Resolution time - closure of the Severity 3 and 4 incident (email/ticket) from the time ticket is opened	48 hours	Monthly

- Exclusions from downtime calculation include the following:
 - Downtime because of LAN cabling faults.
 - Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
 - All failures due to source power unavailability and power conditioning, UPS failure etc. beyond control of Vendor Managed Services.
 - Force Majeure conditions defined above, or any condition not foreseen but mutually agreed by both the parties.
 - Link outages owing to ISPs.
 - Downtime due to any device/appliance not managed by the Vendor.
- Penalty caps:
 - The total penalty for delivery and installation shall not exceed 10% of the PO value.
 - The total penalty for onsite support shall not exceed 100% of the quarterly charges payable for onsite support for reasons other than absence.

Section F: General Terms & Conditions

1. Delivery & Installation Schedule

The vendor shall be responsible for delivery and complete installation of all the equipment/components ordered by LIC and for making them fully operational at no additional cost to LIC within the time frame defined below, for each purchase order.

- a. Delivery, installation and integration (with the current setup) of the ordered equipment should be completed as per timelines mentioned in this RFP.
- b. The installation / integration will be deemed as incomplete for a site if any component is not delivered/ installed/ integrated or is not as per the specifications and hence not acceptable to LIC.
- c. Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.
- d. However, equipment/components not delivered/installed beyond mentioned timelines, from the date of the Purchase order, will be dealt with as follows: -
 - i. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.
 - ii. The penalty clause as mentioned in point no.-(d) above will be applicable.
 - iii. Deductions of penalty will be made from any amount payable to the vendor by LIC.
 - iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.
 - v. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai.
 - vi. Termination of contract and blacklisting.
- e. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the vendor may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.

2. Site Not Ready Cases

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

- a. Open the consignment boxes and verify the deliverables as per Purchase order.
- b. In case of complete delivery (i.e., no short shipment of any component), conduct Power-On Self-Test (POST) and see the equipment are working properly.
- c. After POST, seal the boxes again in presence of LIC officials who will sign the SNR.
- d. Obtain a SNR certificate (as per the format attached herewith as Annexure I) from the LIC office within the delivery and installation period else penalty defined as per clause 7 (d) above will be applicable.
- e. In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipment will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done within the stipulated timeframe of 14 days, penalty of 0.3% of the total

cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s).

- f. In case of any short shipment/equipment not functioning, LIC will not issue Site Not Ready (SNR) certificate but only Short Shipment Form (SSF) as per Annexure J will be issued. Vendor should arrange the delivery of the short shipment/faulty equipment within the delivery and installation period else, penalty defined as per clause 7 (d) above will be applicable.

3. Installation of Equipment

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

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

4. Transportation & Insurance

The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period till 10 days from the date of delivery at LIC's offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall:

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

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

5. Road Permit

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

6. Consequences of Termination of the Selected Bidder:

In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and

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

7. Intellectual Property Rights

Third Party Material

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

LIC ownership of Intellectual Property Rights in Contract Material

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

Responsibility of the successful bidder

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

Liability of the successful bidder

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

The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

IPR Warranty

The Vendor will warrant that:

- a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and
- b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses.

Rights in Bidder's Pre-existing IPR

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

Remedy for breach of warranty

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

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

The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.

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

Patent Rights and other litigation costs

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

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

8. Termination

Right to terminate

If Vendor fails to comply any part of the service that does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days.

Termination and reduction for convenience

- a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.
- b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.
- c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination;
- d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.
- e. LIC is not liable to pay compensation under clause c) above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits.
- f. The systems that are complete and ready for delivery within 30 days after the Vendor's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Vendor an amount mutually agreed for partially completed systems and for materials and parts previously procured by the Vendor.

Termination by LIC for default

Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.

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

Termination for Insolvency

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

After termination

On termination of the contract the Vendor must:

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

Survival

The following clauses survive the termination and expiry of the contract:

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

Severability

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

Termination does not affect accrued rights

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

Consequences of Termination of the Selected Bidder:

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

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

Business continuity beyond contract period

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

Knowledge transfer

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

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

Section G: Payment Terms & Conditions

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

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

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

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

- ii) Proof of payment of GST/Octroi / Entry Tax (wherever applicable)
- 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.

11) Warranties:

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

12) Maintenance during Warranty Period:

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

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

- e) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.
- f) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.
- g) In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.
- h) Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:
 - i) Customer Call Report (CCR) signed by both the service Personnel and Corporation's authorized official, confirming that the complaint is resolved.
 - ii) Date and time of resolution of the complaint shall be indicated clearly.
 - iii) Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.
- i) Service Personnel/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Personnel of the vendor shall have access to the servers only after obtaining clearance from LIC's authorized officials. No component of the System/data/ log information will be taken out of LIC's premises without clearance from LIC's authorized Officials.

Section H: Enclosures

Bidders are required to submit their response to this RFP consisting of:

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

Bidders are required to submit the following annexure:

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

Executive Director (IT/BPR)

Annexure A: Covering Letter

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

Date

Dear Sir/Madam,

Sub: 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools'
Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

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

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

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

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

Dated at _____ this _____ day of _____ 2023

Thanking you,

Authorized Signatory of the bidder

Life Insurance Corporation of India - RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools

Name:

Designation:

Date:

Place:

Seal of the company

Annexure B: Bidder's Profile

S No	Details	Bidder Response	
1	Company Background		
	Name of the Firm/ Company		
	Year of Incorporation if India		
	Type of the Company [Govt/PSU/Pub. Ltd/Pvt Ltd/ JV/LLP etc.]		
2	Address		
	Corporate Office (HQ)		
	Local Office in Mumbai		
	GST registration number and date of registration		
	PAN card number		
3	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number/ Mobile No.		
	c) E-mail ID		
4	Financial Parameters		
	Business Results (last three years)	Annual Turnover (Rs. In Crores)	EBITDA (Rs. In Crores)
	2022-23		
	2021-22		
	2020-21		
(Only company figures need to be mentioned. Not to include group/ subsidiary company figures)		(Mention the above amount in INR only)	

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

Authorized Signatory of the bidder

Name:

Designation:

Date:

Place:

Seal of the company

Annexure C: Eligibility Criteria

SN	Eligibility Criteria	Documents to be Submitted
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2	The Bidder must have an annual turnover of minimum Rs. 600 Crores per annum during the last 03 (three) years preceding the date of this RFP.	Annual audited balance sheet for last three financial years
3	The bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during the last 03 (three) years preceding the date of this RFP.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.
4	The Bidder should have minimum of 5 years of experience in supplying, implementing and supporting minimum 5 out of the 9 in-scope solutions in a single purchase order related to this RFP to organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.	The bidder should submit details as per format under Annexure E along copies of the Letter of acceptance (LoA)/ purchase order/ work order/ contract/ completion certificate Deployment Certificate issued by client to the bidder/ Particulars confirming relevant experience.
5	<p>The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed SIEM OEM (of minimum 60,000 EPS) for a minimum of 01 (one) organisations in PSU/Government/Private/BFSI Sector.</p> <p>The proposed OEM product for SIEM should have been successfully running in minimum three organizations with minimum 500 branches distributed across India of minimum 60,000 EPS in the last 5 years preceding to the date of the RFP.</p> <p>It should be a full-fledged captive SOC shall not have outsourced the SOC activities to any other company.</p>	Letter of acceptance (LoA)/ purchase order/ work order/ contract/ completion certificate Deployment Certificate issued by client to the bidder/ Particulars confirming relevant experience.
6	The proposed OEM for the SIEM Solution should figure in the Leaders or Challengers Quadrant of Gartner in the last published report. This clause will not be applicable for the OEMs proposed or quoting of product under the regulations of Make In India.	Latest published Report of Gartner or appropriate documents supporting Make In India Claim.
7	The bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed UEBA OEM of minimum 75,000 users for minimum 02 (two) organisations in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.	Letter of acceptance (LoA)/ purchase order/ work order/ contract/ completion certificate Deployment Certificate issued by client to the bidder/ Particulars confirming relevant experience.
8	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed EDR OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 30000 endpoints.	PO / Deployment Certificate issued by client to the bidder

SN	Eligibility Criteria	Documents to be Submitted
	The proposed OEM product for EDR should have been successfully running in minimum three organizations for minimum 30000 users in each organization during the last 3 years preceding to the date of the RFP.	
9	Bidders and the proposed OEM should have support center in India with availability of 24x7 onsite, telephonic and remote support.	Complete address of the bidder and OEM along with contact details should be submitted on company letter head duly signed by the authorized signatory of the bidder.
10	The bidder must have a minimum of 100 IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP/ OSCP/ OEM Level Certification. Minimum 25 resources must have OEM Level Certification (preferably of the proposed OEM).	List of resources with following details to be provided on company letter head: Name Designation Years of experience Certification name Certification number Certification copies to be attached.
11	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.	Annexure H on company letter head duly filled and signed by the authorized signatory of the bidder.
	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.	Declaration on company letter head duly signed by the authorized signatory of the bidder.

Note:

- Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. LIC reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.
- Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

Authorized Signatory of the bidder

Name:

Designation:

Date:

Place:

Seal of the company

Annexure D: Technical Scoring

SN	Technical Evaluation Criteria – Parameters	Maximum Score
1	<p>Annual turnover during the last 03 (three) years preceding the date of this RFP.</p> <ul style="list-style-type: none"> • Greater than INR 900 Crore -> 10 Marks • Greater than INR 700 Crore up to INR 900 Crores -> 7 Marks • Greater than INR 500 Crore up to INR 700 Crores -> 5 Marks <p>(Annual audited balance sheet to be provided as evidence)</p>	10
2	<p>The bidder should have relevant and similar security operation center / security solutions (excluding MSSP / Shared SOC Center delivery model) implementation and operational experience of in PSU/Government/Private/BFSI Sector in India from the date of issuance of RFP.</p> <ul style="list-style-type: none"> • Greater than 9 Years -> 10 Marks • Greater than 7 Years up to 9 Years -> 7 Marks • Greater than 5 Years up to 7 Years -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	10
3	<p>The Bidder during the last 5 years preceding to the date of this RFP, should have supplied, implemented and supported in-scope solutions (minimum 5 out of 9 in single Purchase Order) related to this RFP to PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India.</p> <ul style="list-style-type: none"> • Every Additional reference -> 5 Marks subject to maximum of 20 marks • 1 reference -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	20
4	<p>The Bidder during the last 5 years preceding to the date of this RFP, must have experience in PSU/Government/Private/BFSI Sector Firms in India for setting up the proposed SIEM OEM (excluding MSSP / Shared SOC Center delivery model) and successful running the operations for minimum 3 years In India.</p> <ul style="list-style-type: none"> • 3 references of 60,000 EPS and above -> 15 Marks • 3 references of 50,000 EPS and above -> 12 Marks • 3 references of 30,000 EPS and above -> 8 Marks • 3 references of 20,000 EPS and above -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	15
5	<p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported UEBA/NDR/NBAD/PCAP solutions to clients in the PSU/Government/Private/BFSI Sector Firms in India:</p> <ul style="list-style-type: none"> • More than 2 references -> 10 marks 	10

SN	Technical Evaluation Criteria – Parameters	Maximum Score
	<ul style="list-style-type: none"> • 2 references -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	
6	<p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported EDR solution to clients in the PSU/Government/Private/BFSI Sector Firms in India for a minimum endpoint count of:</p> <ul style="list-style-type: none"> • Greater than 60000 endpoints -> 15 Marks • Greater than 40000 endpoints -> 10 Marks • Greater than 30000 endpoints -> 5 Marks <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	15
7	<p>The bidder must have IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP/ OSCP/ Professional OEM Level Certification.</p> <ul style="list-style-type: none"> • Every Additional 10 Resources -> 2 Marks subject to maximum of 10 marks • 100 Resources -> 5 Marks <p>(Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)</p>	10
8	<p>Presentation to be made by the Bidder on understanding of LIC's requirements and proposed methodology including but not limited to:</p> <ul style="list-style-type: none"> • Understanding of the objectives of the project: The extent to which the Bidder's approach and work plan respond to the objectives indicated in the Statement/Scope of Work • Ease of migration of existing solutions • Ease of implementation and rollout • Interoperability with existing Infrastructure • Risk Mitigations • Incident response and remediation • Proposed Team structure and Governance <p>(60 Minutes presentation and demonstration of solutions functionalities)</p>	10
Total		100

Note:

- Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. LIC reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.
- Evidence to be submitted for each criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.

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

Authorized Signatory of the bidder

Name:

Designation:

Date:

Place:

Seal of the company

Annexure E: Bidder's Experience

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

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

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

Authorized Signatory of the bidder

Name:

Designation:

Date:

Place:

Seal of the company

Annexure F: Technical Compliance

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

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

Annexure G: Commercial Bid (Indicative Pricing)

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

Annexure H: Manufacturer's Authorization Form (MAF)

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

Dear Sir,

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

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

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

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

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

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

Yours faithfully,

Name of person

For and on behalf of M/s _____

Designation

Contact Details

Date:

Place: (Name of Original Equipment Manufacturer - OEM) (Seal of the OEM)

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

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

Note :

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

Annexure J: Format for Short Shipment Form

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

Annexure K: Performance Bank Guarantee

This Deed of Guarantee executed by the ----- (Bank name) a Nationalized/ Scheduled Bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places " having its head office at ----- (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India, having its Central Office at Yogakshema, Jeevan Bima Marg, Nariman Point, Mumbai 400021, formed under the act of the Parliament LIC Act ,1956 (hereinafter referred to as LIC) for an amount not exceeding Rs. _____/- (10% of the Total Contract Value), at the request of (Vendor's Name & address) ----- (hereinafter referred to as the "Vendor").

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

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

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

NOT WITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

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

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

DATED AT THIS DAY OF
SEALED AND SIGNED BY THE BANK

Annexure L: Business rule for Online reverse auction

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

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

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

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

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

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

Process Compliance Form

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

To
Name and Address of e-tender service provider

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

Dear Sir,

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender document for Empanelment of Information Security Consultants and selection of bidder for information security and related services for Life Insurance Corporation of India (Ref No. LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023)

This letter is to confirm that:

1. The undersigned is authorized representative of the company.
2. We have studied the RFP and the Business rules governing the Reverse Auction and confirm our agreement to them.

3. We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
4. We confirm that LIC and above e-tender service provider shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
6. We understand that in the event we are not able to access the auction site, we may authorize above e-tender service provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either LIC or above e-tender service provider
7. regarding any loss etc. suffered by us due to not acting upon our authenticated fax instructions.
8. I/we do understand that above e-tender service provider may upload commercial bid on behalf of other bidders as well in case of above-mentioned exigencies.
9. We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
10. We, hereby confirm that we will honor the Bids placed by us during the auction process.

With regards

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

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

Annexure M: Details of Bid Processing fee

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

Name of Bank: Union Bank of India

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

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

Bank Account Number: 510101006085031

IFSC Code: UBIN0902217

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

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

Annexure N: Integrity Pact

'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools'

LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

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

Annexure O: Bank Guarantee for EMD

'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools'

LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

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

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

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

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

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

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

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

Dated at _____ this _____ day of 2023

Annexure P: Contract Form

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

'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools'

LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

This Agreement is made on this _____ day of _____, 202__ between

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

And

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

WHEREAS

- A. LIC has issued a Request for Proposal ("RFP") bearing LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023 for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' for the purposes specified in the RFP.
- B. <Name of Vendor> Limited is desirous to take up the project for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' and for that purpose has submitted its technical and financial proposals in response to LIC's RFP vide the Vendor's proposal dated _____, subsequent documents submitted on dates as described below and subsequent participation in Online Reverse Auction for the above RFP held on _____.

Sl. No.	Date	Event details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		

Sl. No.	Date	Event details
15.		

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

Commercial Bid document submitted by vendor after online reverse auction

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

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

1. Project Reference Documents:

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

- The Request For Proposal (RFP) Reference No.: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023
- Clarifications and Modifications to LIC's RFP for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' as given below:

Date	Event Details

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

2. Project Duration, Scope of work and Time Lines

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

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

3. Project Prices and Payments

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

4. Miscellaneous

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

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

SIGNED, SEALED AND DELIVERED

By_____

The Executive Director (IT-BPR)
Of the within named **Life Insurance Corporation of India**,
The party of the first part above named

on _____ day of _____ 2023

In the presence of:

- 1)
2)

SIGNED, SEALED AND DELIVERED

By_____

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

on _____ day of _____ 2023

In the presence of:

- 1)
- 2)

Annexure Q: Non-Disclosure Agreement (NDA)

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

This Non-disclosure Agreement ("NDA") is made and entered into this __ day of _____ in the year Two Thousand and twenty-three (2023)

BY AND BETWEEN

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

AND

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

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

WHEREAS, the Respondent is aware that during engagement with LIC's 'RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' project, the Respondent may be gathering information on LIC's Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., ("Proprietary Information") indicated as confidential by LIC and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of LIC.

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

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

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants' reports, trade secrets, pro-forma and other financial and trade/commercial information, computer models and programs, contracts, designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement from the other party. It may be noted that all the information shared as a part of the LIC 'RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' in the form of project documents, discussions on system architecture, data shared etc. shall be the sole property of LIC and shall be treated

with the same degree of confidentiality as that of the Respondent. Respondent will ensure that no breach of confidentiality occurs at its own premises as well as during and after the onsite engagement as a part of the LIC 'RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools' project engagement.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to

LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

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

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

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

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

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

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

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

The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.

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

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

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

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

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

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

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

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Annexure R: Bill of Quantity

Name of the Bidder:

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

Place :

Date :

Signature of Authorized person with Company seal

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

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

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

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

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

Obtaining a Digital Certificate and its Usage:

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

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

	Bangalore - 560079.
email	dscprocessingunit@yahoo.com

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

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

Submission of Tender Fees: (When Applicable)

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

Submission of Earnest Money Deposit: (When applicable)

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

Tender Download:

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

Submission of online bids:

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

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

Annexure T: Land Border Declaration

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

Dear Sir,

Re: RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools, RFP Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

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

Dated at this day of 2023.

Authorized Signatory

Annexure U: Make in India Certificate

Bidder's Reference No. _____

Date.....

To,
The Executive Director (IT/BPR)

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools.

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

Dear Sir/Madam,

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

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

Place:
Date:

[Signature of Authorized Signatory of Bidder]

Name:
Designation:
Seal:

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

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

(Should be submitted on Non judicial stamp paper)

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Threat Detection and Incident Response Tools.

Ref: LIC-CO/IT-BPR/NW/RFP/2023-2024/TDIR dated 18 December 2023

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

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

..... dated

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

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

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

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

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

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

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

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

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