Life Insurance Corporation of India
Central Office, Mumbai

Pre-bid Query Response – 2 dated 11th April 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	Annexure D: Technical Scoring	Point 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. · 1-2 years -> 5 Marks · 2 - 4 years-> 7 Marks · Above 4 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)	Request to revise the clause as below - 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 - 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	Please adhere to the RFP Clause.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				invoices and/or Certificate of completion of the work)		
2	Annexure D: Technical Scoring	Point 3	88	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. · Each reference-> 2 Marks subject to maximum of 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)	Request to revise the clause as below - 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. · Each reference->**5 Marks** subject to maximum of 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)	Please adhere to the RFP Clause.
3	Annexure D: Technical Scoring	Point 4	88	The bidder must have supplied, installed, implemented, and managed the DRM solution for minimum of 300 endpoints in PSU/Government/BFSI. · Every reference-> 3 Marks subject to maximum of 15 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. · Every reference-> **5 Marks** subject to maximum of 15 marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please adhere to the RFP Clause.
4	Annexure D: Technical	Point 4	88	The bidder must have Cyber Security permanent professionals with experience on	**Request you to revise the clause as below -** The bidder must have Cyber Security permanent	Please adhere to the RFP Clause.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
	Scoring			DRM Solution on their payroll with relevant internationally recognised certifications and/or OEM Certifications · 15 Resources-> 5 Marks · Every Additional Resource more than 15-> 2 Marks subject to maximum of 25 marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	professionals with experience on DRM Solution on their payroll with relevant internationally recognised certifications and/or OEM Certifications · **5 Resources**->**10 Marks** · Every Additional Resource more than **5**->**3 Marks** subject to maximum of 25 marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	
5	Annexure D: Technical Scoring	Point 5	88	The proposed OEM product for Digital Rights Management (DRM) should have been successfully implemented and supported in organizations in PSU/ Government/ BFSI sector in India for minimum 500 users during the last 5 years preceding to the date of the RFP. · Every OEM Reference -> 2 Marks subject to maximum 10 marks (Supporting Document: OEM 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 proposed OEM product for Digital Rights Management (DRM) should have been successfully implemented and supported in organizations in PSU/ Government/ BFSI/ **Enterprise** sector in India for minimum 500 users during the last 5 years preceding to the date of the RFP. · Every OEM Reference -> 2 Marks subject to maximum 10 marks (Supporting Document: OEM should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please adhere to the RFP Clause.
6	Resource Deployment	Point 1	62	**Responsibilities** 1) L1 support 8x5 onsite 2) Monitor real-time Digital Rights Management (DRM) alerts.	The Responsibilities mentioned are typically done by an L2 resource and L1 may not have these capabilities, hence request you to consider L2 Resource 8*5 onsite considering the criticality of	Please adhere to the RFP Clause.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				3) Detecting, & handling data leakage incidents and performing additional data analysis to validate security breaches. 4) Daily, weekly, and monthly reports creation. 5) Identification of sensitive data and the workflow that evaluates and addresses DRM policy violations and errors	the project.	
7	Resource Deployment	point1,2,3	62,63	**Experience** Certified Incident Handler (GCIH), or OEM related certifications	GCIH certification is required in case of handling SOC projects, this is Data protection solution which requires the skill to understand the data flow of the organization/Privacy/compliances, hence request you to consider only OEM related certification and industry standard certification which are relevant to data security like CISM/CISA/CISSP.	Please adhere to the RFP Clause.
8	Section G - Payment Terms	5	79	Payment for Onsite Services will be done at the end of each quarter	Request LIC to change the said payment to at the beginning of each quarter	Please adhere to the RFP Clause.
9	Section G - Payment Terms	6	79	Payment for OEM support and Audit will be done on yearly basis at the end of each year	Request LIC to change this to at the beginning / Start of the year	Please adhere to the RFP Clause.
10	Section G - Payment Terms	7	79	Payment for AMC/ATS for the licenses will be done on yearly basis in arrears subject to fulfillment of SLA Terms	Payment for AMC/ATS for the licenses need to be made at the beginning of the year in advance and not in arrears	Please adhere to the RFP Clause.
11	Section G - Payment Terms				We also request to release Payment for Sofware/OEM/ 3rd Party on Delivery (70%) and Balance on Go Live.	Please adhere to the RFP Clause.
12	SLA			The total penalty for delivery and installation shall not exceed 10% of the PO value. The total penalty for onsite and offsite support shall not exceed 100% of the quarterly charges payable for onsite support	We request to cap the same to max 10% of the Quarterly support.	Please adhere to the RFP Clause.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 100% of the quarterly charges payable (in case of absence of onsite resource and also no backup resource being provided beyond 5 working days).		

Chief (IT/DT)