

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



Pre-bid Query Response – 1 dated 25th March 2025

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) to Implement Digital Rights Management Solution, LIC-CO/IT-DT-BPR/RFP/2024-2025/DRM dated 28 February 2025

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
1	3-Activity Schedule	7	11	EMD of 1000000	Request you to reduce the same to INR 100,000 as it would add to finance cost	Please adhere to the RFP Clause.
2	3-Activity Schedule	9	11	Submission Date 27th March	Request you to please extend the same to 18th April	Please refer to the Corrigendum
3	Submission of Bids	2	18	Hard copy of Technical Commercial and Eligibility Bid Submission	Request LIC to do away with hard copy submission	Please adhere to the RFP Clause.
4	PBG Submission			PBG 5% of the contract value	Request LIC to reduce the same to 2% of the contract value	Please adhere to the RFP Clause.
5	G: Payment Terms	1	78	50% of the OEM Software License Cost upon Delivery and Insatallation	80% of the OEM Software License Cost upon Delivery	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
6	G: Payment Terms	3	78	50 % of cost of OEM software licenses upon acceptance	20 % of cost of OEM software licenses upon acceptance	Please adhere to the RFP Clause.
7	SLA	7	64	Cumulative Penalty capped to 10% of TCO	Cumulative Penalty capped to 1% of TCO	Please adhere to the RFP Clause.
8	DRM Implementation	K	70	The total penalty for delivery and installation shall not exceed 10% of the PO value.	The total penalty for delivery and installation shall not exceed 1% of the PO value.	Please adhere to the RFP Clause.
9	Eligibility Criteria	4	86	The Bidder should have minimum of 2 years of experience in implementing any Digital Rights Management (DRM) Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	The Bidder/OEM should have minimum of 1 years of experience in implementing any Digital Rights Management (DRM) Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please refer to the Corrigendum
10	Eligibility Criteria	5	86	The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 500 users in each organization during the last 5 years preceding to the date of the RFP.	The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum One organization for minimum 300 users in each organization during the last 5 years preceding to the date of the RFP.	Please adhere to the RFP Clause.
11	Eligibility Criteria	5	86	PO / Deployment Certificate issued by client to the bidder	PO / Deployment Certificate issued by client to the bidder/ OEM	Please adhere to the RFP Clause.
12	Eligibility Criteria	8	86	The bidder and OEM must	The bidder and OEM must have a	Please refer to the Corrigendum

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				have a minimum of 10 Cyber Security permanent professionals with relevant internationally recognized certifications and experience in DRM Solution on their payroll.	minimum of 5 Cyber Security permanent professionals with relevant internationally recognized certifications and experience in DRM Solution on their payroll.	
13	Eligibility Criteria	11	87	The bidder should have the following valid certificates: ISO 9001.	To be removed	Please adhere to the RFP Clause.
14	Sizing Requirements	3	60	500 Windows Endpoints - (LIC may procure up to 3,000 additional licenses within a period of two years from the date of the initial PO, at the same unit rate, in increments of 100 licenses or in multiples thereof.)	500 Windows Endpoints - (LIC may procure up to 3,000 additional licenses within a period of two years from the date of the initial PO, at the same unit rate, in increments of 500 licenses or in multiples thereof.)	Please adhere to the RFP Clause.
15	Additional Query	-	-	Bidder / OEM query	Please let us know the License Start	The licenses should be valid for 5 years from the date of Go-Live.
16	Section E	Sub Section 2: Detailed Scope of Work: II Digital Rights Management (DRM)	59	Study is to be conducted using applicable templates and complete documentation which is to be submitted. The departments to be covered are but not limited to IT-DT-BPR, IT-DT-SD, CRM-PS, CRM-Claims, Actuarial, NB,P and GS, Investment, Personnel, Office Services	OEM/Bidder will help in adoption of DRM Solution for the identified department during the contractual period. Requesting LIC Team to consider Maximum 2 Dept. as a part of Implementation Scope.	<p>1. The bidder needs to implement DRM in all the identified Departments as decided by LIC.</p> <p>2. The departments given in the captioned clause are not exhaustive in nature and will be decided by LIC once the successful bidder is onboarded.</p>

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				and other departments holding sensitive data.		<p>3. The bidder shall be responsible for DRM implementation and modification of policies at any in-scope department/office/location decided by LIC.</p> <p>4. The on-site resources of bidder may need to visit any location in Mumbai and its Metropolitan region, including Thane, Navi Mumbai, Raigad, during the course of the Project and no expenses shall be paid by LIC for the same.</p>
17	Section E	Sub Section 2: Detailed Scope of Work: II Digital Rights Management (DRM)	59	The vendor should configure DRM agents to collect and analyze security events and activities on endpoints.	DRM Agents are used to Protect or Access the Protected Data. They do not collect or analyze security events on endpoints. Requesting to remove the point.	Please refer to the Corrigendum
18	Section E	Sub Section 2: Detailed Scope of Work: II Digital Rights Management (DRM)	60	The solution should have the capability of restricting viewing, sharing, downloading, copying, editing and print screen/snapshots	User does not have to upload data for protection. DRM Solution protects the Data where it is placed on the endpoint. Hence restriction of download and sharing should be removed.	Please adhere to the RFP Clause.

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19	Section E	Sub Section 2: Detailed Scope of Work: II Digital Rights Management (DRM)	60	The solution should have the ability to control the level of messages to show to users and control over document post download.	Our understanding is that the User should be able to see his/her permissions on the document post download. Is our understanding correct?	The understanding is correct.
20	Section E	Sub Section 2: Detailed Scope of Work: II Digital Rights Management (DRM)	60	The solution shall enforce right protection on outgoing communication over email, web, and external media.	DRM Solution protects the Data. DRM Protected Data can be shared via any medium (email, web, external media, etc., security will travel with the file. Requesting the point to be modified as "The right protections enforced on any file should stay with the file while being transferred over any medium. (Email, USB, Web, etc)."	Please adhere to the RFP Clause.
21	Section E	Sub Section 6: Project Timelines, Point No. 4	64	Implementation of the DRM solution (Date of implementation of last device shall be taken as date of installation of all devices)	Request to remove "(Date of implementation of last device shall be taken as date of installation of all devices)" as it can be interpreted in different ways.	Please adhere to the RFP Clause.
22	Section E	Sub Section 7: Service Level Agreements (SLAs) & Penalties, Point DRM Implementation on SLA	69	All Points	Request to remove the point	Please adhere to the RFP Clause.

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23	Section H	Annexure F, Point No. 4	91	The Systems must seamlessly integrate with Core System application and must support interface with other open-standard systems	Request LIC to share the list and details of Core System Application and Open Standard Systems for integration.	The same will be shared with the successful bidder.
24	Section H	Annexure F, Point No. 15	92	Console access should integrate with Active Directory (AD) or third-party authentication systems, enforcing Multi-Factor Authentication (MFA). Additionally, it should prevent concurrent sessions of same user to enhance security	Request to modify the point as "Console access should integrate with Active Directory (AD) or third-party authentication systems, enforcing Multi-Factor Authentication (MFA)."	Please adhere to the RFP Clause.
25	Section H	Annexure F, Point No. 20	92	Solution should support all versions of Windows including 7, 10, 11 and future versions	Request to remove Windows 7 as it is no longer supported by Microsoft.	Please refer to the Corrigendum
26	Request for details of information from LIC	7.Service Level Agreements (SLAs) & Penalties	65	Rs 1000 per week of delay or part thereof	Rs 100 per week of delay or part thereof	Please adhere to the RFP Clause.
27	Delivery of all software solution needed as per the expected deliverables within the defined timeline.	7.Service Level Agreements (SLAs) & Penalties	65	0.25 % of the total PO value per week of delay or part thereof.	0.025 % of the total PO value per week of delay or part thereof.	Please adhere to the RFP Clause.
28	Delay in implementation of all devices beyond 24 weeks from	7.Service Level	65	Rs 500/- for each device for delay of every week.	Rs 50/- for each device for delay of every week.	Please adhere to the RFP Clause.

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	the date of receipt of the purchase order.	Agreements (SLAs) & Penalties				
29	Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order.	7.Service Level Agreements (SLAs) & Penalties	65	0.02% of the total PO value for every week of delay or part thereof.	0.002% of the total PO value for every week of delay or part thereof.	Please adhere to the RFP Clause.
30	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.	7.Service Level Agreements (SLAs) & Penalties	65	0.01% of the total PO value per each hour of delay or part thereof	0.001% of the total PO value per each hour of delay or part thereof	Please adhere to the RFP Clause.
31	In case the system is completely down the defect should be attended and rectified within 8 hours of receipt of notice.	7.Service Level Agreements (SLAs) & Penalties	65	0.02% of the total PO value per every 1 hour of delay or part thereof.	0.02% of the total PO value per every 1 hour of delay or part thereof.	Please adhere to the RFP Clause.
32	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day.	7.Service Level Agreements (SLAs) & Penalties	65	0.5% of the Quarterly on-site charges per each day of delay or part thereof.	0.05% of the Quarterly on-site charges per each day of delay or part thereof.	Please adhere to the RFP Clause.
33	Failure to ensure collection of all logs.	7.Service Level Agreements (SLAs) &	65	1% of the Quarterly onsite support charges for each instance reported	0.1% of the Quarterly onsite support charges for each instance reported	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
		Penalties				
34	The details of Service Delivery Manger are not communicated to LIC within 3 weeks of receipt of PO	7.Service Level Agreements (SLAs) & Penalties	65	Rs.1, 000/- per day.	Rs.100/- per day.	Please adhere to the RFP Clause.
35	Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products.	7.Service Level Agreements (SLAs) & Penalties	65	0.02% of the purchase order value per week of delay or part thereof.	0.002% of the purchase order value per week of delay or part thereof.	Please adhere to the RFP Clause.
36	If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted.	7.Service Level Agreements (SLAs) & Penalties	65	Rs.1,000/- per day for the delayed part	Rs.100/- per day for the delayed part	Please adhere to the RFP Clause.
37	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.)	7.Service Level Agreements (SLAs) & Penalties	65	Rs.1,000/- for each meeting not held.	Rs.100/- for each meeting not held.	Please adhere to the RFP Clause.
38	If CV and certified documents of the proposed candidates are not submitted within 5 weeks from date of Purchase Order (PO)	7.Service Level Agreements (SLAs) & Penalties	66	Rs.1,000/- per day per candidate.	Rs.100/- per day per candidate.	Please adhere to the RFP Clause.
39	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and	7.Service Level Agreements	66	2 % of the Annual on-site charges for the first incident, to be incremented by 5% for	0.2 % of the Annual on-site charges for the first incident, to be incremented by 0.5% for each repetition. The number of such	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
	hospitalization	(SLAs) & Penalties		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.	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.	
40	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.	7.Service Level Agreements (SLAs) & Penalties	66	Penalty of Rs.2, 000/- per instance.	Penalty of Rs.200/- per instance.	Please adhere to the RFP Clause.
41	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.	7.Service Level Agreements (SLAs) & Penalties	66	5% per day of the relevant onsite support.	0.5% per day of the relevant onsite support.	Please adhere to the RFP Clause.
42	Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows: LIC may cancel the purchase	7.Service Level Agreements (SLAs) & Penalties	66	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	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	Please refer to the Corrigendum

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
	order placed which will be conveyed to the vendor in writing The penalty clause as mentioned in point above will be applicable. Deductions of penalty will be made from any amount payable to the vendor by LIC. 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. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai. Termination of contract and blacklisting.			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).	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 5% of the cost of that item(s).	
43	Audit of in-scope solution solutions	Penalties on Non-Performance of SLA during contract period:	67	The DRM solutions infrastructure may undergo auditing by LIC	Audit findings should be closed in mutually agreed timeframe.	The audit findings should be closed as per the LIC guidelines.
44	Audit of in-scope solution solutions	Penalties on Non-Performance of SLA during	67	The DRM solutions infrastructure may undergo auditing by LIC	A 0.02% penalty will be imposed for each week of delay in addressing critical and important findings.	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
		contract period:				
45	Audit of in-scope solution solutions	Penalties on Non-Performance of SLA during contract period:	67	The DRM solutions infrastructure may undergo auditing by LIC	A 0.05% penalty will be applied for each recurring finding.	Please adhere to the RFP Clause.
46	Audit of in-scope solution solutions	Penalties on Non-Performance of SLA during contract period:	67	The DRM solutions infrastructure may undergo auditing by LIC	The maximum penalty per audit is set at 1% of quarterly charges.	Please adhere to the RFP Clause.
47	Audit of in-scope solution solutions	Penalties on Non-Performance of SLA during contract period:	67	The DRM solutions infrastructure may undergo auditing by LIC	Critical finding – 1 week	The audit findings should be closed as per the LIC guidelines.
48	Audit of in-scope solution solutions	Penalties on Non-Performance of SLA during contract period:	67	The DRM solutions infrastructure may undergo auditing by LIC	Non-Critical – 1 month	The audit findings should be closed as per the LIC guidelines.
49	Report and Dashboard		67-	Delay in reporting daily	Delay in reporting daily report exceeding 1	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
	Compliance- Periodic reports to be provided as per requirements of LIC		68	report exceeding 1 day will result in a 0.5% penalty of quarterly onsite charges.Delay in reporting both weekly and monthly exceeding 3 days will result in a 0.5% penalty of quarterly onsite charges. Delay in reporting Ad hoc reports exceeding 2 days will result in a 0.5% penalty of quarterly onsite charges.	day will result in a 0.005% penalty of quarterly onsite charges.Delay in reporting both weekly and monthly exceeding 3 days will result in a 0.005% penalty of quarterly onsite charges. Delay in reporting Ad hoc reports exceeding 2 days will result in a 0.005% penalty of quarterly onsite charges.	
50	Ongoing Operational Enhancement and Reporting Requirements			Achieve a 2% reduction in event response time on a quarterly basis.Achieve a 5% reduction in the reporting timeline for critical and high-priority events on a quarterly basis.A 2% penalty will be imposed for failure to reduce false positives and for not fine-tuning policies, rules, and correlation rules.	Achieve a 0.2% reduction in event response time on a quarterly basis.Achieve a 0.5% reduction in the reporting timeline for critical and high-priority events on a quarterly basis.A 0.2% penalty will be imposed for failure to reduce false positives and for not fine-tuning policies, rules, and correlation rules.	Please adhere to the RFP Clause.
51	Closure of OEM Support tickets		68	A penalty of 0.5%per week for non-compliance after the timelines of quarterly onsite charges	A penalty of 0.005%per week for non-compliance after the timelines of quarterly onsite charges	Please adhere to the RFP Clause.
52	Data retrieval from offline storage		69	A penalty of 2 % on non-compliance after the timelines.	A penalty of 0.2 % on non-compliance after the timelines.	Please adhere to the RFP Clause.
53	Incident Resource Time	Implementati		Resolution Time	Response Time	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
		on SLA				
54	Incident Resource Time	Implementati on SLA		Severity 1 - 8 working hours.	Severity 1 - 8 working hours.	Please adhere to the RFP Clause.
55	Incident Resource Time	Implementati on SLA		Severity 2– 24 working hours.	Severity 2– 24 working hours.	Please adhere to the RFP Clause.
56	Incident Resource Time	Implementati on SLA		Severity 3 - 48 working hours	Severity 3 - 48 working hours	Please adhere to the RFP Clause.
57	Device Integration with SIEM, ITSM, PIM/PAM, LDAP, etc. as applicable			All the new hardware and software that are being implemented in the infrastructure should be integrated with SIEM, ITSM, PIM/PAM, LDAP, etc.	All the new hardware and software that are being implemented in the infrastructure should be integrated with SIEM and LDAP	Please adhere to the RFP Clause.
58	Annexure	F	91	The Systems must seamlessly integrate with Core System application and must support interface with other open-standard systems	Please confirm which are the core system application and elaborate it's use case.	The same will be shared with the successful bidder
59	Annexure	F	94	The solution must have Integration with DLP, Data classification, PIM/PAM, ITSAM, AD, LDAP etc.	Through ICAP protocol we can integrate the DLP which has inbuilt Data classification.	Please adhere to the RFP Clause.
60	Section B	6	13	The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 500 users in each organization during the last 5 years preceding to the date	Can we share in India or outside India both.	Please refer to the Corrigendum

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				of the RFP. The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 500 users in each organization during the last 5 years preceding to the date of the RFP.		
61	Section B	6	13	The bidder and OEM must have a minimum of 10 Cyber Security permanent professionals with relevant internationally recognized certifications and experience in DRM Solution on their payroll.	Vaultize will ready to share 2-3 name	Please adhere to the RFP Clause.
62	Section E	Sub Section 2: Detailed Scope of Work: II Digital Rights Management (DRM)	59	Study is to be conducted using applicable templates and complete documentation which is to be submitted. The departments to be covered are but not limited to IT-DT-BPR, IT-DT-SD, CRM-PS, CRM-Claims, Actuarial, NB,P and GS, Investment, Personnel, Office Services and other departments	Since there is a dependency on LIC to help understand the sensitive data handled by them, for faster turnaround and to ensure project is executed on time, it would be helpful if LIC can help us with the required data. Hence request to consider to revise the clause accordingly	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				holding sensitive data.		
63	section 55	I. Variations proposed by LIC –	47	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 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	Our understanding is the solution needs to be sized considering 25% growth ie over and above the count mentioned of 3000 endpoints. Kindly confirm.	Please adhere to the RFP Clause.
64	section 55	I. Variations proposed by LIC –	47	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 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	Our understanding is 25% clause is with respect to only the infra sizing and not with respect to resource, license, support. Kindly confirm	Please adhere to the RFP Clause.
65	2. Detailed Scope of Work I. General Requirements	I.point ii	58	Integration of in-scope solution with other SOC	Our understanding is the proposed solution needs to be integrated with LIC's	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				solutions and other Network and Security solutions currently deployed in the environment as decided by the LIC.	existing SIEM and LDAP solution. Kindly confirm	
66	2. Detailed Scope of Work I. General Requirements	point p	58	All solutions must have the capacity to accommodate a yearly project growth rate of up to 10%	page 47 clause mentions to consider 25% scope change whereas this clause mentioned to consider 10% yearly growth. Kindly clarify	Please adhere to the RFP Clause.
67	2. Detailed Scope of Work I. General Requirements	point t	58	The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation	Our understanding is LIC needs post deployment audit and yearly audit also for the entire contract period from OEM. Kindly confirm	The understanding is correct.
68	5. Resource Deployment	5. Resource Deployment	64	The selected vendor will also have to earmark an Offsite L3 Engineer for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives	Does LIC require offsite L3 apart from the offsite L3 asked in resource table in page 63	No

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				that LIC may take from time-to-time. No charges will be payable by LIC for this purpose.		
69	5. Resource Deployment	resource table - point 2 -L2 resource - 1 resource (Offsite)	62	resource table	Our understanding is LIC needs onsite L1 and offsite L2 who will be working remotely. For offsite, LIC will provide remote connectivity to connect to LIC network. Kindly confirm	The understanding is correct. However, the remote device needs to comply with Cyber-Security guidelines and requirements of LIC. Please note, LIC will not provide any laptop/device for the offsite resource.
70	7. Service Level Agreements (SLAs) & Penalties	Penalties on Non-Performance of SLA during contract period	67	System Availability Uptime percentage is calculated on a monthly basis for the solutions. In the event of any hardware issues, the Bidder must guarantee the availability of replacement devices to meet the SLAs.	Since the underlying infra, VM will be provided by LIC, our understanding this SLA will not be applicable to bidder and SLA will be applicable to bidder on the solution proposed. Kindly confirm	Please adhere to the RFP Clause.
71	7. Service Level Agreements (SLAs) & Penalties	Penalties on Non-Performance of SLA during contract	69	Data retrieval from offline storage	Our understanding is LIC will provide back and offline storage. Kindly confirm	Please refer to the Corrigendum

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
		period - point 12				
72	Annexure D: Technical Scoring	point2	88	<p>The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP.</p> <p>2 - 4 years-> 5 Marks Above 4years-> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	<p>Request to revise the clause as below -</p> <p>The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP.</p> <p>2 - 3 years-> 5 Marks Above 3 years-> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	Please refer to the Corrigendum
73	Annexure D: Technical Scoring	point3	88	<p>The Bidder during last 5 years preceding to the date of RFP should have supplied, implemented, and supported the DRM Solution for organizations in PSU/Government/Private Sector Firms in India with similar size of LIC.</p>	<p>Request to revise the clause as below -</p> <p>The Bidder during last 5 years preceding to the date of RFP should have supplied, implemented, and supported the DRM Solution for organizations in PSU/Government/Private Sector Firms in India with similar size of LIC.</p> <p>1 references-> 15 Marks Every Additional reference-> 5 Marks</p>	Please refer to the Corrigendum

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				2 references-> 15 Marks Every Additional reference-> 5 Marks subject to maximum of 25 marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	subject to maximum of 25 marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	
74	Annexure D: Technical Scoring	point4	88	The bidder must have supplied, installed, implemented, and managed the DRM solution for minimum of 300 endpoints in PSU/Government/BFSI. 2 references-> 15 Marks Every Additional reference-> 5 Marks subject to maximum of 25 marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Request you to revise the clause as below - The bidder must have supplied, installed, implemented, and managed the DRM solution for minimum of 300 endpoints in PSU/Government/BFSI. 1 references -> 15 Marks Every Additional reference-> 5 Marks subject to maximum of 25 marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please refer to the Corrigendum

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
75	4. Commercial Bid (Pg. No. 22)			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 one year at the sole discretion of LIC of India on the same terms & conditions including the price component.	The prices are dependent on Taxes, Duties (including Custom Duty), Levies, USD-INR exchange rate, OEM List Price, OEM Discounting etc. These factors are not within bidder's control and hence the contract cannot be extended at the same price. Kindly request LIC to extend contract at mutually agreeable price component beyond 5 year contract duration.	Please adhere to the RFP Clause.
76	55. Varying the Services (Pg. No. 47)			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 cost to be quoted in the commercial bid. Any change in the scope beyond this 25% will be informed to the vendor in writing.	25% is a very high amount of scope changes to be factored in cost. Kindly request LIC to remove this clause otherwise it will need to be factored in price to LIC.	Please adhere to the RFP Clause.
77	3. Sizing Requirements (Pg. No. 60)			LIC may procure up to 3,000 additional licenses within a	The prices are dependent on Taxes, Duties (including Custom Duty), Levies, USD-INR	Please adhere to the RFP Clause.

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				period of two years from the date of the initial PO, at the same unit rate, in increments of 100 licenses or in multiples thereof.	exchange rate, OEM List Price, OEM Discounting etc. These factors are not within bidder's control and hence request LIC to allow for price revision for additional order beyond first PO.	
78	Section G: Payment Terms & Conditions (Pg. No. 78)			The Payment terms defined in RFP for Hardware and Software are as below: <ul style="list-style-type: none"> o Delivery & Installation – 75% of 3rd Party Software + 50% of OEM Software o Go-Live – 25% of 3rd Party Software + 50% of OEM Software 	Kindly request LIC to revise the payment term as per industry standard defined below: <ul style="list-style-type: none"> o Delivery – 75% of 3rd Party Software + 75% of OEM Software o Installation – 20% of 3rd Party Software + 20% of OEM Software o Go-Live – 5% of 3rd Party Software + 5% of OEM Software 	Please adhere to the RFP Clause.
79	Annexure D- Technical Scoring	Point no. 2	88	The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP. 2 - 4 years-> 5 Marks Above 4years-> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of	We request to change the marking to 1-2 Years- 5 Marks and 2-4 Years 10 Marks	Please refer to the Corrigendum

S. No	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				completion of the work)		
80	Annexure D- Technical Scoring	Point no. 5	88	The bidder/OEM must have 10 Cyber Security permanent professionals with minimum 3 resources with experience on DRM Solution on their payroll with relevant certifications		Please refer to the Corrigendum
81	Resource Deployment	Section 5	62	L2 Resource	Please provide clarity whether a shared resource is required offsite or we have to consider a dedicated resource.	LIC does not require a dedicated L2 or L3 resource for this engagement. However, the same resource(s) should be available and accessible to provide support whenever LIC requests their assistance or work. The resource(s) should be flexible and responsive to the needs of LIC as and when required.
82	Resource Deployment	Section 5	62	L3 Resource	Please confirm our understanding the L3 resource has to be placed offsite min one week per Quarter and has to be shared resource.	LIC does not require a dedicated L2 or L3 resource for this engagement. However, the same resource(s) should be available and accessible to provide support whenever LIC requests their assistance or work. The resource(s) should be flexible and responsive to the needs of LIC as and when required.

Executive Director (IT/DT)