

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



**Corrigendum - 2 dated 06<sup>th</sup> October 2025**

**Life Insurance Corporation of India – RFP for Selection and On-boarding of OEM / System Integrator (SI) to Supply, Install, Implement and Maintain Enterprise level IT Service Management (ITSM) Solution. Ref: LIC-CO/IT-DT/RFP/2025-2026/ITSM dated 25 August 2025**

This is with reference to the captioned RFP released by the Life Insurance Corporation of India. The following conditions of the RFP stand modified as given herein under

S. No	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
1	Section B: Invitation for Request for Proposal	Eligibility Criteria	14	6. Eligibility Criteria	Kindly refer to the Revised Annexure C – Eligibility Criteria
2	Section H: Enclosures	Annexure C	94	Annexure C: Eligibility Criteria	
3	Section H: Enclosures	Annexure D	97	Annexure D: Technical Scoring	Kindly refer to the Revised Annexure D – Technical Scoring
4	Section H: Enclosures	Annexure F	102	Annexure F: Technical Specification	Kindly refer to the Revised Annexure F1 - Technical Specifications for ITSM (inclusive of ITAM, ITOM with capacity management) <b>AND</b> Revised Annexure F2 – Technical Specifications for NMS
5	Section E: Scope of Services	2. Detailed Scope of Work	59	e. 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.	e. The bidder shall ensure that the configuration, implementation, and testing of the NMS Solution components to be carried out by resources from the OEM as decided by LIC at the time of implementation.  For the purpose of other modules of the ITSM solution, the bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM.
6	Section E: Scope of Services	2. Detailed Scope of Work	59	i. The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain all the in- scope Solutions within this RFP.	i. The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain all the in- scope Solutions within this RFP with the active involvement of OEMs
7	Section C: Instructions to Bidders	12. Evaluation process for	28	f) The minimum score for successful qualification of the bidder in the Technical	The minimum score required for a bidder to successfully qualify in the Technical Scoring (Annexure – D) is

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	(ITB)	selection of bidder		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 at LIC discretion, the minimum scoring criteria may be reduced (subject to maximum reduction up to 50%) to qualify Minimum three Bidder's representing at least two different OEM. The decision of the LIC in this regard shall be final. However, LIC reserves the right to modify these criteria as per the availability of bids subsequent to the result of technical evaluation.	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.
8	Section E: Scope of Service	3. Sizing Requirements	66	III. LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which	III. LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug, 2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.

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				<p>includes Network node manager, service node manager, Smart plugin, NPS- Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence</p>	
9	Section D: Current Environment	3. Sizing Requirements	65	<ul style="list-style-type: none"> <li>Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose <b>205 concurrent and 195 named</b> helpdesk/resolver/Service desk user licenses are required.</li> <li>Discovering of IT assets 65000 endpoints, 15000 network devices and 5000 servers and storage devices</li> <li>Monitoring of DC &amp; DR servers and storage devices – 5000 servers</li> <li>Monitoring of Network devices – 15000 devices</li> </ul>	<ul style="list-style-type: none"> <li>Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose <b>205 concurrent and 195 named</b> helpdesk/resolver/Service desk user licenses are required.</li> </ul> <p>In case the proposed OEM offers named licensing only, then total 810 Subscription/s based Named Helpdesk/ Agent/Resolver/Super User/Approver user licenses need to be provisioned/supplied.</p> <ul style="list-style-type: none"> <li>Discovering of IT assets - 15000 network devices and 5000 servers and storage devices</li> </ul> <p>Note: 65000 Endpoints (Desktop and Laptop) are excluded from the scope of the RFP for the purpose of discovery.</p> <ul style="list-style-type: none"> <li>Monitoring of DC &amp; DR servers and storage devices – 5000</li> </ul>

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					<p>servers</p> <ul style="list-style-type: none"> <li>Monitoring of Network devices – 15000 devices</li> </ul>
10	Section E: Scope of Services	5. Resource Deployment	69	<p><b>Column - Relevant Experience</b></p> <p>1. Security analyst - 2+ years of in-scope solutions</p> <p>2. Security analyst - 4+ years of in-scope solutions</p>	<p><b>Column - Relevant Experience</b></p> <p>1. 2+ years of in-scope solutions</p> <p>2. 4+ years of in-scope solutions</p>
11	Section E: Scope of Services	8. Project Completion Timelines	72	8. Project Completion Timelines	Kindly refer to the Revised - Project Completion Timelines
12	Section C: Instructions to Bidders (ITB)	53. Consortiums or sub-contractor	45	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Bidder. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise. Subcontracting in any form is not allowed unless expressly permitted by LIC.	<p>No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Bidder. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise. Subcontracting in any form is not allowed unless expressly permitted by LIC.</p> <p>Use of Subcontractors: Subject to the conditions listed in this RFP and herewith, the Bidder may propose to use Subcontractor(s) to make a complete offer to perform all services. Any prospective Subcontractor that is not a wholly owned subsidiary of the Bidder will be subject to conditions specified in this clause. The conditions for proposing to use Subcontractors include, but are not limited to, the following:</p> <p>i. Prior to any communication or distribution of LIC's confidential information to the potential Subcontractor, the Bidder must provide LIC with the name of the potential Subcontractor in advance and in writing. The Bidder will also provide contact information for the potential Subcontractor. Bidder must obtain prior written approval before providing any confidential information of LIC to a potential Subcontractor or another entity.</p>

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					<p>ii. If selected, the Bidder will be the Prime Bidder for services provided to LIC by approved Subcontractors. The Bidder and all the Subcontractors shall be jointly and severally responsible for performance of the solution.</p> <p>iii. The Bidder will be ultimately responsible for the provision of all services, including Subcontractor's compliance with the service levels, if any.</p> <p>iv. Subcontractor's cost will be included within the Bidder's pricing and invoicing. No subcontract under the contract shall relieve the Bidder of the responsibility for ensuring that the requested services are provided and the provisions of the Non Disclosure Agreement are adhered to. Bidders planning to subcontract all or a portion of the work to be performed must identify the proposed Subcontractors sufficiently in advance to ensure timely delivery of services. The Bidder may only submit one proposal as a Prime Bidder. If the Bidder submits more than one proposal, LIC may reject one or more of the submissions. This requirement does not limit a Subcontractor's ability to collaborate with one or more Bidders submitting proposals.</p>
13	Section H: Enclosures	Annexure G	148	Annexure G: Commercial Bid (Indicative Pricing)	<p>Kindly refer to the Revised Annexure G1 - Commercial Bid (Indicative Pricing) for ITSM (inclusive of ITAM, ITOM with capacity management)</p> <p><b>AND</b></p> <p>Revised Annexure G2 – Commercial Bid (Indicative Pricing) for NMS</p>
14	Section C: Instructions to Bidders (ITB)	13. Online Reverse Auction	29	a) After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.	<p>a) After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held separately as follows:</p> <p>1. ITSM (inclusive of ITAM, ITOM with capacity management)</p>

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					2. NMS (Network management system)

**Note:**

These amendments will form a part of the RFP for Selection and On-boarding of OEM / System Integrator (SI) to Supply, Install, Implement and Maintain Enterprise level IT Service Management (ITSM) Solution. Ref: LIC-CO/IT-DT/RFP/2025-2026/ITSM dated 25 August 2025. All the bidders are requested to take note of the amendments and respond accordingly.

**Executive Director IT/DT**