

Revised Annexure D: Technical Scoring

SN	Technical Evaluation Criteria ITSM (inclusive of ITAM, ITOM with capacity management) Solutions – Parameters	Maximum Score	Bidder Response
1	<p>During the last five years preceding the date of this RFP, the OEM should have supplied/implemented/managed the in-scope Enterprise ITSM solutions (any 6 of in-scope modules as per the RFP) for at least 100 technicians/resolver/helpdesk licences for entities in India.</p> <ul style="list-style-type: none"> • Every reference -> 2 Marks subject to a maximum of 10 Marks • If the reference is IRDAI/RBI regulated entity – Additional 1 Mark subject to overall maximum of 10 Marks • Implementation/management of the proposed OEM solution by the bidder - Additional 1 Marks subject to overall maximum of 10 Marks <p>Note: Supporting Document: Purchase order (PO) AND satisfactory deployment and operation certificate addressed to LIC issued by client.</p>	10	
2.	<p>During the last five years preceding the date of this RFP, the OEM should have supplied/implemented/managed the in-scope Enterprise ITAM solutions for at least 2000 servers for entities in India.</p> <ul style="list-style-type: none"> • Every reference -> 2 Marks subject to a maximum of 10 Marks • If the reference is IRDAI/RBI regulated entity – Additional 1 Mark subject to overall maximum of 10 Marks • Implementation/management of the proposed OEM solution by the bidder - Additional 1 Marks subject to overall maximum of 10 Marks <p>Note: Supporting Document: Purchase order (PO) AND satisfactory deployment and operation certificate addressed to LIC issued by client.</p>	10	
3	<p>During the last five years preceding the date of this RFP, the OEM should have supplied/implemented/managed the in-scope Enterprise ITOM with capacity management solutions for monitoring at least 1500 servers for entities in India.</p> <ul style="list-style-type: none"> • Every reference -> 2 Marks subject to a maximum of 10 Marks • If the reference is IRDAI/RBI regulated entity – Additional 1 Mark subject to overall maximum of 10 Marks • Implementation/management of the proposed OEM solution by the bidder - Additional 1 Marks subject to overall maximum of 10 Marks 	10	

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	<p>Note: Supporting Document: Purchase order (PO) AND satisfactory deployment and operation certificate addressed to LIC issued by client.</p>		
4	<p>The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by</p> <p>PeopleCert:</p> <ol style="list-style-type: none"> 1. Platinum Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/processes. - >5 marks 2. Gold Accreditation: covering a minimum of 10 (ten) ITIL v4 practices/processes. -> 3 Marks 3. Silver Accreditation: covering a minimum of 12 (twelve) ITIL v4 practices/processes. - > 2 marks <p style="text-align: center;">OR</p> <p>Pink Verify certification:</p> <ul style="list-style-type: none"> • 14 or more ITIL v4 practices/processes -> 5 Marks • 10 processes and below 14 ITIL v4 practices/processes -> 3 Marks • 6 processes and below 10 ITIL v4 practices/processes -> 2 Marks 	5	
5	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed enterprise ITSM solution implemented with minimum 100 technician/ resolver/ helpdesk/fulfiller licences, ITAM Solution for at least 2000 Servers, ITOM with capacity management for 1500 server in India by the proposed OEM in 2 (two) IRDAI / RBI regulated entity OR are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback along with written customer satisfaction letters from client will be considered for scoring.</p> <ul style="list-style-type: none"> • For each of the customer reference submitted in the bidder's eligibility criteria 10 marks. (maximum 2 client) <p>Note: 5 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	20	
6	<p>Presentation to be made by the Bidder and proposed OEM 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 – > 2 Marks. • Project implementation plan and rollout timelines and 	15	

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	<p>ease of integration with the existing Solutions ->1 Mark</p> <ul style="list-style-type: none"> • Infrastructure (Hardware & Software requirement) Discussion -> 1 Mark • Interoperability with existing Infrastructure -> 2 Mark • Proposed Team structure and Governance -> 1 Mark • Demonstration of proposed ITSM Solution -> 1 Mark • Demonstration of experience in migration of ITSM with ITOM solution from existing to the new solution ->1 Mark • Demo of features of ITSM (inclusive of ITAM, ITOM with capacity management) solution with special emphasis on reporting and correlation feature. -> 2 Mark • Ease of implementation in a heterogeneous network, server, application, database and OS environment with multiple OEMs. -> 2 Mark • Demonstration of Solution showing examples of used cases -> 2 Mark <p>(60 Minutes presentation and demonstration of Solutions functionalities)</p>		
7	<p>The OEM during the last 5 years preceding to the date of this RFP should have supplied/implemented/managed the proposed Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity or Government /PSU organisation in India.</p> <ul style="list-style-type: none"> • Every reference ->3 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)</p> <p>Note: One client reference will be considered for the maximum 3 marks for this criterion.</p>	10	
8	<p>Compliance to the Technical Specifications (Annexure F): All mandatory requirements for the IT Service Management ITSM (inclusive of ITAM, ITOM with capacity management) solution must be fully complied with at 100%. If any mandatory technical specification is readily available, the bidder is required to submit an undertaking along with a detailed roadmap outlining the timeline and steps for achieving compliance.</p> <ul style="list-style-type: none"> • More than 90% compliant ->10 Marks • 86% to 90% compliant ->7 Marks • 80% to 85% compliant ->5 Marks <p>Supporting Document: For each of the user requirement, the Bidder must do self-assessment confirming compliance or non-compliance on the OEM letter head.</p>	10	
9	<p>The bidder must have minimum 10 permanent employees with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEMs.</p> <ul style="list-style-type: none"> • Up-to 10 resources -> No marks 	10	

SN	Technical Evaluation Criteria ITSM (inclusive of ITAM, ITOM with capacity management) Solutions – Parameters	Maximum Score	Bidder Response
	<ul style="list-style-type: none">Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence.		
Total		100	

Note:

The minimum score required for a bidder to successfully qualify in the Technical Scoring (Annexure – D) is set at 70 marks.

However, this scoring criterion may be relaxed to ensure that at least two bids featuring different OEM solutions for the primary product qualify. In such cases, the highest technical score will be considered, and bidders scoring equal to or above this threshold will be eligible. The decision of the LIC regarding this matter shall be final. Additionally, LIC reserves the right to modify these criteria based on the availability of bids following the technical evaluation results.

SN	Technical Evaluation Criteria NMS – Parameters	Maximum Score	Bidder Response								
1	<p>During the last five years preceding the date of this RFP, the OEM should have supplied/implemented/managed the in-scope Enterprise Network management system (NMS) for monitoring at least 10000 network devices spread across 1000 locations within India.</p> <ul style="list-style-type: none"> • Every reference -> 2 Marks subject to a maximum of 10 Marks • If the reference is IRDAI/RBI regulated entity – Additional 1 Mark subject to overall maximum of 10 Marks • Implementation/management by the proposed OEM - Additional 1 Marks subject to overall maximum of 10 Marks <p>Note: Supporting Document: Purchase order (PO) AND satisfactory deployment and operation certificate addressed to LIC issued by client.</p>	10									
2	<p>During the last five years preceding the date of this RFP, the OEM should have supplied/implemented/managed the in-scope Enterprise Network management system (NMS) for monitoring network devices spread across a minimum of 1000 locations within India.</p> <table border="1"> <thead> <tr> <th>Number of Network Devices Monitored</th> <th>Marks Awarded</th> </tr> </thead> <tbody> <tr> <td>More than 20,001 devices</td> <td>10 Marks</td> </tr> <tr> <td>Between 15,001 and 20,000 devices</td> <td>7 Marks</td> </tr> <tr> <td>Between 11,001 and 15,000 devices</td> <td>5 Marks</td> </tr> </tbody> </table> <p>Note: Supporting Document: Purchase order (PO) AND satisfactory deployment and operation certificate addressed to LIC issued by client.</p>	Number of Network Devices Monitored	Marks Awarded	More than 20,001 devices	10 Marks	Between 15,001 and 20,000 devices	7 Marks	Between 11,001 and 15,000 devices	5 Marks	10	
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3	<p>Support for multi-vendor network devices (Router and Switches) for entities in India</p> <ol style="list-style-type: none"> 1. Minimum 500 network devices for 4 different OEMs – 10 marks 2. Minimum 500 network devices for 3 different OEMs – 8 marks 3. Minimum 500 network devices for 2 different OEMs – 6 marks <p>Note: Supporting Document: satisfactory deployment and operation certificate addressed to LIC issued by client.</p>	10									
4	<p>Deployment involving AI/ML and advanced technologies such as automation for backup configuration, incident correlation, etc. for entities in India.</p> <p>Note: Supporting Document: satisfactory deployment and operation</p>	5									

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	certificate addressed to LIC issued by client.		
3	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed enterprise NMS solution for 10000 network devices spread across 1000 locations in India by the proposed OEM in 2 (two) IRDAI / RBI regulated entity or Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback along with written customer satisfaction letters from client will be considered for scoring.</p> <ul style="list-style-type: none"> For each of the customer reference submitted in the bidder's eligibility criteria 5 marks. (maximum 2 client) <p>Note: 2 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	10	
4	<p>Presentation to be made by the Bidder and proposed OEM 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 – > 1 Marks. Project implementation plan and rollout timelines and ease of integration with the existing Solutions ->1 Mark Infrastructure (Hardware & Software requirement) Discussion -> 1 Mark Interoperability with existing Infrastructure -> 1 Mark Proposed Team structure and Governance -> 1 Mark Demonstration of proposed NMS Solution -> 1 Mark Demonstration of experience in migration of NMS solution from existing to the new solution ->1 Mark Demo of features of NMS solution with special emphasis on reporting and correlation feature. -> 1 Mark Ease of implementation in a heterogeneous network, server, application, database and OS environment with multiple OEMs. -> 1 Mark Demonstration of Solution showing examples of used cases -> 1 Mark <p>(60 Minutes presentation and demonstration of Solutions functionalities)</p>	10	
5	<p>The OEM during the last 5 years preceding to the date of this RFP should have supplied/implemented/managed the proposed Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <ul style="list-style-type: none"> Every reference ->3 Marks subject to a maximum of 10 Marks 	10	

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	Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)		
6	<p>Compliance to the Technical Specifications (Annexure F): All mandatory requirements for the Network Management System (NMS) must be fully complied with at 100%. If any mandatory technical specification is not readily available, the bidder is required to submit an undertaking along with a detailed roadmap outlining the timeline and steps for achieving compliance.</p> <ul style="list-style-type: none"> • More than 90% compliant ->15 Marks • 86% to 90% compliant ->10 Marks • 80% to 85% compliant ->7 Marks <p>Supporting Document: For each of the user requirement, the Bidder must do self-assessment confirming compliance or non-compliance on the OEM letter head.</p>	15	
7	<p>OEM Maturity & Proposed NMS Solution Track Record</p> <p>Number of years since initial commercial release of the proposed product in India</p> <ul style="list-style-type: none"> • 1 Marks for every 2 years or part thereof subject to a maximum of 10 Marks. <p>Supporting document: Customer references and deployment records or any other supporting documents (e.g. Product Release Documentation)</p>	10	
8	<p>The bidder must have minimum 10 permanent employees with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEMs.</p> <ul style="list-style-type: none"> • Up-to 10 resources -> No marks • Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks <p>Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence.</p>	10	
Total		100	

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- The minimum score required for a bidder to successfully qualify in the Technical Scoring (Annexure – D) is set at 70 marks.

However, this scoring criterion may be relaxed to ensure that at least two bids featuring different OEM solutions for the primary product qualify. In such cases, the highest technical score will be considered, and bidders scoring equal to or above this threshold will be eligible. The decision of the LIC regarding this matter shall be final. Additionally, LIC reserves the right to modify these criteria based on the availability of bids following the technical evaluation results.

- 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