Life Insurance Corporation of India
Central Office, Mumbai

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Request for Proposal (RFP)
for
Onboarding System Integrator (SI) for supply, commissioning,
configuration and maintenance of Database Activity Monitoring Solution

Date of Release of RFP: 26.08.2025

Last date and time for submission of bids: 14th October 2025, latest by 03:00 PM

Bid opening date and time: 14th October 2025, 03:30 PM

Address: Life Insurance Corporation of India, Central Office, Information Technology Department, Jeevan Seva Annexe 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 31of 1956) having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai 400 021
Bidder	The firm or company participating in this tender.
RFP	This Request for Proposal Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated XX XXXX 2025 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 through a proper authorization to represent the company for purpose of this bid submission 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 as applicable to the concerned LIC office.
Day	Calendar Day
Clarifications	Means Addenda, corrigenda and clarifications to the RFP
Competent Authority	Head of department of IT-DT Dept. at LIC's Central Office, Mumbai or any authority that is superior to him / her in LIC's hierarchy.
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.
Contract Value	The value of lowest commercial bid made by the successful vendor during online reverse auction and/or price negotiation if applicable

L1 Bidder	Bidder with L1 (lowest) quote after the evaluation of commercial bids to whom LIC notifies the award of contract which will be decided during online reverse auction and/or through commercial bid.
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 or clarifications 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 vendor and assigned to perform the Services or any part thereof. Personnel deployed by the vendor 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.
Date of Acceptance of Purchase order	The date on which the Purchase Order is first communicated to the selected bidder (through email / letter / portal).
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.
H1 Elimination Clause	When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the 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 Eligible bidders for all items in aggregate.

2. Abbreviations

SN	Terms/ Abbreviations	Meaning/ Interpretation
1	AMC	Annual Maintenance Contract
2	BCMS	Business Continuity Management System
3	BCP	Business Continuity Planning
4	BFSI	Banking, Financial Services and Insurance
5	BIA	Business Impact Assessment
6	Bidder	The person or the firm or company participating in this tender.
7	BO	Branch Office of LIC
8	BOM	Bill of Materials
9	CA	Configuration Audit
10	CAPA	Corrective Action and Preventive Action
11	CEH	Certified Ethical Hacker
12	CERT-In	Computer Emergency Response Team – India
13	CIA	Confidentiality, Integrity, and Availability
14	CIRT	Computer Incident Response Team
15	CISA	Certified Information Systems Auditor
16	CISM	Certified Information Security Manager
17	CISSP	Certified Information Systems Security

SN	Terms/ Abbreviations	Meaning/ Interpretation
		Professional
18	CO	Central Office of LIC
19	DO	Divisional Office of LIC
20	DAM	Database Activity Monitoring
21	DRP	Disaster Recovery Planning
22	EMD	Earnest Money Deposit
23	GCCIH	GIAC Certified Incident Handler
24	GIAC	Global Information Assurance Certification
25	GOI	Government of India
26	IRDAI	Insurance Regulatory and Development Authority of India
27	ISMS	Information Security Management System
28	ISO27001 LA	ISO27001 Lead Auditor
29	ISO27001 LI	ISO27001 Lead Implementer
30	ITSM	IT Service Management (ITSM)
31	IVRS	Interactive Voice Response System
32	KGI	Key Goal Indicator
33	KPI	Key Performance Indicator
34	KRI	Key Risk Indicator
35	MeitY	Ministry of Electronics and Information Technology
36	MO	Mini Office of LIC
37	MSME	Micro, Small & Medium Enterprises
38	NC	Non-Conformities
39	NCIIPC	National Critical Information Infrastructure Protection Centre
40	NDA	Non-Disclosure Agreement
41	NSIC	National Small Industries Corporation
42	OSCE	Offensive Security Certified Expert
43	OSCP	Offensive Security Certified Professional
44	P & IR	Personnel and Industrial Relations Department of LIC
45	P&GS	Pension and Group Superannuation Department of LIC
46	PBG	Performance Bank Guarantee
47	PDCA	Plan-Do-Check-Act
48	PO	Purchase Order
49	PMC	Project Management Consultant
50	PSU	Public Sector Undertaking
51	PT	Penetration Testing
52	QSA	Qualified Security Assessor (QSA)
53	RA	Risk Analysis
54	RACI matrix	Responsible, Accountable, Consulted, Informed matrix
55	RPO	Recovery Priority Objective

SN	Terms/ Abbreviations	Meaning/ Interpretation
56	RTO	Recovery Time Objective
57	SDLC	Software Development Life Cycle
58	SI	System integrator
59	SLA	Service Level Agreement
60	SO	Satellite Office of LIC
61	SoA	Statement of Applicability
62	SoW	Scope of Work
63	SOP	Standard operating Procedure
64	Supplier	Successful vendor who has accepted purchase order.
65	TOC	Tender opening committee
66	U&R	Underwriting and Re-insurance Department of LIC
67	VA	Vulnerability Assessment
68	Vendor	Successful bidder
69	VM	Vulnerability Management
70	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 LIC 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-DT/RFP/2025-2026/DAM dated 26.08.2025
2	RFP Release date	26.08.2025
3	Bid Processing Fee (Non-Refundable)	NIL
4	Submission of pre-bid queries and participant's detail for pre-bid meeting	11.09.2025, latest by 03:30 PM All queries related to this RFP to be sent on dam.tenders@licindia.com
5	Pre-bid meeting – (maximum 2 representatives from each eligible bidder)	12.09.2025, 11:30AM at the below mentioned address. Pre-bid meeting shall be conducted as Physical meeting only. There shall be no arrangements made for conducting the meeting through Video conferencing mode or Online mode.
6	Address for Communication/ submission pre-bid meeting/opening of bids	LIC of India, Central Office, IT-DT Department, 2nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santacruz (W), Mumbai – 400054
7	Earnest Money deposit (EMD)	INR 50,00,000 (Rupees Fifty lakhs Only) 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 as mentioned in this RFP document.
8	Mode of submission	Online (www.tenderwizard.com/LIC)
9	Last date & time for submission of bids	14.10.2025, latest by 03:00 PM
10	Bid opening date & time (Eligibility & Technical)	14.10.2025, 03:30 PM
11.	Date of opening of Technical bids	Will be intimated to bidders who have qualified in Eligibility bid evaluation
12	Commercial bid opening date, time & venue	Will be intimated to the technically qualified bidders later.
13	Contact Details	Mr. M.A. Roshith 022-67090519 dam.tenders@licindia.com
14	LIC's Official Website (URL)	https://www.licindia.in

- LIC reserves the right to extend the last date for the receipt of RFP Bids. LIC reserves the right to cancel the RFP at any time without penalty and without incurring any financial obligation to the Bidder.
- 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 above mentioned websites/URLs.
- 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.
- Online 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.
- Bidders are requested to regularly visit above websites to keep themselves updated.

Section B: Invitation for Request for Proposal

1. Introduction

The Life Insurance Corporation of India, hereinafter referred to as LIC, a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai–400021, hereby invites Online Bids, towards this Request for Proposal (RFP) for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring (DAM) Solution.

Note: In reference to the result published for the Expression of Interest (EOI) For Database Security Tools, EOI Ref: LIC-CO/IT-SD/EOI/2023-2024/DBS dated 08 January 2024, Result Ref: CO/ITSD/DAM/POC/2024-25, only the qualified OEM authorized System Integrator (SI) can participate for this RFP.

The Bid document can be obtained from the website of LIC "www.licindia.in" under tenders (https://licindia.in/web/guest/tenders). Interested entities are advised to study this RFP document carefully before submitting their proposals in response to the RFP.

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 above mentioned portals. The eligible bidders are expected to visit the website(s) 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 7 hours and 30 minutes from Monday to Friday from 10.00 am to 5.30 pm, 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 supply, commissioning, configuration, maintenance, operations and Facility Management Service (FMS) of Database Activity Monitoring Solution within its environment for the period of contract.

The selected Bidder will be responsible for design, implement, upgrade, rollout and support the DAM solutions at the LIC's DC, DR, UAT and other sites. The selected Bidder shall supply and install all required Hardware and Software as per the broad objectives as outlined in this RFP.

5. Overview of RFP

For implementing the DAM solution, 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 – UAT:
In the User Acceptance Testing (UAT) phase, the deployed DAM solution is validated by LIC users to ensure it meets all functional and technical requirements. This includes executing test cases, capturing feedback, resolving issues, and obtaining formal sign-off from stakeholders confirming the solution is ready for production.

E. Phase 5 - 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.

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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	With reference to the result published for the Expression of Interest (EOI) For Database Security Tools, EOI Ref: LIC-CO/IT-SD/EOI/2023-2024/DBS dated 08 January 2024, Result Ref: CO/ITSD/DAM/POC/2024-25, only the qualified OEM authorized System Integrator (SI) can participate for this RFP. Please note, a bidder can participate and represent only one EOI qualified OEM through authorization.	Declaration from EOI qualified OEM on their company letter head authorizing the SI. It should be executed by the Authorized signatory of OEM. Board resolution / POA of OEM authorizing the OEM's signatory to be provided.
2	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.
3	The Bidder must have an annual turnover of minimum Rs. 100 Crores per annum during the last 03 (three) years preceding the date of this RFP. For MSME bidders, the turnover requirement will be as follows: ○ the MSME bidder must have an average turnover of Rs. 40 Crores in the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025), instead of the minimum turnover of Rs. 100 Crores as stipulated for other bidders. ○ Furthermore, MSME bidders must have made a profit (before tax) in each of the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025). The MSME bidder must submit a valid MSME registration certificate along with the necessary financial documents to support the above criteria.	Annual audited balance sheet for last three financial years

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SN	Eligibility Criteria	Documents to be Submitted
4	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 and CA Certificate
5	The Bidder should have minimum of 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution for Private Organizations in India with market capital of minimum 500 Crores or PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
6	The Bidder during the last 7 years preceding to the Date of this RFP should have supplied, implemented and/or maintained any Database Activity Monitoring (DAM) solution for at least 02 (two) Private Organizations in India with market capital of minimum 500 Crores or at any PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
7	Bidders and the proposed OEM should have support centres in India with availability of 24 x 7 onsite, telephonic/ remote support.	Declaration on company letter head duly signed by the authorized signatory of the bidder.
8	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF).	The bidder must submit the Manufacturer's authorization letter (i.e. MAF) from EOI qualified OEM as per **Annexure – H.**
9	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI valid as on the date of this RFP. 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.
10	Power of Attorney/Board resolution or Authorization, duly authorizing the authorized signatory to act on behalf of the Bidder for all legal and financial matters pertaining to this Bid and the resulting contract, if any.	Copy of POA / Board resolution attested by company secretary to be submitted.

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Note:

1. The bidders should submit their responses to the eligibility criteria in the format as provided in **'Annexure C – Eligibility Criteria'**.

2. 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.

3. The technical bids of bidders who qualify in the eligibility bid evaluation only shall be opened for further evaluation.

4. All copies of supporting documents should be submitted as enclosures to Annexures. The same should be attested by Authorized signatory of the bidder.

5. The soft copies submitted should be digitally signed by Authorized signatory.

6. 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.

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 04/06/23 having Reference: 015/VGL/091 dated 14.06.2023 of Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02/2.04 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 site: https://cvc.gov.in/ & https://cvc.gov.in/files/iem-pdf/IEM%2000004.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 portals/websites mentioned under Section B: Invitation for Request for Proposal, sub-section 2. Bid Document Availability.
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, Tender Wizard and GOI e-procurement portal. 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 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 RFP document that need clarification.

o) Any clarifications/ queries/ suggestions regarding the RFP should be conveyed to LIC by the bidder only through email-id specified in activity schedule, 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 6 (six) 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 six (6) 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:

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Sl. 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-A Clause-3-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

1. 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.

2. **This is an E - Tender and hence Bids must be submitted "ONLINE".** Bids are to be submitted online through aforementioned e-Tendering System portal (Tender Wizard). All documents are to be scanned and uploaded. Please refer to Annexure S for Online Tendering Guidelines.

3. The online bids are to be submitted in a single stage. That is , all bids(Eligibility, Technical and indicative Commercial bids) have to be submitted online to different sections like Eligibility, Technical and Commercial bid sections in online tender wizard portal.

4. The original Bid must be printed on 8.27" by 11.69" (A4 size) paper in indelible ink.

5. Bids should be complete, properly indexed, annexure-wise, duly supported by relevant documents and should contain no duplicate documents.

6. The indicative prices are ONLY to be quoted in the indicative commercial bids.

7. LIC will not be responsible for non-receipt of bids/quotations in online Tender wizard portal within the specified date and time due to any reason.

8. Bids received beyond the date and time mentioned in the activity schedule will be termed as "Late" and will not be accepted.

9. The Bidders should submit their bid(s) along with the scanned copy of Bank Guarantee towards the EMD wherever applicable.

10. **Hard copy of Bank guarantee for EMD, Integrity Pact and Annexure-V (Format for Self-Declaration regarding 'local supplier' for Cyber Security Products) should be submitted to LIC in a sealed cover within one working day from the last date of submission of bids.**

11. Any alterations, erasures, overwriting, blanking-out, or discrepancies in figures etc. may render the bid invalid.

12. The participating SI should size the proposed solution and provide the quantities accordingly in their Technical / Commercial bids.

13. 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. The revised indicative commercial bids may be asked to be submitted online through Tender wizard or in a sealed in a separate cover super-scribed "REVISED COMMERCIAL BID after Technical Review (Indicative Price)" depending on the situation.

14. The bid will be treated as legally void and will be rejected if:
    - Bid is not signed by the duly authorized person or
    - Bid submitted is unsigned or partially unsigned
    - An image of signature found pasted on pages instead of wet signature or

15. 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.

16. Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the RFP document.

17. Please note that prices must not be indicated anywhere in the Eligibility bid or Technical Bid, failing which the Bid may be rejected.

18. 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.

19. Participation in this RFP will mean that the bidder has accepted all terms and conditions and clauses of this RFP and subsequent Corrigendum/ modification(s) to this RFP, if any.

20. The Bidders should submit their Bid along with the required documents and Certificates as stated in the **Section H- Enclosures**.

21. 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.

22. If any compliance or clarification sought by LIC is not submitted within 6 working 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.

23. 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.

24. Bidders are advised to submit their bids online well in advance of the deadline to avoid any last-minute issues. LIC shall not be held responsible for any circumstances that may prevent submission of bids before the cut-off time.

25. 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.

26. 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. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the bidder does not accept the correction of errors, its bid will be rejected.

27. Bidders are advised to thoroughly study the project requirements and ensure that the prices/rates quoted are comprehensive and all-inclusive, covering all aspects of the scope of work, including necessary support from the OEM during the execution and ongoing monitoring of the project throughout the contract period.

28. **No deviations from the RFP terms and conditions will be accepted.** Any assumptions, qualifications, or bidder-specific terms and conditions included in the proposal will be considered **non-binding** and will be **entirely at the discretion of LIC** to accept, reject, or ignore.

29. **No price increase or modification of terms will be permitted during the contract period.**

30. 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.

31. 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.

3. Technical Bid

The Technical-Bid document should contain the following:

i. Please refer **Section H: Enclosures** indicating the list of documents to be submitted as part of Technical Bid document.
ii. Covering letter (on bidder's letterhead) giving reference of this RFP and consent for acceptance of all the Terms & Conditions of this RFP (including modifications, if any, issued subsequently) and mentioning list of all the enclosures.
iii. Technical specification compliance sheet as per **Annexure F.**
iv. The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power supply.
v. The bidder must supply a thorough inventory of the hardware and software 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). If any missing requirements are discovered during installation, and the bidder will be obliged to provide them free of cost.
vi. Bidder has to submit a declaration and undertaking (as per Annexure-X) stating that the Sizing of all required Hardware components and Software Licenses have been done for next 5 years till the end of contract period and that any shortfall/degradation in performance arising out of inadequate sizing will be made good by bidder at their own cost during the period of contract.
vii. Complete bill of quantity to be submitted along with technical bid as per format given in the **Annexure – R**.
viii. Technical proposal with proposed architecture ,and software licensing policy
ix. Technical details/brochures of the product(s).
x. 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. Only fixed price commercial bids (indicative prices) for all the items/services specified in proposed will be considered.
iii. All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per **Annexure G.**
   a) For each component, commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies, cess, etc. and shall be exclusive of GST, whichever is applicable

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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. The bidder shall quote the price as per specified format for the entire project on a single responsibility basis. The price shall be quoted entirely in Indian Rupees and taxes will be paid on actual basis. The price shall be written both in figures & words in the prescribed offer form.

vi. No line items in Commercial Bid (indicative prices) shall be submitted as zero. Prices of different line items should not be clubbed under one-line item.

vii. 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.

viii. The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labor rates, etc.

ix. The spread of costs for ATS/AMC/Warranty needs to be provided in appropriately distributed manner. If bidder is found to make upfront loading of these charges / payments etc. to initial years, then bidder's bid may be rejected.

x. Proposals are liable to be rejected if bidder indulges in unfair pricing practice.

xi. Commercial Bid (Indicative prices) of only technically qualified bidders shall be opened for evaluation.

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 English 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 soft copies of the uploaded files under eligibility, technical bids and other zipped files should be password protected.

The Indicative commercial bids as per **Annexure-G (excel format)** submitted should not be password protected.

The bids are to be submitted in the format (soft copy) as per the Annexures in this RFP. The password should be shared by Bidder to LIC when called for, after the opening of bids and before the commencement of evaluation.

Before uploading bid files, bidder should ensure that the passwords are valid. Subsequently at the time of evaluation, if it is found that password provided by Bidder is not valid, the bid shall be rejected as invalid.

9. Pricing, Billing, Duties and Taxes

a) The commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies, cess, etc., and shall be exclusive of GST 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.

c) 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.

d) This is a fixed price contract. 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.

e) The successful bidder, after the online reverse auction (ORA), 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 within 5 business days.

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.

9.1 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 50,00,000 (Rupees Fifty lakhs) in the form of unconditional and irrevocable Bank Guarantee (BG) payable at Mumbai 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 twelve 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 of Bidders 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 i.e. **Section-C -Clause 40 –** Fraud and corrupt practices.
   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. Successful Bidder fails to submit Performance Bank guarantee within specified time limit (within 14 days from issue of Letter of intimation).
   h. The successful bidder does not accept the Purchase Order issued by LIC or does not execute the Contract(s) within the time prescribed by LIC.
   i. 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.

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       j. 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 within the specified time limit(within 10 days from issue of Contract form) ; 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 successful bidder who does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC shall be blacklisted by LIC and shall be barred from participating in any future RFP/bids/tenders of LIC for a period of next 5 years.

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

a) The date and venue of opening of RFP bids shall be as per the **Section-A Clause-3 - Activity Schedule**.

b) The bids received online in Tender wizard before the specified closing date and time in the Activity Schedule, shall be opened by the Tender Opening Committee (TOC) in the presence of bidders or their authorized representatives who may choose to attend the opening of the bids on the specified date, time and venue as given in the Activity Schedule (only one representative per bidder shall be permitted in each of the bid openings).

c) All bids will be scrutinized to determine whether the submitted bids are complete and fulfill the RFP requirements.

d) The passwords of password protected files shall be called for from Bidders during the Bid evaluation stage.

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 Corrigendum/modifications (if any).

    i. LIC may ask for meetings with the Bidders to seek clarifications on their bids.

      ii. LIC/Evaluation Committee reserves the right to request any shortfall documents/clarifications from bidders during the evaluation stage. The requested clarifications or documents must be submitted within six working days from the date of request.

     iii. 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.

     iv. 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) The Technical bids of bidder who successfully qualifies in the eligibility criteria **(Annexure – C),** shall only be opened subsequently for technical evaluation.

c) The technically qualified bidders will be intimated by email/letter about the date and time of opening of their 'Commercial Bid (indicative price)'.

d) The 'Commercial bids (indicative price)' of technically short-listed bidders will be opened by the Commercial bid opening committee in the presence of bidders/ their authorized representatives who choose to attend.

e) Thereafter, these bidders need to participate in online reverse auction (ORA) for which web-based online tender wizard 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 intimated to the participating bidders before commencement of online reverse auction (ORA).

f) **Technical bid evaluation criteria**
   Technical proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

Criteria	Evaluation criteria	Sub scores
Number of implementations completed/or maintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder in India having a minimum installation base of 50 DB server licenses/100 instances/100 CPU DB cores running on DB servers	o For each implementation or maintenance (2 marks each for each implementation or maintenance). o Implementation and maintenance in a single PO/contract will be counted as one only.	10
Presentation of proposed solution	The bidder will be required to make a comprehensive presentation covering	30

	the following aspects--	
	o Understanding of LIC's business and technical requirements. o Overview of the proposed DAM solution and its key features. o High-level solution architecture including integration with existing systems. o Deployment strategy and phased implementation plan Project governance model and team structure. o Details of agent-based and agent-less deployments options available. o Security, scalability, and compliance considerations Demonstration of key functional and technical capabilities (if applicable) o Proposed backup strategy and backup solution (Hardware and software).	
Technical Criteria compliance as per Technical specification##	o Evaluation of the solution's compliance with the Technical Specifications provided in Annexure-F. o Only bidders meeting 100% compliance on all mandatory requirements will be considered. o Partial compliance will result in disqualification.	60
Total marks		**100**

Copies of Work order /Client reference to be provided. Credentials and other evaluation criteria will be computed as of RFP date.

The Bidder needs to achieve the following in the Technical evaluation stage to be qualified for commercial bid opening:

o 100% compliance in Technical compliance (Annexure –F)

        o   Bidder should obtain minimum score of 85 out of 100 under sub-scores mentioned in above table.

13. 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.

14. Commercial Bid Evaluation:

The Commercial bids(indicative prices) submitted by the Bidders will be opened. After the opening of the Commercial Bid LIC will conduct the Online Reverse Auction(ORA) .

If LIC decides then the Online Reverse Auction will be conducted and the eligible Bidders will be informed about the "Business Rules" and the details of the ORA, subsequently. The decision of LIC in this matter is final and will solely depend on the circumstances prevailing then.

a) Only those Bidders who qualify in Technical evaluation would be shortlisted for commercial evaluation via Online Reverse Auction.

b) The Bidder has to specify both in figures & words for all price quoted in Commercial Bid (indicative).

c) Arithmetical errors will be rectified on the following basis:

    i. 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. The total price will be corrected accordingly.

    ii. If there is discrepancy between the amount in words and figures, the amount in words will prevail.

d) **Price** Variation **Factor and H1 Elimination clause**:

When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the 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 Eligible bidders for all items in aggregate.

e) The total Bid Price for this clause shall be made in Indian currency

inclusive of all taxes, duties, cess, levies etc., and shall be exclusive of GST, whichever is applicable

f) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.

g) The specifications (Commercial Bids format) shall be submitted in the formats as per the respective Annexure-G specified in this RFP.

h) **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.

1) 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.

2) Discounting rate to be used: 10%

3) Standard software for example 'Excel' can be used for the NPV computation.

15. Online Reverse Auction

a) After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.

b) After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.

c) 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.

d) The commercial figure quoted will be an all-inclusive figure inclusive of taxes, cess, out-of-pocket expenses, traveling, boarding, permits, lodging but excluding applicable item such as GST.

e) The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.

f) Only fixed price financial bids indicating total price for all the deliverables and services specified will be considered.

g) During reverse auction, the participating bidder shall input only the total cost (in NPV) that they have to offer.

h) Any conditional bid may be rejected.

i)   The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Controller of Certifying Authorities (CCA) as per Information Technology Act, 2000 as amended from time to time.

j)   LIC will determine the Start Price and other parameters for the Reverse Auction on its own and/ or by evaluating the price band information available in the (indicative) commercial bids of the technically qualified bidders based on the lowest quote received in the indicative commercial bids.

k)   Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.)

l)   The bidder with the L1 Quote in ORA ,subject to clause (x) -notification criteria mentioned below , will be declared successful Bidder

m)   The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material/ Indicative Commercial Bid, even when the total price has reduced in the auction. Any significant reduction in the cost of Expert Services/ Professional Support/ Training/ OEM Services/ Manpower deployment is not desired during reverse auction. LIC may require the bidder to justify and maintain reasonableness of cost of such items. LIC's decision in this matter shall be final and binding.

n)   The final outcome of the bidding process will be published on the LIC website.

o)   The bid price shall be in Indian Rupees.

p)   Errors & Rectification: Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

q)   The bidder would need to provide all costs in Annexure G, as per the format of Indicative Commercial bid details.

r)   In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid and EMD.

s)   The final selected L1 bidder (subject to clause (x)-notification criteria mentioned below, will be informed about the selection and the result will be notified on the LIC website and the bidders are advised to visit the above website for any information in reference to this RFP.

t) 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".

u) LIC will provide web-based E-tender system for ORA.

v) 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.

w) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered

x) **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)-Part (4) Vol. II dated 19.07.2024 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 L1price, then the contract will be awarded to the L1 bidder.

d) "Class-II local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.

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.

16. Notification of Award:

LIC will notify the successful bidder in writing, that its bid has been accepted and send the Bidder the Contract Form incorporating all terms and conditions between the two parties. The Bidder, in turn, has to confirm the acceptance for the Offer made by LIC through mail or registered letter. LIC's decision in this matter will be final and binding. 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.

Within 14 days of the letter issued by LIC for selection as the "selected vendor", the Bidder will furnish Performance Bank Guarantee, valid for the entire contract period. (Please refer to Clause-27- sub-clause (h)).

In case the selected bidder fails to submit performance guarantee within the time and manner stipulated, LIC at its discretion may cancel the notification of award placed on the selected bidder without giving any notice whatsoever.

After the submission of Performance Bank Guarantee and Non-Disclosure Agreement by the successful Bidder, the Purchase order shall be issued and Bidder shall be required to execute a contract with LIC.

17. Activities to be performed

a) Activities to be performed are detailed in **Section-E – Scope of Work**.

b) No activities will be carried out from the vendor's location without written and prior permission from LIC or explicitly allowed in this RFP.

c) 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.

d) Laptops will be allowed only on need-to-have basis. Desktops will be provided by LIC. Pen drives and external drives will not be allowed within LIC's premises.

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.

18. Non-Disclosure Agreement (NDA)

a) The successful bidder shall be required to execute a Non-Disclosure Agreement as per Annexure-Q on a non-judicial stamp paper of value Rs.500/-

b) 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 successful 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 successful 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 successful bidder under this agreement and require such employees to honor these obligations.

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

d) The successful bidder shall ensure compliance to Digital Personal Data Protection Act 2023.

19. 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.

20. 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.

21. 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.

22. 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.

23. 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. Submitted a conditional bid.
i. Engages in fraudulent & corrupt practices.

24. 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 successful 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 Q**.

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 successful 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 successful 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 honor these obligations.

The successful 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.

25. 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 successful bidder will act expeditiously to extinguish such claim. If the successful bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the successful bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the successful 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.

26. 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. Bidders and OEMs have to submit a self-declaration for land border clause in the form of Annexure T which shall form a part of eligibility criteria specified in this RFP.

27. 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 5% of the total Contract Value. The required PBG should be submitted to LIC within 14 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 RFP. 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 RFP 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 14 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) The PBG will be invoked in full or part (to be decided by LIC) if the bidder fails to honor expected deliverables or part as per this RFP after issuance of PO during the period of contract.

    i. The bidder fails to honor 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.

j) 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.

k) The bidder has to replenish the invoked portion of PBG amount, by means of additional PBG within a period of 20 days from date of last invocation.

28. 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 RFP.

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) The successful 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 successful 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 are specified in Section-G-Payment Terms & Conditions. The Service Level Agreements (SLA) and Penalties are defined under Section-E Clause-7 of this RFP.

29. 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 3 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.

30. 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 shall be for a period of five years from the date of signing of contract.

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 quoted in ORA 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.

31. 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.

32. Duration of the Engagement

The duration of the engagement would be 5 years from the date of signing of contract. 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.

33. 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.

34. 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.

35. 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 RFP specifications) that may be required to be procured through this RFP. Prices once finalized will be termed as the "Approved Prices Rates".

36. Limitation of Liability

Except in cases of criminal negligence or willful misconduct, and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC 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.

The liability of the vendor arising out of violation of Intellectual property rights shall be governed by Section-F Clause -7.Intellectual property rights.

37. 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 reasonable control of the vendor(other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only), including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, outside that Vendor's organization 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.

If non-performance or diminished performance by the Affected Party due to the circumstances as above continues for a period of more than 30 consecutive days, the other party may terminate the Contract immediately by giving the Affected Party written notice of 90 days. If the Contract is terminated:

    a. Each party will bear its own costs and neither party will incur further liability to the other;

    b. Where the Vendor is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of termination of the contract.

38. 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. The High Court in Mumbai shall have exclusive jurisdiction over this matter, 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

39. Indemnifying LIC

A. The successful bidder 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 losses on account of Vendor's negligence or wilful default in performance or non-performance under the contract.

c) 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.

d) 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.

40. Fraud and Corrupt Practices

The bidder/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 during selection process, pre and post the RFP process. 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 bidder/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, as mutually agreed genuine pre-estimated compensation and damages payable to LIC 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/vendor, 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/vendor shall not be eligible to participate in any IT/Consultancy related 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.

41. 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 Bombay High Court only.

42. 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) In the event of any inconsistencies between this RFP clauses and its Annexures, the provisions of RFP shall prevail. However, if a specific provision in RFP or an

Annexure explicitly states that the Annexure will take precedence, then such provision will apply;

d) As between any value written in numerals and that in words, the value in words shall prevail.

43. Notices

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

44. Service of notices

A Notice must be:
- In writing or by e-mail, 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-DT),
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 or by e-mail, 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).

45. 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, at 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, 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 RFP.

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.

46. Right to Verification

LIC reserves the right to verify any or all the statements made by the Bidder in the RFP 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.

Bids may be rejected under following circumstances:

a) Bids received by LIC at 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

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

47. 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.

48. . Award and Signing of Bid Contract

a) The Contract will be based on this RFP and its Annexures, clarifications, corrigenda, addendum & modifications (if any) to the RFP and bidder's valid response to RFP /clarification to queries made during evaluation stage and presentations made by the Bidder during evaluation with respect to this RFP.

b) LIC will award the Contract to the successful bidder subject to the provisions of notification criteria mentioned under Section-B Clause-15- Online Reverse Auction—Sub-clause(X)- Notification criteria .

c) LIC will notify the successful vendor in writing via letter/ email, that its bid has been awarded.

d) The purchase order shall be issued to successful bidder after the submission of Performance bank guarantee and Non-Disclosure Agreement(NDA)

e) LIC will send a copy of the Contract Form (template of contract form attached as Annexure –P) to the successful vendor.

f) Within 14 working days of receipt of the Contract Form, the successful vendor shall sign and date the Contract and return it to LIC.

49. 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 15 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 vendor does not cooperate, LIC will invoke the Performance Bank Guarantee.

e) LIC may, at any time, by a prior written notice of 15 days, 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.

50. 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.

51. Minimum Wages

The bidder/vendor 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 LIC. In the event of any demand/fines/penalty made by any of the authorities on LIC 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.

52. Normalization of Bids

LIC shall undertake the 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 LIC 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.

53. 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-DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

54. 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.

55. 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.

56. 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 7 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.

57. Varying the Services

I.   Variations proposed by LIC –

LIC reserves the right to initiate any change in the scope of contract.

LIC will request the Vendor in writing setting out the proposed variations.

a) 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.

b) 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.

c) 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.
c) The effort estimated in man-days for the change request will be mutually discussed and finalized with SI.
d) Successful bidder may provision cost of 100-man days for the change requests that are expected during the contract period of 5 years.
e) The payments towards utilized man-days will be made during the quarterly payments in respective quarters. No payments shall be made if man-days are not utilized.
f) Successful bidder may provision 20-man days for each year and equally distribute the cost in 5 years.
g) Unutilized man-days in a year if any shall be carried forward to next year. LIC may utilize more than 20 man-days in a year within the overall 100 man-days for 5 years.

Over and above the pre-provisioned 100 man days, if required, the effort estimate and costs would be discussed and finalized in discussions with the vendor.

The basis of this cost for effort estimation would be the as per rates quoted by the vendor in the final Commercial Bid (after ORA).

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

VI.   Additional DAM solution software licenses (that may be required in future)
a) LIC reserves the right to procure additional DAM licenses at any time during the entire contract period, starting from the date of Purchase Order (PO) issuance.
b) The unit rates for any additional DAM licenses and associated implementation costs shall be the same as those discovered in the ORA.
c) LIC does not commit or guarantee the procurement of any additional licenses in the future.
d) If no additional licenses are procured, LIC shall not be liable to make any payment towards such licenses or associated implementation services.

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e) The bidder shall provide an undertaking (as per **Annexure-Y**) confirming that any additional licenses and implementation services, if procured, will be supplied at the same unit rates as discovered in the ORA.

58. Important time-limits

Sr No	Event	Time-limit
1	Issue of Letter of intimation to Successful Bidder selected after ORA	Within one working day from ORA
2	Submission of PBG and Non-disclosure Agreement by Successful Bidder	Within 14 days from issue of letter of intimation
3	Issue of Purchase order by LIC to successful bidder	Within 3 working days from receipt of PBG and NDA from successful bidder
4	Issue of Contract form by LIC to Successful bidder	Within 2 working days from Issue of Purchase order
5	Execution of Contract by successful bidder	Within 10 working days from the issue of contract form
6	Start date of Warranty/AMC of Hardware and Software components	From the date of installation of hardware and software components.
7	Period of Contract	5 years from date of signing of contract

59. Liquidated damages

If Service Provider fails to deliver product, deliverables and/or perform any or all the Services within the stipulated time schedule as specified in this RFP, LIC may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 1 % of total Project Cost for delay of each week or part thereof maximum up to 10 % of total Project Cost. Once the maximum deduction is reached, LIC may consider termination of the Agreement.

60. Digital Personal DATA Protection Act, 2023

The Vendor will adhere to the Digital Personal DATA Protection Act, 2023 as amended from time to time as applicable.

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The Vendor shall ensure that the Digital Asset Management (DAM) tool offered under this RFP is fully compliant with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time. The tool must incorporate functionalities that support the lawful collection, storage, processing, access, sharing, and deletion of digital personal data in accordance with the DPDP Act. This includes, but is not limited to, features that enable:

- Tagging and classification of personal data assets;
- Access control and role-based permissions;
- Audit trails and activity logging;
- Data retention and deletion workflows;
- Support for data subject (Data Principal) rights such as access, correction, and erasure;
- Data breach detection and reporting capabilities (if applicable);
- Localization controls or configurations where required by applicable law.

The Vendor shall also provide assurances and documentation regarding data protection measures implemented within the tool, and shall support the Purchaser in fulfilling its obligations under the DPDP Act.

61. Change in Constitution

Any Change in the constitution of the firm, etc. shall be notified forth with by the vendor in writing to LIC and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

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 intranet 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,
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

5. Location of existing Data Centres.

For the list of Data Centres across India where LIC Databases are hosted, refer to Annexure-W - Data for Sizing

Section E: Scope of Services

1. Scope of Work

- As part of this RFP, LIC intends to onboard a System Integrator (SI) for the supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution at LIC.

- The bidder shall perform the below high-level activities as part of the scope of work. Please note, the **below list of activities and deliverables are indicative and not exhaustive**.

#	Phase Name	Activities to be performed	Deliverables
1	**Planning**	- Conduct project kick-off meeting. - Conduct stakeholder interviews to gather detailed requirements. - Study the existing architecture at data centers. - Review LIC's current security environment, processes, and guidelines. - Identify business objectives and technical requirements - Define any pre-requisites. - Outline an implementation strategy and develop detailed project plan with timelines and milestones. - Ensure that security and compliance requirements are integrated into the solution design and develop a plan to address them - Ensure compatibility and interoperability between different security solutions - Develop a comprehensive project charter - Conduct a feasibility study - Identify and analyze potential risks and develop a risk management plan - Define roles and responsibilities for the project team - Establish a project governance structure - Prepare a communication strategy, including frequency and methods of updates	- Project Charter Document. - Detailed Requirements Document. - Current Architecture Study Report - Security Environment Assessment Report - Project Scope Statement - Feasibility Study Report - Risk Management Plan - Roles and Responsibilities Matrix - Project Governance Document - Project Schedule (Gantt Chart) - Communication Strategy Document - Implementation Strategy Document

| 2 | **Designing** | Develop detailed system architecture diagrams Design the overall implementation architecture (high-level and low-level diagrams) for each in-scope solution Create connectivity and data flow diagrams for each in-scope solution Develop a comprehensive database monitoring framework Define detailed user roles, permissions, and access controls Create detailed design documents for alerts and notifications Develop a detailed plan for data discovery, data classification of sensitive data on databases Prepare policy and procedure documents including : Standard operating procedure (SOP) for solution implementation. SOP for operations of the solution. RACI matrix defining roles and responsibilities. Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD) Acceptance procedures, test cases, and test plans Business Continuity Plan (BCP)/Disaster Recovery (DR) /Failover Strategy and process document. Incident Response strategy and process document. Develop a comprehensive testing plan, including unit testing, integration testing, and user acceptance testing. Review all design documents with stakeholders to gather feedback and obtain formal approval. | Detailed System Architecture Diagrams. High-Level and Low-Level Implementation Architecture Diagrams. Connectivity and Data Flow Diagrams. Database Monitoring Framework Document. User Role and Access Control Document. Alerts and Notifications Design Document. SOP for Solution Implementation Document from scratch. SOP for Operations Document as per the Industry-best practices. RACI Matrix Document. Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD). Acceptance Procedures and Test Plans Document. BCP/DR/Failover Strategy Document. Incident Response Strategy Document. Comprehensive Testing Plan with appropriate test cases. Design Review Feedback Document |

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| 3 | Implementing | Installation and implementation of the solutions as per the architecture design. Install and implement all required components for data discovery, data classification of sensitive data fields. Ensure proper mounting, labeling, tagging of all equipment, along with provisioning of necessary network and power connections. Configure the solution in accordance with the MBSS/SCD ensuring compliance with industry standards and regulatory guidelines. Integrate the solutions with: Their respective components as applicable. Other security solutions as applicable. Active directory, servers, network devices, endpoints, and other relevant IT assets. Recommend secure communication methods and assist LIC in defining firewall rules; document all configurations as part of policy/process documentation (Note: Firewall rules configuration will be carried out by LIC firewall team). Fine-tune the solutions for optimal performance. Monitor the implementation and resolve issues as they arise. Validate the deployment through respective OEM; if OEM is not satisfied with deployment, they will submit a separate report to LIC, and necessary changes shall be made by the bidder. Facilitate OEM audit upon completion of implementation phase and annually during the contract period; Any remediation activities identified during the audit must be completed within 3 months. | Supply and Installation Report Installation and Configuration Report Monitoring Parameters Configuration Document Integration Testing Report User Acceptance Testing Report Training Materials and User Guides Configuration Documentation Production Deployment Plan and Rollback Plan OEM Validation Report OEM audit and Certificate of Compliance |

| 4 | User Acceptance & Testing (UAT) | • Define UAT scope, objectives, and entry/exit criteria
• Identify UAT participants (business users, testers, SMEs)
• Prepare UAT test plan, schedule, and assign responsibilities
• Design UAT test scenarios and test cases based on business and security requirements
• Set up a UAT environment that replicates the functional architecture, configurations, and integrations of the production environment (not necessarily matching production capacity), and provision representative test data. Execute test cases (including positive, negative, and edge cases)
• Validate:
  o Role-based access controls (RBAC)
  o Logging and alerting mechanisms
  o Access monitoring policies
  o Integration with SIEM, IAM, ticketing tools, etc.
• Record and report test results (pass/fail)
• Identify, log, and prioritize defects
• Coordinate defect fixing and re-testing
• Conduct UAT review with stakeholders
• Obtain user feedback and formal sign-off | • UAT Test Plan
• UAT Test Schedule
• UAT Test Scenarios and Test Cases
• UAT Environment Readiness Report
• UAT Test Execution Report
• Defect/Issue Tracker
• Access Validation Checklist
• Integration Verification Report
• Re-test Results Report
• UAT Summary Report
• UAT Sign-Off Document
• Feedback and Lessons Learned Document |
| 4 | Sustaining | • Post-deployment (after formal sign-off from LIC), manage and monitor the deployed solutions.
• Facilitate continuous monitoring and operations including performance optimization, upgrades and maintaining compliance with LIC policies, industry | • System Health Check Reports
• Performance Tuning Documentation
• Technical Support Logs
• Updated Monitoring |

		standards, and regulatory guidelines. • Implement and adhere to defined change management processes. • Manage incident response activities in alignment with incident response plan. • Conduct regular reviews and updates of monitoring rules to align with evolving business needs and security requirements. • Perform yearly audits to ensure ongoing compliance and security. • Gather user feedback for continuous improvement and enhancement of solution. • Prepare and distribute monthly performance and health reports to stakeholders • Plan and implement system upgrades and enhancements as needed	Rules Document • Yearly Audit Reports and Corrective Action Plan (CAP) for Audit findings • User Feedback Summary Report • Weekly Performance Reports • System Upgrade and Enhancement Plan • Incident Response Reports • Change Management Documentation

- The successful bidder—hereinafter referred to as the vendor, supplier, or service provider—shall be responsible for supplying the required hardware, and for the implementation, migration, upgrade, and maintenance of the Database Activity Monitoring (DAM) solution. The solution must meet all functional and technical requirements as defined in LIC's scope of work.
- Bidder who is the authorized partner shall have successfully implemented and managed at least one enterprise-scale project using the OEM's proposed solution. If Bidder has only managed and not having implementation experience, bidder shall engage OEM's engineer for implementation.
- Bidder shall provide written client reference letter explicitly confirming:
  - o Successful implementation
  - o Ongoing operations support
  - o Satisfactory client experience
- LIC reserves the right to:
  - o Verify the credentials
  - o Request client interaction or supporting evidence prior to implementation.
- Even when implementation is Partner-led, the OEM has the responsibility for:
  - o Technical oversight
  - o Governance
  - o Validation

- OEM must ensure the following:
    - Oversight of system design, architecture, configuration, and integration
    - Validation of security baselines and policy compliance
    - Participation in a joint deployment governance committee (LIC + OEM + Partner)
    - Issuance of milestone-based Validation Certificates:
        - a. Design Approval
        - b. Configuration Review
        - c. Pre-Production Certification
        - d. Final "Certificate of Readiness for Production Use"
- OEM must assign technically qualified representatives for onsite/virtual validation as per project milestones.
- Non-compliance by the OEM in providing required oversight and certification shall be considered a material breach and may lead to:
    - Penalties
    - Disqualification from future LIC engagements
- All licenses and subscriptions related to the solution shall be procured exclusively in the name of, and owned by, LIC of India. The ownership, rights, and entitlements associated with these licenses shall rest solely with LIC for the entire duration of their validity.
- The DAM system shall be deployed in a High Availability (HA) architecture at both the Data Center (DC) and Disaster Recovery (DR) sites. Additionally, a User Acceptance Testing (UAT) environment must be provisioned.
- The vendor will be responsible for all activities related to the lifecycle of the solution, including but not limited to:
    - Installation
    - Commissioning
    - Configuration
    - On-going maintenance and support throughout the contract period

- The System Integrator (SI) shall be responsible for architecture design, migration, and providing all necessary technical support to ensure the required system uptime is maintained
- The complete planning, design, and implementation of the solution shall be carried out by the System Integrator (SI) with support from Original Equipment Manufacturer (OEM). The System Integrator (SI) must have a back-to-back arrangement with the OEM and is responsible for ensuring the availability of OEM resources. The bidder shall also be fully responsible for coordinating with the OEM and ensuring successful completion of the implementation within the stipulated timelines.
- It shall be the responsibility of the System Integrator (SI) to coordinate and liaise with the Original Equipment Manufacturer (OEM) to ensure the provision of complete technical support throughout the duration of the agreement. The SI must ensure that all technical support services are delivered to the full satisfaction of LIC for the entire contract period.

- The System Integrator (SI) must provide an undertaking from the Original Equipment Manufacturer (OEM), on the OEM's official letterhead, confirming that the proposed architecture and deployment plan adhere to the OEM's best practices. Upon completion of the implementation, the bidder shall obtain and submit a certificate (Undertaking -D) from the OEM certifying that:

  o The implementation has been carried out in accordance with the OEM's best practices; and
  o The deployed solution meets all technical and functional requirements as specified in Annexure F of this RFP."

- OEM support should include advising and helping LIC in implementing controls for the risk advised by regulators/Govt. of India.

- All components like hardware/software/licenses etc. required in connections with the work will be supplied and maintained by the service provider.

- LIC will provide only rack space to host the hardware at proposed LIC's data center locations. Bidder should provide all the required network equipment like management switches, SFPs, cable, etc. for deployment of Hardware. (The list of data centers are provided in Annexure-W)

- All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.

- The solution must be deployed across LIC's existing infrastructure, including the Data Center (DC), Disaster Recovery (DR) sites, and User Acceptance Testing (UAT) environments. Additionally, the solution shall be deployable at any future locations where LIC may migrate or establish its servers during the contract period.

- The SI would integrate the solution with, but not limited to, LIC's Security Information and Event Management (SIEM), Active Directory (AD), Governance, Risk, and Compliance (GRC), IT Service Management (ITSM), Patch Management, Identity and Access Management (IDAM), Privileged Identity Management (PIM)/Privileged Access Management (PAM), Firewalls, Intrusion Detection Systems (IDS), and Intrusion Prevention Systems (IPS). No extra cost is payable for such integrations.
- The SI/OEM will be responsible for providing both agent-based and agent-less installation options for the Database Activity Monitoring (DAM) solution. The SI shall provision required hardware resources for these installation options.

- As part of the overall implementation, the vendor shall install the solution in the test environment and subsequently in the production environments. Additionally,

the vendor shall train LIC personnel to operate the solution independently. This training shall include the creation of policies and rules, generation and analysis of reports, correlation with other relevant security applications and events, and familiarization with the solution's features and functionalities.

- The contract shall be valid for a period of five (5) years commencing from the date of signing of contract. During the contract period, the vendor shall provide comprehensive on-site support, which includes:
  - o Full-scale monitoring and maintenance services
  - o Facility Management Services (FMS)
  - o Continuous training and support for users
  - o These services are to be rendered throughout the contract duration to ensure optimal performance and availability of the systems and infrastructure.

- The **Go-Live event** shall be defined as the point at which the Database Activity Monitoring (DAM) solution is fully operational. This includes the successful implementation and functioning of the following components:
  - o Data discovery
  - o Data classification
  - o Integration of all in-scope databases
  - o Active and continuous monitoring of these databases by the DAM system

  The Go-Live milestone will signify that the solution is ready for production use in accordance with the agreed-upon scope and requirements.

- The warranty period for the solution shall commence immediately upon the successful installation of all hardware and software components, irrespective of the Go-Live date.

- The Cloud based solutions should not be proposed under this RFP.

- The deployment of the solution must adhere to industry-wide best practices and standards. It shall also comply with LIC's Information Security (IS), Information Technology (IT), and Cyber Security policies, internal guidelines, and all applicable regulatory requirements and national laws, as may be updated from time to time.

- Database Activity Monitoring (DAM) solution shall be compliant with the Digital Personal Data Protection Act (DPDPA) 2023 and shall provide real-time monitoring, privileged user control, audit logging, and data masking to safeguard personal data. (Refer Section-C- Clause-60 - Digital Personal DATA Protection Act, 2023).

- The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to:

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- o Static Data Masking
- o Deterministic Data Masking
- o On-the-Fly Data Masking
- o Dynamic Data Masking

The solution should enable flexible and secure masking based on the use case, ensuring compliance with LIC's data protection policies and applicable regulatory standards.

- The Database Activity Monitoring (DAM) solution must provide robust capabilities to ensure data security, compliance, and operational efficiency. The solution shall include the following functionalities:
  - o Data Discovery and Classification: Automatically identify and classify sensitive data across all in-scope databases to ensure visibility and control over data access. The solution should support Discovery of sensitive data such as personally identifiable information (PII), payment card data, health records, or other business-critical information stored within databases. The solution should support automated classification and tagging of such data to aid in risk assessment, policy enforcement, and compliance reporting. This includes the formulation and configuration of rules or patterns to accurately identify and classify PII and other sensitive data types based on organizational and regulatory requirements.
  - o Access Control: Ensure that only authorized users have access to classified or sensitive information.
  - o Tamper-Proof Audit Trails: Maintain immutable logs of all database activities to support forensic investigations and compliance audits.
  - o Anomaly Detection: Identify unusual or suspicious behaviour in real-time using advanced analytics or behavioural baselines.
  - o Encryption Policy Enforcement: Enforce and monitor adherence to encryption standards and policies for data at rest and in transit.
  - o SIEM/SOC Integration: Seamlessly integrate with Security Information and Event Management (SIEM) systems and Security Operations Centre (SOC) workflows for rapid incident detection and response.
  - o Data Subject Rights Compliance: Support compliance with data protection regulations (e.g., GDPR, DPDPA 2023) by enabling features such as data access requests, correction, and erasure.
  - o Secure Data Transfers: Ensure all data transfers—internal or external—are secure, monitored, and compliant with applicable policies.
  - o Third-Party Access Monitoring: Track and control access by third-party users to safeguard against external threats and unauthorized activities.
  - o The solutions should be capable of integrating various log types and logging options into the Security Information and Event Management (SIEM) system, as well as with Active Directory for user authentication, IT Service Management (ITSM)/ticketing tools for ticketing, workflow, and case

management, unstructured data/big data reporting and dashboards, and use case/rule design customized based on risk and compliance requirements. Additionally, the proposed Database Activity Monitoring (DAM) solution must comply with the guidelines issued by regulators such as IRDAI, SEBI, NCIIPC, RBI, and Cert-IN, as well as any subsequent regulatory guidelines and advisories.

o The proposed solution should be able to integrate with Active Directory, and Identity and Access Management (IDAM), etc. as applicable) for user authentication or with any other solution/ tool as stated by the LIC in order to have control and visibility and to achieve Single Sign On (SSO).

- The vendor should submit undertaking (**Undertaking-A**) from OEMs confirming that, during contract period of 5 years, the proposed hardware or solution will not be declared as END of Support (EOS) or END of Life (EOL). In case, during the course of contract, the hardware or solution (in full or in-parts) has been declared as End of Life by OEM/principal vendor/IPR owner during contract period, the vendor shall replace / upgrade the existing setup in-full or in-part (as applicable) on its own expenses without any disruption/ performance degradation or any gap as compared to existing setup to ensure to comply RFP and contract requirements, ongoing business and operations and SLA.

- The services/solution offered should be modular, scalable both horizontally & vertically, and should be able to address LIC's requirements during the period of contract and even beyond future license figures given. The solution architecture must support both horizontal and vertical scalability to accommodate growth in usage and system load. It should be capable of increasing the number of concurrent instances as needed, while ensuring that key application server resource utilization—including CPU, memory, and disk usage—remains consistently below 70% under normal operating conditions.

- The vendor shall ensure and confirm the integrity of the software supplied, certifying that it is free from bugs, malware, covert channels, and any unauthorized code. An Integrity Certificate **(Declaration-A)**—in the format prescribed by LIC—must be submitted during the implementation phase and after each subsequent development or update post Go-Live. As part of this commitment, the vendor has already submitted the Integrity Certificate for the proposed solution during the RFP process.

- The proposed solution must include comprehensive, well-documented security features that clearly outline the mechanisms in place to protect data, ensure system integrity, and prevent unauthorized access.

- The vendor shall deliver an all-inclusive solution that meets the specifications and

scope outlined in the RFP, including any additional components necessary to ensure the solution operates in accordance with the agreed Service Level Agreement (SLA) and required uptime.

- All supplied infrastructure must be fully compatible with IPv6 and adhere to the latest security protocols and industry standards.

- The proposed solution shall be compliant with TLS 1.3 or higher standards to ensure secure communication and robust data protection.

2. Scope of Work- Post-Implementation and Operational Support Activities

I. Operation and Support Management

1. The System Integrator (SI) team shall be responsible for the day-to-day management, administration, monitoring, and support of the solution to ensure smooth and continuous operations.
2. The SI shall provide proactive and agile responses to any new upgrades, global alerts, or emerging issues, ensuring timely resolution and minimal disruption.
3. Configure, test, and roll out add-on components or packages available within the DAM solution.
4. Perform weekly DAM-related housekeeping activities and provide regular reports to the LIC team.
5. Plan and implement upgrades, updates, and patches in a timely manner as recommended by the OEM, ensuring rollout across all LIC locations.
6. Conduct quarterly performance reviews of the DAM solution and submit detailed reports to LIC.
7. Carry out periodic system reviews to optimize and strengthen the DAM infrastructure.
8. Provide necessary support, guidelines, and training sessions to LIC technical support staff and end users on an ongoing basis.
9. Analyze, troubleshoot, and resolve DAM-related issues reported by users promptly and effectively.
10. Retrieve and provide DAM logs on demand for audit, investigation, or analysis purposes.
11. OEM Escalation Management: Ensure timely escalation of issues to the OEM support team for prompt resolution.
12. Issue Logging: Log calls and coordinate with the OEM's back-end support team for escalated issues until closure.
13. System Health Monitoring: Continuously monitor and maintain the overall health and performance of the DAM servers and related components.
14. Reporting: Publish and share operational and performance reports at defined intervals, as agreed with LIC.

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15. During the entire term of the contract, including any extensions, the System Integrator shall be responsible for carrying out all necessary upgrades, patches, version changes, and licensing adjustments related to the proposed software solution. This obligation applies regardless of the reason for the upgrade, including but not limited to:
    o End of Life (EOL)
    o End of Support (EOS)
    o Security vulnerabilities
    o Regulatory or compliance changes
    o OEM-recommended enhancements or fixes

    All such activities—including implementation, testing, deployment, and related documentation—shall be carried out by the System Integrator at no additional cost to LIC.

16. Upgrade and Patch Management:
    o Align system upgrade and patching activities with OEM patch release cycles.
    o Conduct proper testing and obtain necessary sign-offs prior to deployment.
    o Prepare and execute a timely rollout plan for upgrades, updates, and patches across all LIC locations.

17. Version Management: Perform version upgrades of all underlying software and hardware components in accordance with the respective OEM recommendations and LIC's change management procedures.

18. Disaster Recovery (DR) and High Availability (HA) Testing:
    o Conduct DR drills and HA testing for the DAM solution as per LIC's defined policies.
    o Support and execute emergency DR cutovers when required by LIC.

19. SOP and Documentation Maintenance: Maintain and periodically update Standard Operating Procedures (SOPs) and all relevant documentation in alignment with LIC's policies and governance framework.

20. Audit Support: Respond promptly and accurately to all audit queries related to the DAM solution, ensuring timely closure of observations.

21. Cross-Team Assistance: Provide assistance to other internal LIC teams in diagnosing and resolving real-time issues related to the DAM environment.

22. Vulnerability Mitigation and Compliance: Actively mitigate vulnerabilities and address observations identified during various audits and assessments, including but not limited to:
    o Security Audits
    o Configuration Audit (CA) / Vulnerability Assessment (VA)
    o Vulnerability Assessment & Penetration Testing (VA & PT)
    o Regulatory, internal, external, and concurrent audits

23. Issue Resolution & Escalation Management: Resolve technical issues related

to the DAM solution in a timely manner. Coordinate with the OEM for escalation and follow-up on long-pending tickets and support calls to ensure closure within defined SLAs.

24. Stakeholder Coordination: Effectively coordinate with all relevant stakeholders—including LIC internal teams, OEM, and third-party vendors—to ensure seamless operations and timely communication.

25. Core DAM Functional Activities: Perform critical DAM functions as specified in the RFP, including but not limited to:
    o Database Discovery
    o Database Sensitive Content Discovery (SCD)
    o Data Classification
    o User Rights Management
    o Data Risk Analytics

26. System Performance Optimization: Continuously fine-tune both hardware and software components to maintain the DAM system in optimal high-performance mode.

27. Quality and Risk Monitoring: Continuously monitor all project-related activities with a focus on quality assurance and risk mitigation, ensuring adherence to LIC's operational and security standards.

28. Adoption of Best Practices: Identify, recommend, and implement industry-accepted best practices throughout the duration of project operations at LIC to enhance efficiency, security, and compliance.

29. Threat Analytics Review: Regularly review Threat Analytics Reports generated by the DAM solution and collaborate with the LIC team to investigate and respond to potential threats, anomalies, or high-risk indicators.

30. The contract period including Warranty Support and thereafter ATS Support for Solution should include but not limited to (without any additional cost) the following:
    • All patches/fixes/updates and all version upgrades
    • Program updates, patches, fixes and critical security alerts as required.
    • Documentation updates.
    • 24*7*365 days support for solution (In addition to the on-site 8×5 support resources mentioned in Clause 5, the bidder must ensure 24×7×365 support coverage for the solution through an appropriate combination of on-site, remote, or on-call resources. The bidder shall provide an escalation matrix, including response and resolution timelines, to ensure uninterrupted support coverage).

31. The Vendor must have a formal arrangement with the Original Equipment Manufacturer (OEM) to ensure that the Vendor, LIC's System Integrator (SI), and LIC itself are authorized to directly log support calls, service tickets, or requests with the OEM. As the license owner, LIC shall be entitled to direct

access to the OEM's support channels as part of its licensing rights and support entitlements.

32. The Original Equipment Manufacturer (OEM) must maintain a 24x7x365 support contact centre to enable logging of support calls at any time. The vendor shall provide LIC with the following:
   o OEM support contact centre phone numbers and email addresses
   o A detailed escalation matrix, including the names, designations, and contact details (phone and email) of relevant personnel at each escalation level

   This information must be kept up to date and shared with LIC at the time of implementation and whenever changes occur.

33. For every software component—including any third-party software—prior to the software or service becoming operational, the Vendor must provide LIC with comprehensive documentation. This documentation shall include, but is not limited to:
   o User Manuals
   o Installation Manuals
   o Operation Manuals
   o Design Documents
   o Process Documents
   o Technical Manuals
   o Functional Specifications
   o Software Requirements Specifications (SRS)
   o System Configuration Documents
   o System and Database Administration Documents
   o Debugging and Diagnostics Documents
   o Test Procedures and Results

   All documents must be delivered in both printed and electronic formats (as applicable) and shall be reviewed and accepted by LIC prior to final acceptance of the solution.

34. Any version changes, updates, clarifications, corrections, or modifications to the above-mentioned documentation shall be provided by the Vendor to LIC free of cost and in a timely manner throughout the duration of the contract. It is the Vendor's responsibility to ensure that all documentation remains accurate, up to date, and aligned with the deployed solution.

35. The Vendor shall be fully responsible for the upgradation of the proposed DAM solution—including all associated components and features—at no additional cost to LIC, throughout the duration of the contract. This includes implementing enhancements, version upgrades, and improvements as recommended by the OEM or necessitated by regulatory or security requirements.

36. The System Integrator shall deploy the necessary tools, dashboards, and

reports to effectively monitor and measure the uptime of the Data Center (DC) and Disaster Recovery (DR) systems and solutions.

37. The System Integrator shall provide LIC with detailed uptime reports on a monthly and quarterly basis, reflecting system availability and performance metrics in accordance with agreed Service Level Agreements (SLAs).

II. DAM Solution - Additional features

1. The DAM solution should provide a comprehensive dash board. Database Activity Monitoring (DAM) tool dashboard must provide an interactive, web-based interface with real-time and historical data visualization, ensuring role-based access control (RBAC) for different user roles. It should support customizable views, drill-down capabilities, and multi-tenant access. Key functionalities include real-time security monitoring, anomaly detection, privileged user activity tracking, and compliance reporting aligned with DPDPA 2023.

2. The dashboard should feature graphical reports, automated alerts, and data protection insights, including data masking, encryption monitoring, and data exfiltration detection. It must integrate with SIEM/SOC tools, support scheduled reports, and provide performance monitoring, system health metrics, and database resource utilization tracking. The UI should be responsive, mobile-accessible, and customizable, with strong security measures like MFA, encryption, and audit logging. Additionally, the solution must be scalable, high-performing, and capable of real-time auto-refresh to support enterprise database environments efficiently.

3. Automated Inventory Creation: The DAM tool must support automatic discovery and inventory creation of all databases and database users deployed across the enterprise.

4. Vulnerability and Patch Discovery: The tool should identify vulnerabilities and missing patches within the database environments.

5. Policy and Rule Creation: Enable the creation and enforcement of policies and rules for access control and proper rights management on databases.

6. Database Activity Monitoring: Monitor all database access and activities, including the ability to block unauthorized access or actions and enforce segregation of duties.

7. Deviation Reporting: Generate reports highlighting deviations from established policies and access control rules.

8. Sensitive Data Masking: Mask sensitive data within DAM alerts to protect confidential information during monitoring and reporting.

9. Virtual Patching: Provide virtual patching capabilities to protect databases against known vulnerabilities by blocking exploit attempts in real time through policy enforcement—without requiring immediate application of official patches or downtime, and without altering database code.

10. Regulatory Compliance: Ensure the solution complies with all relevant regulatory requirements applicable to LIC.
11. Forensic Capability Enhancement: Support enhanced forensic analysis capabilities and integrate with other security and monitoring solutions to assist in investigations.

III. General Requirements -- DAM Solutions:

1. LIC is not liable to procure all products, components in the solution and may remove the solution at any stage, at its sole discretion, till issuance of PO for proposed solution that is part of this RFP. After Online reverse auction, the successful bidder needs to provide a detailed split-up of costs for each hardware and software components as per bill of material items. The totals of detailed items should match with the line item totals mentioned commercial bid format that would be submitted after ORA by the successful bidder.

2. LIC has an established captive Security Operations Center (SOC) and a suite of existing security solutions. The proposed solution must **seamlessly integrate** with LIC's current security infrastructure and tools.

   a. Integration Responsibility:
   The responsibility for successful integration lies solely with the Bidder. LIC will extend necessary support through its on-site management teams handling existing solutions.
   Failure to achieve the required integration, as per the specifications outlined in the RFP, may result in rejection of the solution by LIC without any cost or liability to LIC**.**

   b. Technical Non-Compliance During Implementation:
   If the proposed solution fails to meet the technical requirements defined in the RFP during the implementation phase or prior to final sign-off, LIC reserves the right to:

       i. Reject the solution without incurring any cost, and
       ii. Recover any payments already made toward the non-compliant solution.

   c. Alternate Solution Provision:
   In the event of such a failure, the Bidder may propose an alternate solution at no additional cost to LIC. However, acceptance of any alternate solution will be at the sole discretion of LIC, and subject to successful fulfilment of all technical and integration requirements specified in the RFP.

3. If, at any time during the contract period, the proposed solution fails to perform in accordance with the specifications outlined in this RFP, the Bidder shall, at **no additional cost to LIC**, take all necessary corrective measures. This includes but is not limited to:
   - Upgrading or enhancing existing devices
   - Supplying and integrating additional devices

- o Reconfiguring the system and its components

Such actions must be taken promptly and effectively to ensure that the required performance levels are fully achieved, in line with the contract terms and technical requirements.

4. The System Integrator (SI) shall be responsible for accurately sizing the proposed solution based on LIC's current and projected requirements. The proposed solution must comprehensively account for:
   - o Initial and future license requirements for the DAM solution
   - o High Availability (HA) and Disaster Recovery (DR) infrastructure
   - o Storage capacity and performance needs
   - o Any other components or resources necessary for optimal operation

All sizing assumptions, calculations, and justifications must be clearly documented. The SI shall ensure that the proposed architecture is scalable, reliable, and capable of supporting LIC's environment throughout the contract period.

5. The Databases of Core-system are in a distributed architecture across various Datacentres. Bidder may take this aspect into account in to design and provision for appropriate number of gateways/collectors and also the hardware like Management server/Central Manager etc. required for the same in respective DCs/Locations.(Please refer to Annexure-W for Data required on sizing the solution).

6. The services and solution proposed under the scope of this RFP must be designed with adequate redundancy and fault tolerance to ensure high availability and meet the Business Continuity requirements of LIC.

7. The architecture should minimize single points of failure and ensure uninterrupted operations in the event of hardware, software, or network failures. All components— including compute, storage, network, and application layers—must support seamless failover and recovery mechanisms in line with LIC's continuity planning standards.

8. The services and solution offered must be implemented and operated in a manner that does not cause any significant adverse impact on LIC's existing infrastructure, applications, or business operations—both during installation and ongoing operations, including during upgrades, patches, or enhancements.

9. The Bidder shall ensure that there is no service disruption at any stage of the project. Any disruption to LIC's services or business continuity resulting from negligence or improper execution by the Bidder may attract penalties as per the terms defined in the contract or SLA.

10. Agents deployed on database clients as part of the proposed solution must be lightweight and consume minimal system resources, ensuring that they do not impact the performance of the database servers or cause any system instability, crashes, or outages.

11. The proposed solution must support both Agent-based and Agent-less monitoring modes. In cases where the Agent-based approach results in

performance degradation or operational issues, the System Integrator (SI) shall be responsible for reconfiguring the affected servers to use Agent-less monitoring, without any additional cost to LIC and without disrupting services.

12. The System Integrator (SI) shall be responsible for provisioning any additional hardware or infrastructure required to enable Agent-less monitoring as part of the proposed solution. This shall be done at no additional cost to LIC, and without impacting the performance, stability, or availability of existing systems.

13. The proposed solution must retain at least six (6) months of data online for immediate access. Data older than six months, up to a period of five (5) years, shall be archived to secondary storage and regularly backed up using a backup solution.

14. The required backup system, storage hardware, software, licenses, and OEM support for a period of five (5) years must be included as part of the overall DAM solution proposal for both primary and DR sites.

15. The sizing of the backup infrastructure and solution—including storage capacity, throughput, retention capabilities, and redundancy—shall be performed by the Bidder as part of the overall solution sizing, ensuring compliance with the specified retention policy and performance requirements.

16. The Databases of Core-system are in a distributed architecture across various Datacenters. Bidder may take this aspect into account in to design and provision for appropriate number of gateways/collectors and also the hardware like Management server/Central Manager etc. required for the same in respective DCs/Locations.(Please refer to Annexure-W for Data required for Sizing)

17. The proposed solution must be backed by post-sales OEM support under a Production or Enterprise-level support category, ensuring comprehensive coverage for the deployed solution. This support should be available through established OEM service centres or offices, preferably located within India, to enable timely and effective issue resolution.

18. The successful Bidder shall be required to submit documentary proof confirming the availability and entitlement of such OEM support to LIC, prior to or during the implementation phase.

19. LIC operates a complex infrastructure managed by multiple vendors and resources. For a smooth and successful implementation, the System Integrator must ensure close coordination and collaboration with other vendors and LIC personnel throughout the project lifecycle. Additionally, the System Integrator shall establish and maintain a robust documentation system that clearly defines processes, roles, responsibilities, and workflows. This documentation must be accessible to all stakeholders to facilitate transparency, accountability, and effective communication.

20. The System Integrator (SI) shall actively work and liaise with various departments within LIC, as well as with LIC's existing application vendors, to ensure seamless integration of the proposed services and solutions with LIC's current application platforms, servers, security devices, storage infrastructure,

enterprise network, and security solutions. The SI is responsible for coordinating these integration activities effectively to maintain operational continuity and compliance with LIC's technical and security standards.

21. The bidders shall also provide the following documents in addition to the deliverables mentioned under Section-E -Clause-1 as part of the deliverables of the project.

- Original manuals of all proposed software/applications
- Standard operating procedures
- Secure configuration documents(SCDs) for all installations
- Installation & Configuration Documents.
- Troubleshooting Manual.
- Executive summary report for the project to the management.
- Functional and operational requirements.
- Project design/plan
- Product description
- Document on best practices, implementation guidelines
- Training materials
- Health check reports

22. All the above documents should be provided by SI, vetted by LIC, suggestions incorporated by SI and then provided to LIC. SI shall share revised documents wherever there is upgrade or change in any of the above parameter.

23. If required during the contract period, the System Integrator (SI) shall provide all necessary technical support at no additional cost to LIC for the relocation of the solution to another LIC data center. This includes dismantling, packing, transportation, unpacking, re-assembling, and re-configuration activities as part of the relocation process.

24. The cost of logistics and transportation shall be borne by LIC, subject to mutual discussion and agreement between LIC and the SI.

IV. Training:

a) The System Integrator (SI) shall provide training by OEM or its Certified Training partner to the identified LIC personnel / team (3 in number) for DAM solution for features / service architecture, and functionality after implementation.

b) The training shall be arranged before the solution signoff. Payment for training shall be released after completion of training.

3. Sizing of solution and software Licenses.

1. Bidder is responsible for proposing sizing of the required hardware and software licenses for the solution.

2. The data required for sizing for hardware and software licenses is provided in Annexure-W.

3. LIC holds corporate licenses for Red Hat Enterprise Linux. Therefore, bidders should not include costs for operating system licenses if Red Hat is proposed as the server operating system. However, if any other operating system is proposed, bidders must include the cost of the operating system license along with the required support for the entire contract period.

4. **The bidder may offer software licenses for monitored database hosts under a yearly subscription-based model only.**

5. The software licensing model proposed by the bidder must be solely based on the number of monitored database hosts. The offered licenses /solution shall not impose any additional restrictions related to database throughput (e.g., Transactions per Second), memory or CPU usage, storage volume, number of users, or any other performance or usage metric.

6. Bidders must clearly define the scope and applicability of their licensing policy in their technical proposal. Specifically, the proposal must address whether licenses are required and how charges are applied in the following scenarios:
   o Database instances used in **User Acceptance Testing (UAT)** environments
   o **Read-only** database instances
   o **Passive**, **standby**, or **replica** instances used for high availability (HA) or disaster recovery (DR)

   Bidders must explicitly state any **inclusions**, **exclusions**, **exceptions**, or **special conditions** related to licensing these types of instances. Ambiguity or failure to clearly disclose such licensing terms may result in **rejection.**

7. Furthermore, for any future requirement of additional licenses, the unit rates discovered and finalized through this RFP shall be applicable. The same licensing policy as defined and agreed upon in this RFP shall continue to apply without any deviations or additional commercial or technical conditions.

8. The bidder must provide quotes in Annexure-G (Indicative Commercials) and during the subsequent Online Reverse Auction (ORA) based on the total number of database hosts specified in Annexure-W (Data for Sizing), i.e. for 1085 Database hosts.

9. The cost comparison during the Online Reverse Auction, for selecting the L1 bidder, will be based on the quoted amount corresponding to the total number of database hosts outlined in Annexure-W (i.e. for 1085 Database hosts). The Total Cost of Ownership (TCO) calculation will also be based on the total number of database hosts mentioned in Annexure-W.

10. Furthermore, unit rates for new license costs—whether under the yearly subscription model and implementation costs, will be derived from the quoted rates and applied for any future additions of database hosts.

11. Actual number of subscribed licenses for deployed Database hosts will be determined on the basis of number of Database hosts successfully deployed prior to GO-LIVE.

12. Final software licenses subscription payments, implementation costs to the successful bidder, will be made only for the database hosts where implementation has been successfully completed.

13. If implementation cannot be carried out on certain hosts due to issues such as unsupported database versions or incompatible host operating systems, those hosts will be excluded from all related payments like subscription costs and implementation costs.

14. The subscription quantities provided are indicative and actual subscription consumption may vary at the time of go-live or during subsequent renewals.

15. LIC will subscribe to the actual count usage at the end of 3-month deployment period.

16. At each renewal milestone:
    o A true-up/true-down exercise shall be conducted based on actual usage.
    o Usage shall be validated via reports and deployment audits
    o The subscription count and associated charges will be adjusted accordingly.

17. Charging policy:
    o Any Database host using the subscription for less than 90 days post go-live in the previous subscription year will not be charged.
    o Database hosts used for 90 days and above will be charged for the full year.

18. For the addition of new database hosts required for future needs, the proportionate subscription cost for additional licenses the date of installation and commencement of monitoring till next yearly renewal date of subscription shall be charged.

19. In the event of a reduction in the number of database hosts due to consolidation or discontinuation, the license subscription cost shall be reduced effective from the date of next year renewal date after the date of uninstallation or stoppage of monitoring.

4. RACI Matrix

The following RACI (Responsible-R, Accountable-A, Consulted-C, Informed-I) matrix is applicable to all Data Center (DC), Disaster Recovery (DR), and User Acceptance Testing (UAT) sites for the in-scope solutions. This matrix is indicative and non-exhaustive. The successful bidder must submit a comprehensive RACI matrix for the proposed services in a similar format as part of their response to the RFP.

SN	Activity	SI / OEM	LIC
1	**Design workshop & system configuration**		
	Kick-off, plan creation, project governance & communications	R, A	C, I

SN	Activity	SI / OEM	LIC
	structure creation		
	Conduct workshop to obtain a detailed understanding of the RFP requirements	R, A	C, I
	Obtain sign off from LIC management on agreed system functionalities	R, A	C, I
	Configure the system based on the agreed functional and non-functional requirements and provide demo for the system configured.	R, A	C, I
	Facilitation for SI team to work out of LIC offices	C, I	R, A
	LIC SPOC allocation & stakeholder identification for DAM Solution deployment	C, I	R, A, C
	Conduct thorough study of LIC's current business processes and procedures	R, A	C, I
2	**Implementation**		
	Prepare an implementation strategy	R, A	C, I
	Prepare a detailed phase-wise plan including timelines and milestones	R, A, C	C, I
	Ensure integration of security and compliance requirements	R, A	C, I
	Implement the Database Activity Monitoring tool and the specified modules	R, A	C, I
	Deploy Database Activity Monitoring tool with relevant data and integrate with other systems	R, A	C, I
	QA testing results for the DAM solution	R, A	C, I
3	**User acceptance testing**		
	Provide access for User Acceptance Testing (UAT)	R, A	C, I
	Prepare UAT test scenarios	R, A	C, I
	Review UAT test scenarios	C, I	R, A
	Perform User Acceptance Testing (UAT)	R, A	C, I
	Resolve discrepancies if any as highlighted during the UAT in timely manner	R, A	C, I
	Provide security assurance to ensure protection of data and maintain functionality as intended	R, A	C, I
4	**Movement to production environment (Deployment)**		
	Deploy the final version including all the feedbacks	R, A	C, I
	Provide final certification of successful deployment	R, A	C, I
5	**Training and knowledge transfer**		
	Prepare training schedule inclusive of number of trainings, locations and number of participants	R, A	C, I
	Develop training and reference materials and share the same	R, A	I

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SN	Activity	SI / OEM	LIC
	with the users		
	Conduct training sessions	R, A	C, I
6	**Post go-live support**		
	Provide post implementation support to LIC's core team for 5 years.	R, A	C, I
	Conduct adequate number of refresher training sessions	R, A	C, I
	Resolution of production defects and operational issues	R, A	C, I
	Incorporate relevant changes in system on request as and when required	R, A	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	Experience	Count
1	L1	L1 Analyst- 3 years	2 Resources (8x5 Shift)
2	L2	L2 Analyst- 5+ years	1 Resource (8x5 Shift)
3	L3/OEM	L3 Analyst – 7+ years	1 resource - Quarterly for minimum one week

Following conditions shall be applicable regarding the onsite L1/L2 support:

a) 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.

b) 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.

c) 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.

d) Shortlisted candidates will also form a standby pool for LIC. Engineers 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.

e) 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.

f) 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.

g) 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.

h) 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.

i) The vendor shall provide the background verification, including Police Clearance Report of the onsite resources.

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 that LIC may take from time-to-time. No charges will be payable by LIC for this purpose.

In addition to the on-site 8×5 support resources mentioned in Clause 5, the bidder must ensure 24×7×365 support coverage for the solution through an appropriate combination of on-site, remote, or on-call resources. The bidder shall provide an escalation matrix, including response and resolution timelines, to ensure uninterrupted support coverage.

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 (Hardware and Software) as quoted in the bill of materials for the DAM Solution. Date of delivery of last item shall be taken as date of delivery for all items.	T + 4 Weeks
3	Current State Assessment & Project Planning. Understanding of the current landscape of LIC, project plan creation, documentation, HLD creation, use case creation, collating list of users and applications to be integrated and any other activities as required as part of scope (**Planning & Designing Phase)**	T + 8 Weeks
4	Implementation of the DAM solution *(Date of integration of last database shall be taken as date of completion of implementation*) **(Implementation phase)**	T + 20 Weeks
5	Policy fine-tuning for all the deployed policies during implementation phase **(Pilot phase--**where the installed system or solution is deployed in a limited, controlled environment to evaluate its performance, usability, and effectiveness before a full-scale rollout**)**	T + 24 Weeks

Sr. No.	Activity	Timelines
6	User Acceptance Testing (UAT) **(UAT phase)**	T + 28 Weeks
7	Knowledge Transfer & Training & Documentation	T+ 28 Weeks
8	Sign-off & GO-Live	T + 29 Weeks
9	Transition to managed services (**Maintenance phase**)	Till End of Contract

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 or by invoking PBG.

Cumulative penalty during delivery, installation, pilot and implementation phase for breach of SLA mentioned below 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:

- **Implementation SLA:**

Sr. No.	Description	Penalty
1	Delay in delivery of all equipment (hardware and/or software as submitted in the BoQ). *The delivery of the last equipment and penalty will be applicable accordingly.	0.25% of the value of the undelivered equipment (hardware and/or software) per week of delay or a part thereof.
2	Delay in Completion of Current State Understanding phase, **Planning and Design phase.**	0.25% of TCO per week of delay or a part thereof.
3	Delay in completion of the **installation and implementation phase**, where all necessary hardware, software, infrastructure, or systems are physically or virtually deployed, configured and set up.	0.25% of TCO per week of delay or a part thereof.
4	Delay in completion of the **Pilot phase**. (Pilot phase is the phase where the installed system or solution is deployed in a limited, controlled environment to evaluate its performance, usability, and effectiveness before a full-scale rollout)	0.25% of TCO per week of delay or a part thereof.
5	Delay in completion of the **UAT phase**.	0.25% of TCO per week of delay or a part thereof.
6	**Parameter**: Uptime (bidder to submit monthly report generated by the solution) **Definition**: The percentage of time the DAM system is expected to be operational and available. **Target Service Level:** 99.50% per month	**Uptime** **Penalty** 99.50% and above – Nil --- 99.499% to 97.92% - 1% of the quarterly operation phase/onsite support charges of every 0.1% decrease of system uptime. 97.91% to 95.83% - 5% of the quarterly operation phase/onsite support charges of every 0.1% decrease of system uptime. --- Less than 95.82% - 10% of the quarterly operation phase/onsite

Sr. No.	Description	Penalty
		support charges of every 0.1% decrease of system uptime.

	Parameter: Incident Response and Resolution Time
	Definition: The time it takes for the service provider to respond and resolve to different incident priority levels.
	Target Service Level: Refer to Support SLA section below.
		Penalty (% of quarterly operation phase/onsite support charges) for missing the incidents will be as follows:
		
		Critical & High:
		  o 1-3 events: 2%
		  o 4-6 events: 4%
		  o 7-10 events: 6%
		  o 11 and above events: 10%
		
		Medium & Low:
		  o 1-3 events: 1%
		  o 4-6 events: 2%
		  o 7-10 events: 3%
		  o 11 and above events: 5%

8	**Parameter**: Data Retention Period **Definition**: The duration logs and data are retained within the DAM system before rotation or archiving. **Target Service Level**: 6 months retention on-line, 5 year retention in archive	2% of the quarterly operation phase/onsite support charges of every instance reported.
9	**Parameter**: Backup Frequency **Definition**: How often data should be backed up to ensure recoverability. **Target Service Level**: Daily Incremental and Weekly Full Backup	2% of the quarterly operation phase/onsite support charges of every instance of backup failures reported.
10	**Parameter**: Software Updates **Definition**: Frequency of applying software updates, patches, and security fixes to the DAM system.	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 and approval from LIC, it will attract a penalty of 0.5% of the quarterly operation phase/onsite support charges for each week of delay or part thereof.
11	**Parameter**: Security Bug/ vulnerability / enhancements etc. **Definition**: Applying of software updates,	2% of the quarterly operation phase/onsite support charges on non-compliance after the timelines

Sr. No.	Description	Penalty
	patches, and security fixes to remediate the bugs/vulnerabilities in the DAM system reported as part of the VAPT activities. **Target Service Level**: Critical (2 Working Day), Non-Critical (6 Working Days)	for critical vulnerabilities. 1% of the quarterly operation phase/onsite support charges on non-compliance after the timelines for non-critical vulnerabilities.
12	**Parameter**: Replacement/Repair **Definition**: Process for replacing or repairing DAM components in the event of system failure **Target Service Level**: Replacement within 24 hours	0.25% of TCO for every 1 hour of delay or part thereof.
13	**Parameter**: Reporting Frequency **Definition**: Frequency and content of security reports, incident summaries, and performance metrics. **Target Service Level**: Daily, Weekly and Monthly reports to be submitted by next working day.	1% of the quarterly operation phase/onsite support charges on non-compliance for each instance.
14	**Parameter**: Custom Connectors **Definition**: Build all the custom connectors for unsupported components including inhouse developed applications or new procured device within 14 Days of deployment. LIC will provide reasonable support and arrange for discussions with vendor. **Target Service Level**: 100% coverage	0.1% of TCO per week of delay or part thereof.
15	**Parameter**: Device/Application integration with DAM. **Definition**: All the in-scope/upcoming IT systems, software, applications are/being implemented in LIC infrastructure should be integrated with DAM. LIC will provide reasonable support and arrange for discussions with vendor. **Target Service Level**: 100% device coverage	0.1% of TCO per week of delay or part thereof.
16	**Parameter**: Onsite Support Resources **Definition**: The on-site Personnel or his	0.5% of the quarterly operation phase/onsite support charges on

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Sr. No.	Description	Penalty
	designated substitute as quoted in the bid should be present in LIC's premises as per the RFP conditions. **Target Service Level**: 100% compliance	non-compliance.
17	**Degradation of DAM solution:** Slowing down the operations of any component or DAM solution thereof resulting in delayed alerts, responses, report generation etc. **Target service:** Response and resolution time of 24 hours after reporting to SI/OEM support.	1% of the quarterly operation phase/onsite support charges for every four hours after the passage of Resolution time of 24 hours.

- **Support SLA:**

Incident Priority	Priority	Response	Resolution	Example
P1	Critical	30 minutes	4 hours	Production issue that severely impacts Customer use of complete solution capabilities and impacting the entire or majority of the Customer organization. The situation halts Customer business operations and no procedural workaround exists.
				Solution service is down or unavailable.
				Customer data is corrupted or lost and must be restored from backup.
				A critical documented feature / function is not available.
P2	High	1 Hour	12 hours	Major solution functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of Customer business operations and no reasonable workaround exists.

Incident Priority	Priority	Response	Resolution	Example
				Solution capabilities are operational but exhibit highly degraded performance to the point of major impact on usage.
				Important features of the solution are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
P3	Medium	6 hours	48 hours	There is a partial, non-critical degradation in the solution's functionality, with medium-to-low impact on the customer's cybersecurity. The customer's business operations continue to function. A temporary workaround is available, but it is not scalable.
P4	Low	24 Hours	72 Hours	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, best practice, installation or configuration, bug affecting a small number of users. Acceptable workaround available.

- 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 during delivery, installation, pilot and implementation phase shall not exceed 10% of the TCO.

The total penalty for any quarter during operations phase shall not exceed 10% of the quarterly charges payable for onsite and offsite support for that quarter.

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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 mentioned in the delivery schedule.

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 as per clause shall 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 RFPs 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 Penalty clause shall be invoked.

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 Penalty clause shall 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 rack mounting, connection/network cabling to switches, 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 should obtain insurance cover for the equipment if any supplied, for all risks up to date of delivery of the devices and acceptance by LIC.

- The cost for the same will be borne by the successful Bidder.
- Successful bidder has to submit a copy of the insurance document to LIC.

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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.

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**
    a. All Intellectual Property Rights in the Contract Material shall vest in LIC;
    b. 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. 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

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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 30 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

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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. Indemnifying LIC;
  c. Insurance;
  d. Confidentiality and privacy;
  e. Protection of personal information;
  f. Security & Compliance;
  g. Right to 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 void 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.

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c.   The Parties agree that duration of Knowledge transfer shall in no event exceed 90 days.

9. Protection of Personal Information

9.1 Application of the clause

This clause applies only where the successful Bidder deals with personal information and for the purpose of providing Services under the contract.

9.2 Obligations

The Bidder acknowledges that it will use or disclose personal information obtained during the course of providing Services under the contract, only for the purposes of the contract.

10.   Security and compliance

a) LIC shall conduct information security audit including VAPT for the solution and underlying infrastructure through third Party firms at regular intervals. The successful bidder has to support in all aspects of conducting security audits, which may include physical verification of infrastructure. The successful bidder shall close any gaps emanating from such audits as part of regular activities.

b) All product updates, upgrades and Patches should comply with observations of IS Audit, IRDA Audit, CA, VA&PT etc. and the same should be provided by the successful Bidder at no extra cost during warranty and AMC/ATS period.

c) The successful bidder should resolve any vulnerability found in the proposed solution as and when identified.

d) All vulnerabilities should be closed by successful bidder immediately or within 15 days of reporting the same to successful bidder.

e) The proposed solution should comply with all security policies of LIC and all relevant regulatory compliance requirements including IS Audit Requirements. The successful bidder will demonstrate compliance with relevant industry regulations and LIC's internal security policies.

f) The software/agent software deployed on Source systems should not affect the performance, software upgrades, patching of OS or Database, in any way. If the host database requires the removal of third party vendor software prior to patching/upgrades, it shall be the responsibility of the vendor to uninstall the third party software prior to upgrades/Patching and re-install and configure post upgrades/patching at no extra cost to LIC.

g) The successful bidder must implement robust security measures, including data encryption, access control, and audit logging, to protect data privacy and integrity throughout the data lifecycle.

h) The successful bidder shall provide and implement patches/ upgrades/ updates for the solution as and when released by them/OEM or as per requirements of LIC. The successful bidder should bring to notice of the LIC all releases/version changes.

i) Latest and stable Patches made available by the OEMs should be applied immediately by the successful bidder in not more than 30 days and after duly tested in UAT. The proposed solution should be able to integrate with existing hardware/software/database in LIC after upgrade. No extra cost will be paid to the successful bidder for integration with upgraded environment.

j) The successful bidder shall obtain a written permission from the LIC before applying any of the patches/ Upgrades/ Updates. The successful bidder has to support older versions of the Solution, in case LIC chooses not to upgrade to the latest version.

k) The successful bidder shall provide maintenance support for Solution over the entire period of contract as per the terms and conditions specified in the RFP.

11. Right to Audit & Access

The successful bidder/service Provider shall be subject to audits conducted by LIC, its internal or external auditors, the Insurance Regulatory and Development Authority of India (IRDAI), or any other regulatory authority, as and when required. Such audits may be conducted on an annual basis or at any other frequency deemed necessary by LIC or the relevant authority. The Service Provider shall provide full cooperation, access to records, systems, personnel, and premises as required to facilitate the audit process without any delay or hindrance. The cost of such audits shall be borne by LIC of India.

12. Bidder's Business Continuity Plan (BCP) readiness

The Bidder shall submit an executive summary of their own Business Continuity Plan (BCP) as part of the proposal. This submission must outline the Bidder's internal framework and preparedness to ensure continuity of services in the event of disruptions such as natural disasters, system failures, cyberattacks, or any other operational risks. The purpose of this requirement is to assess the Bidder's ability to maintain seamless service delivery throughout the duration of the contract, regardless of adverse conditions affecting their operations.

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 DAM Solution & Its Implementation** **(The payment terms below shall be applicable for individual solution in this RFP)**		
1	Delivery of all the hardware at all designated sites of LIC for the project.	70% of cost	o Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount). o Delivery Challans "Proof of Delivery" in original 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.
2	Software subscription charges(Yearly) Payment will be made for actual count of implementation and monitoring on DB hosts.	100% on go-live and successful operation of 30 days.	o Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount). 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. o After submission of OEM validation report and performance test report & Acceptance Certificate
3	Installation and integration, initial OEM audit and acceptance testing as per scope of work.	25% of the cost of items under S.No. 1 in this table.	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.
4	After Go-Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	5% of the cost items under S.no.1 in this table.	After submission of OEM validation report and performance test report & Acceptance Certificate
5	One-time implementation cost	100% after Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	After submission of OEM validation report and performance test report & Acceptance Certificate

6	Training Costs	100% of training cost after completion of training	o Proof of Completion of training. o Attendance Record o Invoice for amount payable. o Sign-Off o Feedback Submission
Payment against Onsite Services of the In-Scope Solutions **(The payment terms below shall be applicable for individual solution in this RFP)**			
8	Payment for the Onsite Services/Managed services will be done on quarterly basis at the end of each quarter.	Quarterly Basis	o After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms o Invoice for the amount payable quarterly. o Performance Report of the onsite Personnel. o Verification of 'Service level agreements' defined in this RFP o Updated SOP and Rule Review Report
9	Payment for the OEM Audit cost will be done on yearly basis at the end of each year after completion of Audit and Remediation of gaps.	Yearly Basis	o After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms. o Audit report. o Remediation of gaps. o Invoice for the amount payable yearly. o OEM Yearly Audit Report
10	Payment for the Yearly software subscription costs.	Yearly Basis	o After end of each frequency of time period as applicable in advance based on actual count usage via a true-up/true-down exercise and subject to fulfillment of SLA terms o Invoice for the amount payable yearly.
11	Payment of OEM premier support costs	Quarterly Basis	o For OEM premier support -- Certificate/Evidence of Premium Support with the respective OEMs.

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) User Validation (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

    v) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.

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 obligations shall 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 and acceptance of the systems by LIC.

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 successful 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 may be extended for a period of one year 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 RFPs 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.

e) 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.

f) 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.

g) 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.

h) In the event 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, re-configure and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay logistics & transportation charges, GST or any other government taxes.

i) 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.

j) 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.

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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 under a single stage 'Three Bid' System 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	Covering letter for Technical Bid		✓		
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 Not 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 N	Integrity Pact	✓			
14	Annexure O	Bank Guarantee for EMD	✓			
15	Annexure P	Contract Form				✓
16	Annexure Q	Non-Disclosure Agreement (NDA)				✓
17	Annexure R	Bill of Quantity		✓		
18	Annexure S	Online Tendering Guidelines	---	---	---	---
19	Annexure T	Land Border Declaration	✓			
20	Annexure U	Make in India Certificate – (Separate certificates from Statutory Auditor and Authorized signatory)	✓			
21	Annexure V	Format for Self-Declaration regarding	✓			

		'local supplier' for Cyber Security Products				
22	Annexure W	Data required for Sizing	-	-	-	-
23	Annexure X	Declaration on Sizing from Bidders	✓			
24	Annexure Y	Undertaking for Supply of Additional DAM Licenses and Implementation at ORA-Discovered Prices	✓			
25	Technical proposal	Technical proposal with proposed solution architecture and details of license policy (refer to section-F, sub-para-3 – sub-clause -5)		✓		
26	Undertaking A	Undertaking from OEM that proposed hardware and software will not be declared EOL or EOS during period of contract	✓			
27	Undertaking B	Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents.				✓
28	Undertaking C	Certificate by the bidder that software licenses comply with OEMs guidelines/requirements.				✓
29	OEM reports	OEM Validation reports, Audit report ,Performance test reports				✓
30	Undertaking D	OEM-signed undertaking and post-implementation certificate confirming the solution follows OEM best practices and meets all technical/functional requirements in Annexure F				✓
31	Declaration A	Declaration that software is free from bugs, malware, covert channels in code etc. and Integrity certificate				✓
32	Annexure Z	Executive summary of Bidder's Business Continuity Plan (BCP)	✓			

Executive Director (IT-DT)

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Annexure A: Covering Letter

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

Dear Sir/Madam,

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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:

o   We have not induced or attempted to induce any other bidder to submit or not to submit a bid for restricting competition.
o   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).
o   If our offer is accepted, we undertake to deliver the solution as per terms and conditions in this RFP.
o   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.
o   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.
o   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.
o   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 and Digital Personal DATA Protection Act, 2023 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.

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Dated at _____this _____ day of _____

Thanking you,

Authorized Signatory of the bidder

Name:
Designation:
Date:
Place:
Seal of the company

Annexure B: Bidder's Profile

Sub: Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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)	PBT (Rs. In Crores)
	2024-25			
	2023-24			
	2022-23			
	(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

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India.
Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

SN	Eligibility Criteria	Documents to be Submitted
1	With reference to the result published for the Expression of Interest (EOI) For Database Security Tools, EOI Ref: LIC-CO/IT-SD/EOI/2023-2024/DBS dated 08 January 2024, Result Ref: CO/ITSD/DAM/POC/2024-25, only the qualified OEM authorized System Integrator (SI) can participate for this RFP. Please note, a bidder can participate and represent only one EOI qualified OEM through authorization.	Declaration from EOI qualified OEM on their company letter head authorizing the SI. It should be executed by the Authorized signatory of OEM. Board resolution / POA of OEM authorizing the OEM's signatory to be provided.
2	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.

3	The Bidder must have an annual turnover of minimum Rs. 100 Crores per annum during the last 03 (three) years preceding the date of this RFP.
	For MSME bidders, the turnover requirement will be as follows:
	
	   o the MSME bidder must have an average turnover of Rs. 40 Crores in the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025), instead of the minimum turnover of Rs. 100 Crores as stipulated for other bidders.
	   o Furthermore, MSME bidders must have made a profit (before tax) in each of the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025).
	
	The MSME bidder must submit a valid MSME registration certificate along with the necessary financial documents to support the above criteria.
		Annual audited balance sheet for last three financial years.

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SN	Eligibility Criteria	Documents to be Submitted
4	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 and CA Certificate
5	The Bidder should have minimum of 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution for Private Organizations in India with market capital of minimum 500 Crores or PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
6	The Bidder during the last 7 years preceding to the Date of this RFP should have supplied, implemented and/or maintained any Database Activity Monitoring (DAM) solution for at least 02 (two) Private Organizations in India with market capital of minimum 500 Crores or at any PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	Copies of the Letter of acceptance (LoA)/ work order/ contract/ completion certificate confirming relevant experience.
7	Bidders and the proposed OEM should have support centres in India with availability of 24 x 7 onsite, telephonic/ remote support.	Declaration on company letter head duly signed by the authorized signatory of the bidder.
8	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF).	The bidder must submit the Manufacturer's authorization letter (i.e. MAF) from EOI qualified OEM as per **Annexure – H.**
9	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI valid as on the date of this RFP. 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.
10	Power of Attorney/Board resolution or Authorization, duly authorizing the authorized signatory to act on behalf of the Bidder for all legal and financial matters pertaining to this Bid and the resulting contract, if any.	Copy of POA / Board resolution attested by company secretary to be submitted.

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Note:

1. The bidders should submit their responses to the eligibility criteria in the format as provided in **'Annexure C – Eligibility Criteria'**.
2. 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.
3. The technical bids of bidders who qualify in the eligibility bid evaluation only shall be opened for further evaluation.
4. All copies of supporting documents should be submitted as enclosures to Annexures. The same should be attested by Authorized signatory of the bidder.
5. The soft copies submitted should be digitally signed by Authorized signatory.

Authorized Signatory of the bidder
Name:
Designation:
Date:
Place:
Seal of the company

Annexure D: Technical Bid Form (Covering Letter)

To,   Date:
The Executive Director (IT-DT)
Life Insurance Corporation of India
Central Office, Information Technology - BPR Department
3rd Floor, South Wing, "Jeevan Seva Annexe"
Santacruz (W), S.V. Road, Mumbai – 400054.

Dear Sir,

Having examined **RFP Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM** dated **26th August 2025**, titled *"Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India"*, including all its annexures, we, the undersigned, hereby submit our Technical Proposal in full conformity with the said RFP documents.

We confirm that our Technical Bid Proposal includes the following key components as per the RFP requirements:
- Proposed Technical Architecture
- High-Level Deployment Architecture
- High-Level Solution Architecture including Integration with Existing Systems
- Proposed Backup Strategy and Backup Solution
- Deployment Strategy and Phased Implementation Plan
- Security, Scalability, and Compliance Considerations
- Project Governance Model and Team Structure
- Demonstration of Key Functional and Technical Capabilities (if applicable)

We certify that the information provided in our Technical Bid is accurate, complete, and provided in the format specified by LIC. We understand that LIC reserves the right to reject the bid if the required technical information is missing or not presented as per the prescribed format.

Dated at _____ this _____ day of _____, **2025**.

Yours faithfully,

For and on behalf of: _____
Authorized Signatory: _____
Designation: _____
Company Seal: (if applicable)
Contact Details: _____

Annexure E: Bidder's Experience

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Technical Specifications for proposed DAM Tool

A. General Specifications

Sr No	Technical specifications	Whether Complied(Y/N)	Remarks/Reference
1	Solution should capture and analyse all database activities by application user, Database users and/or privileged user accounts, providing detailed audit trails that shows the "Who, What, When, Where, and How" of each database transaction.		
2	The solution should help enterprises and financial institutions to meet regulatory compliance from DAM control perspective, such as IRDAI/RBI guidelines on cyber security, SOX, PCI DSS, Data Privacy Law, GDPR, Industry best practices, Organization specific security policies etc.		
3	The solution should support the following authentication mechanism for accessing the solution: (i) In-built authentication in the solution (ii) Kerberos authentication (iii) LDAP/AD authentication (iv) RADIUS authentication		
4	The solution should enable segregation of duty in terms of account management, security administration and database administration.		
5	The proposed solution should integrate with 3rd party technologies like: SIEM, SOAR, Service Management, Ticketing system etc. to provide holistic security posture		

6	The proposed solution should support more than 200 database types including the categories of: a) Conventional Databases b) In-Memory databases c) Application in-build databases d) Big Database types e) Data lakes f) Cloud based databases		

B. Architectural Scalability

7	The proposed solution should support both agent and agentless based mode depending on the database type, its placement etc.		
8	Proposed solution should have tiered architecture to provide to avoid any single point of failure and should have 1:1/N+1 level of redundancy		
9	In case of agent gateways, the proposed solution should be offered as a Virtual Appliance		
10	The solution should support external storage such as SAN for increasing audit storage in future.		
11	DC & DR implementations should be centrally managed using a standard browser interface for management and monitoring		
12	Central management console should support administrative tasks like updates, upgrades, start and stop agents		
13	The agent should not require a reboot of OS and server after installation / configuration / update / upgrade. DAM agent should be agnostic of native DB encryption Only one agent to be installed, no third-party agents permitted. All agents regardless of deployment mode should be managed from the centralized management console. The solution should not use any 3rd Party software/support for any purpose.		
14	If the communication between the agent		

	and the gateway lost dues to agent mal-functions or uninstalled or disabled on server, immediate alert to be issued.		
15	In case of agent(s) based installation, The solution should not use the native database audit functionality. The Solution should not employ native database transaction log auditing.		
16	Communication from Agent to management server must be encrypted		
17	The solution should support, update of agents, configurations updates, policy updates, start/ stop/restart etc. at all the databases from management server centrally.		
18	The solution should provide CPU, disk capping capabilities on agent- based solution usually For agent-based system, the transaction processing overhead should not exceed 3% and CPU utilization on the DB server should not exceed 5% beyond present utilization. For network monitoring the impact on monitored servers should be zero. At the same time, the solution should not overload the network and delay real time monitoring and attack mitigation measures.		
19	The solution should support encryption performed by Oracle advanced security option to monitor encrypted traffic.		
20	The solution must have tamper-proof log storage capability to meet all compliance and regulatory requirements		
21	The solution should support integration of customized application database (where DB is inbuilt in application itself) i.e. in-memory databases		
22	Solution must monitor privileged user access or local SQL activity that does not cross the network such as Bequeath, IPC, Shared Memory, or Named Pipes		
23	The proposed solution should be able to monitor in scope structured/semi structured database without dropping any event.		
24	Solution must support filtering of the bind variables of all the SQL activities captured		
25	The solution should provide information of DB links and should have capability to monitor the activity of DB links		
26	The customer should be able to deploy or		

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	remove the proposed solution from the network with no impact on the existing databases or the network architecture.		
27	The Proposed Solution should support Monitoring Mode and blocking Mode of Deployment. In monitoring mode, solution can generate alerts for unauthorized activity. In blocking mode, solution must proactively block the queries including blocking of signature/Pattern for known attacks like SQL injection.		
28	Solution should provide good compression ratio to store logs which will require minimum infra and should have ability store the log online for multi-year retention requirement.		
29	Each agent Gateway/cluster in the DAM solution should be able to process minimum 21,000 TPS (transactions per second) on an individual basis.		
30	The data security solution should be able to add more agent gateway licences in the event that the TPS rises (for the same number of DBs Servers). This should be carried out without any additional cost to LIC.		

C. Sensitive Data Management

31	The solution should also discover any new/rogue database and DB objects created within the monitored network/systems and should send the real time alert to respective security staff		
32	Solution should able to auto classify the database/database-objects based on sensitivity and confidentiality of data based on RBI, SEBI, IRDAI guidelines or customized parameters for DAM controls.		
33	The solution should be capable of auto discovering sensitive/confidential data, like credit card Numbers, Email address, Aadhaar or any PII in the database and offers the ability for customization.		
34	The solution should be able to auto discover privilege users in the database and should support user entitlement reviews on database accounts		
35	The solution should hold baseline discovery/classification/assessment results in the system and it should be		

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	available as a reference for comparison for the new scan		
36	Proposed solution should provide flexible methods to identify sensitive information based on the column details , data sampling and full scan		
37	The system should offer an option to not to save sensitive information in the audit logs		

D. Policy Monitoring and Alerting

38	Proposed solution should monitor DDL, DML, DCL, TCL, DQL commands in real-time and It should also monitor user management, privilege management etc. and monitor for any policy violations.		
39	The Proposed Solution should support custom security rules. Administrators should be able to define rules for the positive or negative security model and to create correlation rules with multiple criteria.		
40	The solution should allow policy definitions using very granular parameter like and not limited to: date and time, raw SQL, parameters used, end user name, source IP, source application, destination database instance, schema DB objects affected, command details, results generated, values affected etc. and should offer to input any policy exceptions		
41	The solution should inspect both in-coming and out-going DB traffic, compare with the rules and generate alert.		
42	Solution should detect attacks on network protocols, operating systems, as well as application layer DB activity.		
43	The solution should support creation of policies/rules for enforcing access control and proper rights management on databases.		
44	The solution should be capable of blocking access, real time execution of commands which violates the rule/ policies, store the events securely and report the same in real time.		
45	Solution should have capability to track execution of any Database Objects stored procedures, including who executed a procedure, what procedure name and when, which tables were accessed.		

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46	The solution should have the ability to generate report showing the access of each user to the tables of each database along with the user who granted them the permission.		
47	The solution should provide facilities for scheduling of reports with respect to time, type of activity, nature of event, violation of specific rules, user, source of origin, DB instance etc.		
48	Should provide a capability to enforce policies based on the compliance controlled database [Like PCI complied databases apply CC transaction and retrieval policy violations], group of databases, Database types [Oracle and MS SQL specific policies, locations [GDPR policies for all DB's hosted in EU], User Specific Polices		
49	The solution should support correlated attack by examining multiple pieces of information at the network, protocol and application levels over time to distinguish between attacks and valid user traffic		
50	The proposed solution should have Automated DB profile is the totality of all the user profiles for the DB application's users and a policy can be rendered around the profile		
51	The solution should provide facilities for scheduling of reports with respect to time, type of activity, nature of event, violation of specific rules, user, source of origin, DB instance etc.		
52	The solution must support generation/both predefined as well as custom built reports as per customer requirements with both tabular views, pdf and data analysis graphical views. The solution should be able to generate the reports in PDF, Excel & CSV formats		
53	The solution should have easy option to customize report without developing or require lot of customization/changes from scratch		
54	Solution must support either: 1) Ability to query raw event data via REST API 2) Ability to perform bulk exports of raw event data, or 3) Other external analytical and data store integration method."		

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E. Vulnerability Management

55	Proposed solution should maintain repository of known CVE ID to be used in policies and detect and exploits in near real-time		
56	The solution must be able to measure compliance with industry standards and benchmarks such as DISA STIG and CIS.		
57	The solution should discover misconfigurations in the database and its platform and suggest remedial measures.		
58	The solution should be capable of reporting missing patches from the database servers and report the details of such patches and vulnerabilities associated with. It should keep monitoring any such exploits and alert the stakeholders		
59	The solution should be able to virtually patch the know vulnerabilities automatically till a patch is installed for the same.		
60	The solution should verify that default database accounts do not have a "default" password.		

F. Data Risk Analytics

61	The system must provide real-time session scoring based on contextual attributes (e.g., location, time, access type) and historical behavior patterns of users.		
62	The solution must proactively identify potentially risky users, queries, and assets before any security policy violations or breaches occur.		
63	The system should detect signs of privilege abuse, insider threats, and data exfiltration attempts in real time.		
64	The platform must leverage machine learning algorithms to detect anomalous behavior or deviations from baseline user activity. It must include a dashboard that visualizes: o Total number of outliers detected o Severity classification (High/Medium/Low) of each event		

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	o Forecasted anomaly trends by time of day		
	Risk Scoring and prioritization		
65	The solution must assign risk scores to users, data objects, and databases by evaluating multiple contextual and behavioral indicators.		
66	The platform must highlight top risky DBA users with detailed risk profiles including: o Activity occurring during non-working hours o Count of failed vulnerability assessments o Volume of activity exceeding average thresholds for peer entities o Other relevant factors used in computing overall risk score		
67	Risk levels should be dynamically categorized (High/Medium/Low) and updated in real time based on new activities.		
68	The system must support automated workflow triggering for alerts, with integration into SOAR platforms or ITSM/ticketing tools (e.g., ServiceNow, Jira).		
	Adaptive Policy Recommendation		
69	The solution should suggest policy updates or configurations based on observed behavioral patterns and risk analysis.		
70	It must identify and flag redundant or excessive user privileges that pose unnecessary risk.		
71	The platform should be able to simulate the impact of proposed policies using historical activity logs before enforcement.		
	Visualization & Dashboards		
72	The solution must provide heatmaps highlighting the most at-risk users and databases, based on cumulative risk analysis		
73	Risk evolution charts and time-series visualizations should be available to analyze how risk levels have changed over time.		
74	Drill-down capabilities must be provided to investigate specific incidents or users, and all dashboards must support export		

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	to common formats (PDF, CSV, Excel).		
	Integration & Extensibility		
75	The system must support integration with industry-standard SIEM platforms (e.g., IBM QRadar, Splunk).		
76	Integration with IAM, CMDB, and asset inventory solutions must be supported for contextual enrichment of security analytics.		
77	Real-time and historical analytics data should be accessible via RESTful APIs.		
78	The platform must be capable of forwarding alerts and events to SOAR systems or ticketing tools for incident response workflows.		

G. Platform & Compatibility

79	The solution must support both Windows and Linux servers including RHEL, OEL, SUSE Linux, CentOS, Ubuntu, Solaris, RHEL, OEL, etc. Most recent versions of OS should be supported.		
80	The proposed solution should utilize minimum system resource utilization and should not conflict with existing OS security controls or other integrated enterprise security tools. System resource usage should be minimized, and CPU usage control should be allowed.		
81	The proposed solution should have the capability to upgrade to newer versions without requiring a reboot. For major updates and upgrades, reboot can be considered.		
82	The proposed DAM solution should not be deployed in-line mode i.e. if DAM is unavailable it should not impact database functionality.		
83	The proposed DAM solution should be designed and deployed to work with the existing network and Database infrastructure and should not require re-architecture/replacement of network devices or Databases.		
84	The proposed DAM solution should support deployment modes like monitoring, blocking separately for each database without impacting performance.		
85	For agent based solution, the proposed solution should provide modern methods		

	for remote deployment, installation, and uninstallation, including script support.		
86	The proposed solution should support DAM appliances to be installed on VMware/ Hyper-V/KVM/ Nutanix AHV Platform.		
87	The proposed solution should be able to support and monitor all database activities in Operating Systems including but not limited to AIX, UNIX, HP UNIX, Linux, Windows and Databases including but not limited to MySQL, PostgreSQL, Oracle, HANA , TerraData , EnterpriseDB, Vertica , MS-SQL, at a minimum.		

H. High Availability & Scalability

88	The proposed DAM solution should be scalable and should support HA mode including Management console		
89	It must include high availability and disaster recovery functionalities.		
90	The solution must be scalable to accommodate future growth and allow for remote collection of troubleshooting logs.		
91	The proposed DAM solution should monitor database and the unavailability of solution in no way should impact Database functionality/performance.		
92	DR management console of the proposed DAM solution should have integration capability with DC management console so that a single console can be used for overall monitoring.		
93	The proposed DAM solution should have an architecture such that even if the primary server is down, the Database monitoring is not impacted in any way.		
94	The proposed DAM solution should be able to work independently i.e., if a server goes down another server will collect logs and do periodic monitoring.		

I. Security & Compliance

95	The proposed solution should be capable to integrate with LIC's existing Security Solutions such as PIM, PAM, AD, SIEM etc.		
96	The solution must conduct Vulnerability Assessment (VA) scans, classification		

	scans, entitlement scans, and discovery scans focusing on database services.		
97	Capabilities for anomaly detection, predictive analytics, threat intelligence, and user behavior analytics must be integrated, and the report must be generated from a single source for all the monitored Databases.		
98	Automation and incident response capabilities should be included and should be integrated with the ITSM tool.		
99	The solution should support reporting and compliance workflows, including database configuration file activity monitoring to prevent data leaks.		
100	Intelligent data discovery using latest techniques should be supported.		
101	The solution must detect and prevent database behavioral changes and threats such as SQL injection and manage database access by IP, user, and time.		
102	Risk scores should be assigned to user actions based on audits and data sensitivity.		
103	The proposed solution should Identify and detect unusual activity time / behavior / volume with advanced analytics and alert in real-time.		
104	The proposed solution be capable of blocking access real time, execution of commands which violate the rules/policies, store the events securely and report the same in real time.		
105	The proposed DAM solution should be an automated security control platform that can monitor and control everything on the Database. The solution shall let Database administrators/users remain productive while ensuring that critical/sensitive data remain protected from Risks/Threats.		
106	The proposed DAM solution must incorporate a complete set of tools for reporting, analysis, and troubleshooting to help in achieving regulatory compliance.		
107	The solution must comply with DPDPA and IRDAI regulations related to DAM solution and support third-party authentication systems, including Two-Factor Authentication (2FA).		
108	The proposed DAM solution should		

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	support, verify authentication, and integrate with Microsoft LDAP & Active Directory server.		
109	The proposed solution should support integration with Privileged Identity Management (PIM) / Privileged Access Management (PAM) solution (CyberArk, Arcos, etc.) / Identity and Access Management (IDAM) solution (CA, etc.).		
110	The proposed DAM solution must store logs in a tamper-proof manner and should support restoration of the same on the server. It should support 6-month online log retention on the server.		

J. Access Control & User Management

111	A central console is required for defining policies, creating user/system groups, logging activities, deploying updates, and generating reports.		
112	Role-based access to the console should allow specific administrators to perform actions based on permissions.		
113	Granular control of policies should be available based on groups, devices, or users.		
114	Immediate application of preventive controls to block specific activities for a specific user or a group of users must be possible.		
115	Certain users should be blocked from making changes to specific tables in the database.		
116	The ability to control the level of messages displayed to users should be included.		
117	The proposed DAM solution should support the backup and recovery of Policies / configuration.		

K. Monitoring & Alerting

118	Automatic discovery of all databases in the environment should be enabled to capture malicious activities outside monitored databases.		
119	Real-time alerts for the DAM platform appliance must be provided for various conditions (e.g., inactive agents, high CPU utilization on database server, data not collecting holistically or for a		

	particular protocol, appliance down or any kind of anomalies observed).		
120	Activity monitoring should include access and commands executed by DBAs, exceptions or errors raised by the database, and values returned by the database as a result of queries.		
121	Different types of exceptions must be logged, such as "Table Not Found," "Column Not Found," and "Error in Query."		
122	Continuous collection of system events necessary for detection and analysis must be implemented, with specific items collected in real-time.		
123	Detailed tracking of user actions (what, when, where, and how) should be implemented, including for privileged users.		
124	The solution should allow for real-time alerting or logging of notable events based on custom behaviours or indicators of compromise.		
125	It must have capability of storing 5 years of audit data, and generating reports as and when required. It must have capability to archive longer than 6 months to SAN/NAS for near line and in Other storage for long term retention as per industry best practices.>		
126	It must offer predefined and customizable reports for audit and internal reporting purposes.		
127	The solution should capture traffic for both SAP database T-SQL and SQL.		
128	The proposed DAM solution should be able to audit and track administrative commands, execution of DDL, DML commands, and backend query updates.		
129	The proposed Database Activity Monitoring (DAM) solution should monitor LIC's Databases, access to the Database as per framed policies, including security checks on monitored Databases, without dropping any logs.		
130	The proposed DAM solution should be able to detect new Databases as they are introduced to the Database inventory and authenticate each user accessing the Databases, restricting access of an element to the database if the element does comply with the defined security		

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	policy.		
131	Logs and audit-trails generated by the proposed DAM solution should not be editable by users/administrators and should be read-only.		
132	The proposed DAM solution should be capable of alerting and blocking database attacks, unauthorized changes to the database, abnormal access requests, etc., in real-time.		
133	The proposed solution should allow administrators to quickly take corrective action (Like security alerts, unusual behavior/alerts) on compromised Databases within LIC.		
134	The proposed DAM solution must monitor privileged user access or local SQL activity that does not cross the network such as Bequeath, IPC, Shared Memory, or Named Pipes.		
135	The proposed solution should initiate an alert in case of any malfunctioning, high utilization and any issues in communication between Database agent and DAM solution console.		
136	The proposed DAM solution should have a Centralized Management Console with a customizable dashboard and role-based admin.		
137	All relational database management system (RDBMS) data should be consolidated within a single monitoring console.		
138	The proposed DAM solution should offer a built-in monitoring, reporting, and troubleshooting console to assist operators and administrators in streamlining operations.		
139	The solution should be capable of auto-discovering sensitive/confidential/PII data in the database and offering customization options.		
140	The proposed DAM solution should enable administrators to centrally configure policies and manage profilers, detect and analyze unusual behaviors in a single web-based/GUI console.		
141	Must be able to monitor and protect Configuration file of the database		

L. Database & Traffic Monitoring

142	Oracle ASO Transparent Data Encryption (TDE) traffic capture must operate without rebooting the database server.		
143	It must support two-way integration with Splunk tools, sending only critical alerts and supporting Splunk queries without data storage.		

M. Deployment & Integration

144	A comprehensive and well documented API should facilitate integration and automation across the platform.		

N. Integration, compatibility and Automation

145	The proposed solution should be capable of integrating with LIC's existing Security Solutions such as PIM, PAM, AD, SIEM, etc.		
146	The proposed DAM solution should integrate with Enterprise-level SIEM solution (QRadar) and Syslog server. The solution should be able to share information using standard protocols(Syslog, CEF)		
147	The proposed DAM solution should be capable of monitoring and protecting configuration files of the database.		

O. Threat detection , Intelligence and Anomaly Detection

148	The solution should identify abnormal behaviors, such as unusual access times and failed logins.		
149	Exfiltration detection must trigger alerts when attempts are made to extract personal information exceeding defined thresholds (e.g., 1000 or 500 rows).		
150	The proposed DAM solution should capture all database activities, from all application users/privileged user accounts along with audit trails.		
151	The proposed DAM solution should support behavioral learning in respect of accessing databases along with AI & ML capabilities.		
152	The proposed DAM solution should be able to identify excessive and dormant user rights, and default passwords in the DB account to accelerate incident		

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	response with advanced analytics.		
153	The proposed DAM solution should improve database security by detecting unusual database read and update or other unusual activities from the application layer.		
154	The proposed DAM solution should support automatic signature updates based on global threat intelligence, ensuring complete protection against the latest threats.		
155	The proposed DAM solution should provide compensating control for privileged user separation-of-duties issues by monitoring administrator activity.		

P. Automation & Policy Enforcement

156	The proposed DAM solution should support update of agents, policy updates, start/stop/restart, etc., at all the databases from the management server centrally.		
157	The proposed DAM solution should support policy customization. Also, the proposed solution should support Active / Passive (Blocking / Monitoring) mode of deployment in LIC.		
158	SQL search details should be recorded while masking specific search parameters (e.g., changing "SELECT * FROM CUSTOMER WHERE CustID in ('123', '456', '789')" to "SELECT * FROM CUSTOMER WHERE CustID in ('?', '?', '?')").		
159	The proposed solution should enforce security policies by alerting / blocking all unauthorized access to Databases and should be able to trigger alerts.		

Q. Deployment and Maintenance

160	The proposed solution must support scheduled and automated scanning of databases across the network.		
161	Quick deployment capabilities and a single management console for configuring uniform policies across the network are required.		
162	The proposed DAM solution should be capable of blocking access in real-time,		

	executing commands which violate the rules/policies, storing the events securely, and reporting the same in real-time. It should also have the ability to kill sessions for accessing sensitive data/policy violations and recording the same in audit logs		

R. Licensing & Support

163	Licensing should be based on the number of Database servers / Database cores and scalable as per the LIC's requirement.		
164	The proposed solution should be licensed wherein all supported features should be available for all Databases.		
165	Licensing (including any third party products for software, hardware, appliance, database) should cover all the features required to deploy the DAM solution.		
166	The proposed solution must include at least five years of maintenance support directly from the manufacturer from date of installation.		
167	Return merchandise authorization (RMA) process for replacement of appliances to be completed within 24 hours from the reporting time of the issue.		
168	Solution should support Software updates/upgrades for all future releases during the contract period.		
169	The proposed solution must provide the options of RTF (Return to Factory), ND (Next Day) support directly from the manufacturer as part of its general support offerings.		

S. Incident Response & Anomaly Detection

170	The proposed DAM solution should analyze and report on database activities, support breach investigations and alert on anomalies.		

T. Reporting & Analytics

171	The proposed solution should have the ability to generate reports in different formats, such as HTML, Excel, CSV, and PDF.		
172	Detailed reports of activities performed		

	by DBAs should be generated from a single appliance		
173	The proposed DAM solution should support scheduled reports to be delivered via e-mail.		
174	Administrators should be able to update or define custom reports and should have the ability to run certain reports based on security roles.		
175	The proposed solution must be able to generate reports on different parameters, i.e., commands executed, policy violations, DB errors, exceptions encountered, Database drop operations, etc.		
176	The proposed DAM solution should support reports to be generated automatically on a scheduled basis and should be available in real-time on demand.		
177	The proposed DAM solution should come with predefined, out-of-the-box reports.		

U. Support & Maintenance

178	24/7/365 support (on call and remote) must be provided. (Support in India is appreciated).		
179	Regular updates with global threat intelligence must be provided.		
180	Detailed incident reports with severity and system information must be generated, capturing all unsuccessful login attempts.		
181	Alerts should be sent via Simple Mail Transfer Protocol (SMTP) or email.		

Annexure G: Commercial Bid (Indicative Pricing)

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Sr No	Items	Unit Rate	Qty	One-time cost/ Capital Costs (A)	Year-1 Cost (B)	Year-2 Cost (C)	Year-3 Cost (D)	Year-4 Cost (E)	Year-5 Cost (F)	NPV Cost	Grand Total
										(A+B)+(C*0.9090)+(D*0.8262)+(E*0.7510)+(F*0.6827)	A+B+C+D+E+F
1	Hardware items										
2	DAM Software License / subscription costs for 1085 database hosts		1085								
3	Other Software License costs										
4	Other Hardware items costs										
5	100 man days cost- for CRs										
6	OEM Audit costs										
7	One-time Implementation cost				X	X	X	X	X		
8	OEM premier support costs										
9	Training costs				X	X	X	X	X		
10	Managed Service costs										
11	Any other costs(specify)										
	Total										

Grand Total Cost - Figures will be used for Comparison as per RFP point No Section-C-14(d): INSTRUCTIONS TO BIDDERS i.e. Price Variation Factor and H1 Elimination clause.

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

Note: Bidders are requested to note the following:

1. Every costs quoted should be exclusive of GST.
2. LIC would reimburse GST to the vendor at the actual rate.
3. Online Reverse Auction will be on the basis of **NPV cost.**
4. All the payments will be made by LIC, Central Office Mumbai electronically through RTGS / NEFT by crediting the same in vendor's bank a/c as per details furnished in the Company Profile.
5. TDS will be deducted as per rules applicable.
6. Change in Tax structure at the time of actual invoicing: While any increase in the rates of applicable taxes or impact of new taxes subsequent to the submission of the quotation/rates shall be borne by LIC, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to LIC in its favour.
7. LIC reserves the right to procure additional DAM licenses at any time during the entire contract period, starting from the date of Purchase Order (PO) issuance.
8. The unit rates for any additional DAM licenses and associated implementation costs shall be the same as those discovered in the ORA.
9. LIC does not commit or guarantee the procurement of any additional licenses in the future.
10. If no additional licenses are procured, LIC shall not be liable to make any payment towards such licenses or associated implementation services.

Annexure H: Manufacturer's Authorization Form (MAF)

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

To,   Date:
The Executive Director (IT-DT),
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 _____ (Equipment) 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) 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 Not Ready (SNR) certificate

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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	**Sl.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

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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 Central 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).

Whereas _____ incorporated under Companies Act having its registered office at _____ is participating in the RFP Ref: dated XXXXXX 2025 for and is submitting this guarantee as required under the Terms and Conditions of the said RFP.

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 63 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 favor 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 2025

SEALED AND SIGNED BY THE BANK

Annexure L: Business Rules, terms & conditions of Online Reverse Auction

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

RFP Name: Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
RFP Reference: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

BUYER NAME	**Life Insurance Corporation of India** **IT/DT Department,** **2nd Floor, South Wing,** **"Jeevan Seva Annexe", Santacruz (W),** **Mumbai 400054.**
AUCTION TO BE CONDUCTED BY	**M/s Antares Systems Limited** **#24, Sudha Complex, 03rd Stage, 04th Block,** **Basaveshwaranagara, Bangalore – 560079,** **Karnataka, India.** **Contact: sushant.sp@antaressystems.com / lokesh.hr@antaressystems.com** **Phone: +91 9731468511 / +91 9686115304**
DATE OF AUCTION	**Auction Date: XX/XX/XXXX** **Online Reverse Auction Time: XX.XX AM – XX.XX PM (With Unlimited extension of 5 Minutes Each)** Auction Website : https://www.tenderwizard.com/LIC
DOCUMENTS ATTACHED	Online Reverse Auction Terms and Conditions **(Annexure L1)** Letter to be submitted by the Bidder for participating in the Online Reverse Auction **(Annexure L2)** Bid Confirmation **(Annexure L3)** Process Compliance Form **(Annexure L4)** Commercial Bid Template **(Annexure L5)**
SPECIAL INSTRUCTIONS	**Bidding in the last minutes and seconds should be avoided in the bidder's own interest.** **Neither the Service Provider nor LIC of India will be responsible for any lapses /failure on the part of the bidder, in such cases.**

ANNEXURE 'L1'

ONLINE REVERSE AUCTION TERMS AND CONDITIONS

RFP Name: Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

RFP Reference: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Introduction

Consequent to the release of Request for Proposal for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025 and the Evaluation of the Eligibility and Technical Criteria of the Bidders and also commercial bid (indicative prices), Online Reverse Auction event will be carried out among the Bidders who are found eligible for online reverse auction, for providing opportunity to the Bidders to quote the price dynamically for the said RFP.

Online Reverse Auction Price Basis:

The commercial figure quoted will be all inclusive cost excluding GST.

The objective of the Online Reverse Auction is to derive the lowest price for providing "for Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India" for the period of 5 year/s as envisaged under the RFP LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

The commercial figure quoted will be all inclusive cost for Scope of Work (Section E) of RFP, Specifications and SLA as per the RFP and to include for all the line items mentioned in Annexure-G Commercial bid format :

Payments shall be made as per the Payment terms and conditions (Section-G) mentioned in RFP

Definitions
1. "LIC" means Life Insurance Corporation of India.
2. "Service Provider" means the third party viz. M/s Antares Systems Limited which has been selected by the Life Insurance Corporation of India for conducting Online Reverse Auction.
3. "Bidder" means the eligible bidder participating in the Online Reverse Auction.
4. "L1" means the Bidder who has quoted lowest price in the Online Reverse Auction process.
5. "L2" means the Bidder who has quoted second lowest price in the Online Reverse Auction process.
6. "Current Lowest Bid" means the Bid of L1 bidder at a particular time.

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

A. Eligibility of Bidders to participate in Online Reverse Auction

Bidders who have qualified as per the Terms & Conditions of the RFP and accept the Business Rules, Terms & conditions of Online Reverse Auction and submit the undertakings as per **Annexure L2** and **Annexure L4** can only participate in Online Reverse Auction. Bidders not submitting the above undertaking or submitting with deviations / amendments thereto **will be disqualified** from further evaluation / participation in the process of this procurement.

B. Training

1. LIC will engage the services of Service Provider to provide necessary online training to representatives of eligible Bidders for participation in Online Reverse Auction. All rules & procedures related to Online Reverse Auction will be explained during the training, by the service provider.

2. Date, Time, Venue of training will be as follows:

Training for Online Reverse Auction to the Bidders eligible (*will be intimated after the notification of ORA date*)	**XX.XX.XXXX (XX:XX AM)** **Venue : Online**

3. Person authorized by the eligible bidder has to attend the training as per the schedule and at the specified venue at Bidder's own cost. Bidders authorized person should attend the online training with their own Desktops/Laptops and internet connectivity viz. Data Cards.

4. No request from the Bidders for change in training schedule and/or venue will be entertained.

5. However, LIC reserves the right to postpone / change / cancel the training schedule for whatsoever reasons without assigning any reasons therefore, even after its communication to eligible Bidders.

6. Any Bidder not participating in the training process will do so at his/her own risk.

C. Bidding Currency

1. Bidding will be conducted in Indian Rupees (INR).

D. Base Price and Decrement Bid Value

1. Base Price for Online Reverse Auction will be available to the bidders on their bidding screen at the start of the Reverse Auction.

2. The minimum Bid decrement shall be available to the Bidders at the start of the auction. The bidders can view the same by clicking on the Item details at the start of the auction. The bidder can bid lower than the Lowest Bid in the auction by a decrement, which shall either be the minimum allowed bid decrement or a multiple of the minimum bid decrement.

3. Any bidder can start bidding in the online reverse auction from the start price itself. Also, please note that the first online bid that comes in the system during the online reverse auction can be equal to the auction's start price, or lesser than the auction's start price by one decrement, or lesser than the auction's start price by multiples of decrement.

E. Conduct of Online Reverse Auction event

1. Online Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by LIC.

2. Service Provider will make all necessary arrangements for fair and transparent conduct of Online Reverse Auction like hosting the web portal, imparting training to eligible Bidders etc., and finally conduct of Online Reverse Auction.

3. Bidders will be participating in Online Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidders themselves.

   Bidders are advised to make all the necessary arrangements / alternatives such as back–up power supply, whatever required so that they are able to circumvent any untoward situation and still be able to participate in the Online Reverse Auction successfully. However, the bidders are requested to not wait till the last moment to quote their bids to avoid problems. Failure of internet connection, power at the premises of bidders during the Online Reverse Auction, etc. cannot be the cause for not participating in the Online Reverse Auction. On account of this, the time for the auction shall not be extended and LIC will not be responsible for such eventualities.

4. LIC and / or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of Online Reverse Auction irrespective of the cause.

5. For making the process of Online Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each eligible Bidder before the start of Online Reverse Auction event. Without this, Bidder will not be eligible to participate in the event. The format of the agreement is as per the **Annexure L4**.

6. Bidders' name will be masked in the Online Reverse Auction process and all bidders will be given random dummy names by the Service Provider.

7. Bidder/his/her authorized representative will be given unique Login ID & Password by Service Provider. Bidder/his/her authorized representative will change the

Password after the receipt of initial Password from Service Provider to ensure confidentiality. All bids made from the Login ID given to the Bidders will be deemed to have been made by the concerned Bidder/his company. Only one Login ID will be provided to each bidder.

8. Online Reverse Auction will be conducted as per English Reverse Auction with no tie where more than one Bidder cannot have identical bid price.

9. Once a bid is made by the Bidder through registered Login ID & Password, the same cannot be cancelled.

10. The Bidder is bound to provide for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India at the bid price quoted by the bidder in the Online Reverse Auction.

11. *Online Reverse Auction will be from XX.XX AM to XX.XX PM. (exact date and time will be notified after declaration of ORA date)*

12. If a Bidder places a bid price in last 5 minutes of closing of the Online Reverse Auction, the auction period shall get extended automatically for another 5 minutes. In case there is no bid in the last 5 minutes of closing of Online Reverse Auction, the auction shall get closed automatically without any extension.

13. The time period of Online Reverse Auction & extension time are subject to change and will be advised to eligible Bidders before the start of the Online Reverse Auction event.

14. Bidder will be able to view the following on their screen along with the necessary fields in Online Reverse Auction :
    a. Opening Price
    b. Current Lowest Bid in Auction
    c. Last Bid Price placed by the respective Bidder.

15. During Online Reverse Auction, if no bid price is received within the specified time, LIC, at its discretion, may decide to scrap or re-conduct the Online Reverse Auction process.

F.   Conclusion of Online Reverse Auction Process

1. At the end of Online Reverse Auction event, Service Provider will provide LIC all necessary details of the bid prices and reports of Online Reverse Auction.

2. Upon receipt of above information from Service Provider, LIC will evaluate the same and will decide upon the winner i.e. Successful Bidder.

3. All participating bidders have to submit the duly signed and filled-in prescribed format **(Annexure L2)** by email to LIC within 24 hours of the next working day of

Online Reverse Auction without fail. The original hard copy of the signed **Annexure L2** should be submitted to LIC before 3.00 PM (IST) on XXth XXX 20XX.

4. Any variation between the Online Reverse Auction bid price and signed document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vendor from conducting business with LIC as per prevailing procedure.

5. Successful Bidder is bound to supply/execute as per the Scope of Work defined in Section E of the RFP at their final lowest bid price of Online Reverse Auction. In case of backing out from the reverse auction process or not agreeing to execute as per the rates quoted, LIC will take appropriate action against such Bidder and may blacklist / debar him/her from participating in any tenders in future.

G. Bidder's Obligation

1. Bidder will not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers / Bidders.

2. Bidder will not divulge either his Bid details or any other details of LIC to any other party without written permission from LIC.

H. Change in Business Rules, Terms & Conditions of Online Reverse Auction

1. LIC reserves the right to modify / withdraw any of the Business rules, Terms & conditions of Online Reverse Auction at any point of time.

2. Modifications of Business rules, Terms & conditions of Online Reverse Auction will be conveyed through email (dam.tenders@licindia.com) immediately.

3. Modifications if any made during the running of Online Reverse Auction event will be advised to participating Bidders immediately.

Annexure L2

**(To be submitted on company letter head by
all Bidders participating in Online Reverse Auction)
Meant only for the Bidders**

Date:

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India,
Central Office, Mumbai.

RFP Name: Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
RFP Reference: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Sir,

We refer to the captioned subject and confirm that –

1. The undersigned is an authorized representative.

2. We have accepted and abide by all Terms and Conditions of RFP without any deviation. We also accept and abide by the Business Rules and Terms & Conditions of Online Reverse Auction (**Annexure L1**).

3. Life Insurance Corporation of India (LIC) and M/s Antares Systems Limited (Service Provider) shall not be liable & responsible in any manner whatsoever for my / our failure to access & bid in Online Reverse Auction 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.

4. We also confirm that we have a valid class II / class III digital certificate issued by a valid Certifying Authority.

5. We will participate in Online Reverse Auction conducted by M/s Antares Systems Limited and agree to enter into an agreement with them (Service Provider) for making the process of Online Reverse Auction and its result legally binding on us.

6. We will email duly signed, filled-in prescribed format **(Annexure L3)**, as provided, to LIC within 24 hours of end of Online Reverse Auction without fail. The Original signed **Annexure L3** hard copy will be submitted to LIC before 3.00 PM (IST) on XXth XXXX 20XX.

7. We will give detailed break-up of our last / lowest bid price as per **Annexure L5 – Commercial Bid Template** by mail within 24 hours of the next working day at end of Online Reverse Auction event without fail.
8. The Original signed **Annexure L1** will be submitted to LIC **before 3.00 PM (IST) on** XXth XXXX 20XX.
9. We undertake to provide "Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025 " as per the Scope of Work mentioned in Section E of RFP at our final

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

lowest bid price of Online Reverse Auction. In case of backing out from the reverse auction process or not agreeing to supply as per the rates quoted, LIC is free to take appropriate action against us and debarring us from participating in any tenders in future.

10. We nominate our official Mr. /Ms._____Designation_____of our company to participate in Online Reverse Auction. We authorize the service provider to issue USER ID & PASSWORD to him/her.

His/her official e-mail & contact number are as under –

Email ID:
Mobile Number:
Office Contact Number:

Signature with company seal:

Name of the Authorized Representative:

Designation:

Email:

Mobile Number:

Telephone Number:

Fax No:

Annexure L3

(Bid Confirmation)

(To be submitted by All Bidders of Online Reverse Auction within 24 hours of the next working day from the end of Online Reverse Auction event)

Date: _____

To,
The The Executive Director(IT/DT),
Life Insurance Corporation of India,
Central Office, Mumbai

Sir,

Re. Final / Lowest Bid Price quoted in Online Reverse Auction held on XXth XXXX 20XX in respect of RFP for Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

We confirm that the final bid price for providing Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025 quoted by us in the captioned Online Reverse Auction event is as under:

Summary of Cost (at NPV Excluding GST) - All-inclusive figure

Name of The Bidder :		
S. No.	**Products / Services**	**Total Cost (exclusive of GST)— (Cost in Net Present Value)**
1.	Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India for 5 (Five) years as per Scope of Work mentioned in Section E of the RFP	

Applicable GST %:

a. GST will be payable as applicable.
b. We understand that LIC reserves the right to negotiate with the bidder whose proposal has been ranked as the best value bid on the basis of Technical and Financial Evaluation to the proposed Project before the award of the contract.

We also take note of the following:
a. If the cost for any line item is indicated as zero then it will be assumed by LIC that the said item is provided to LIC without any cost.
b. All prices to be in Indian Rupee (INR) only. Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals.
c. Payment will be after TDS and GST under TDS (if applicable) as per income tax rules.
d. LIC may at its discretion require the replacement of the onsite resource it the services are not

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

found satisfactory.

e. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the LIC up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We confirm that any variation between the Online Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will lead to our disqualification from conducting business with Life Insurance Corporation of India (LIC) as per prevailing procedure. In such case LIC is free to take appropriate action and / or debar us from participating in future tenders.

We undertake to provide DAM solution, RFP Reference: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025 at our final lowest bid price of Online Reverse Auction.

We note that in case of backing out from the reverse auction process or not agreeing to provide service as mentioned in scope of work of this RFP as per the final bid price, LIC is free to take appropriate action against us, including debarring us from participating in any tenders in future.

We undertake, if our Bid is accepted, that service mentioned as per the items proposed for, will be provided as specified in the Scope of Work, Schedule of Requirements / purchase orders issued. If our Bid is accepted, we will provide the guarantee of a sum equivalent to prescribed amount, for the due performance of the Contract in the form prescribed by the LIC.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the LIC up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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

We understand that you are not bound to accept the lowest or any Bid you may receive.
Dated at ……………………………………. this…………………… Day of…………………………2025.

(Authorised Signatory)
(Name, Designation, seal of the company)
Duly authorized to sign Bid for and on behalf of the company
Mobile No/Email ID
Company Name and Seal.

Annexure L4
(Process Compliance Form)
(The Bidders are required to print this on their company's letter head and sign, stamp before sending to Service Provider)

To,
M/s Antares Systems Limited
#24, Sudha Complex, 03rd Stage, 04th Block,
Basaveshwaranagara, Bangalore – 560079,
Karnataka, India.

RFP Name: Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
RFP Reference: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Dear Sir,

This has reference to the Terms & Conditions for the Online Reverse Auction mentioned in the RFP for Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India, Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

This letter is to confirm that:
1. The undersigned is authorized representative of the company.
2. We have studied the Commercial Terms and the Business rules governing the Online Reverse Auction and the RFP 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 M/s Antares Systems Limited 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.
5. We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
6. We also confirm that we will email the price confirmation & break up of our quoted price as per **Annexure L3** as requested by LIC / M/s Antares Systems Limited within the stipulated time specified by LIC. The Original signed **Annexure L3** will be submitted in person to LIC before 3.00 PM (IST) on XXth XXXX 20XX.

We hereby confirm that we will honor the Bids placed by us during the auction process.

With regards,

Signature with company seal

Name – Company/Organization –Designation within Company/Organization

Address of Company/Organization

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

Annexure L5: Commercial Bid Template

RFP Name: Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
RFP Reference: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Sr No	Items	Unit Rate	Qty	One-time Capital Costs (A)	Year-1 Cost (B)	Year-2 Cost (C)	Year-3 Cost (D)	Year-4 Cost (E)	Year-5 Cost (F)	NPV Cost	Grand Total
										(A+B)+(C*0.9090)+(D*0.8262)+(E*0.7510)+(F*0.6827)	A+B+C+D+E+F
1	Hardware items										
2	DAM Software License/subscription costs for 1085 database hosts		1085								
3	Other Software License costs										
4	Other Hardware items costs										
3	100 man days cost- for CRs										
4	OEM Audit costs										
5	One-time Implement-ation cost				X	X	X	X	X		
7	OEM premier support costs										
8	Training costs				X	X	X	X	X		
9	Managed Service costs										
10	Any other costs(specify)										
	Total										

We also take note of the following:

1. Every cost quoted should be exclusive of GST.
2. LIC would reimburse GST to the vendor at the actual rate.

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3. **Online Reverse Auction will be on the basis of NPV cost.**

4. All the payments will be made by LIC, Central Office Mumbai electronically through RTGS / NEFT by crediting the same in vendor's bank a/c as per details furnished in the Company Profile.

5. TDS will be deducted as per rules applicable.

6. Change in Tax structure at the time of actual invoicing: While any increase in the rates of applicable taxes or impact of new taxes subsequent to the submission of the quotation/rates shall be borne by LIC, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to LIC in its favour.

7. LIC reserves the right to procure additional DAM licenses at any time during the entire contract period, starting from the date of Purchase Order (PO) issuance.

8. The unit rates for any additional DAM licenses and associated implementation costs shall be the same as those discovered in the ORA.

9. LIC does not commit or guarantee the procurement of any additional licenses in the future.

10. If no additional licenses are procured, LIC shall not be liable to make any payment towards such licenses or associated implementation services.

11. If the cost for any line item is indicated as zero then it will be assumed by LIC that the said item is provided to LIC without any cost.

12. All prices to be in Indian Rupee (INR) only. Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals.

13. LIC may at its discretion require the replacement of the onsite resource it the services are not found satisfactory.

14. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the LIC up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

15. Payment will be made as per the terms and conditions mentioned in RFP

16. Total Cost is defined as: Total Cost for 5 Year ....

17. We understand that LIC reserves the right to negotiate with the bidder whose proposal has been ranked as the best value bid on the basis of Technical and Financial Evaluation to the proposed Project before the award of the contract.

We undertake, if our Bid is accepted, that service mentioned as per the items proposed for, will be provided as specified in the Scope of Work, Schedule of Requirements / purchase orders issued. If our Bid is accepted, we will provide the guarantee of a sum equivalent to prescribed amount, for the due performance of the Contract in the form prescribed by the LIC.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the LIC up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

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

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated at …………………………………. this…………………… Day of…………………………2025.

(Authorised Signatory)
(Name, Designation, seal of the company)
Duly authorized to sign Bid for and on behalf of the company
Mobile No/Email ID
Company Name and Seal.

CONTACT INFORMATION

M/s Antares Systems Limited	Life Insurance Corporation of India
M/s Antares Systems Limited #24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore – 560079, Karnataka, India. **Contact:** **Mr. Sushant** sushant.sp@antaressystems.com Phone: +91 9731468511 **Mr. Lokesh** lokesh.hr@antaressystems.com +91 9686115304	**Life Insurance Corporation of India** IT / DT Department, 2nd Floor, South Wing, "Jeevan Seva Annexe", Santacruz (W), Mumbai 400054. **Mr. M. A. Roshith** Secretary (IT/DT) Tel. No. : 9884249681 / 022-67090519 E-Mail:- dam.tenders@licindia.com

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Annexure N: Integrity Pact

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on…………………. day of the month of …………………..2025, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (herein after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s …………………………………………………………. represented by Shri………………………………………….. (Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure ………………………………. (*Name of the Stores/Equipment/Item/Service*) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERs/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

1. Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERs alike and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

1.3 All the officials of the BUYER will report to the **"Chief Vigilance Officer"** of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to

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the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERs

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

3.3 Foreign BIDDERs shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERs shall disclose their foreign BUYERs or associates.

3.4 BIDDERs shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or

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unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

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(iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER.

(vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

6. **Independent Monitors:**

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitor(s):

A. Shri Arun Chandra Verma, IPS (Retd), Flat No. C-1204, C Tower, Amrapalli Platinum Complex, Sector- 119, Noida(U.P.), E-mail: acverma1@gmail.com

B. Shri Jose T. Mathew, IFS(Retd.), House No. 37/930, Ebrahim pillai Lane, Via Kakkanad, Thrikkakara–682021, Dt. Ernakulam, Kerala, E-mail: itmat507@gmail.com

6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the **Executive Director (E&OS), LIC.**

6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LICI and recues himself / herself from that case.

6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

6.8 The Monitor will submit a written report to the **Chairman, LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

6.9 If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LICI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. **Facilitation of Investigation:**

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

8. **Law and Place of Jurisdiction:**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9. **Other Legal Actions**:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

10.**Validity:**

10.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

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10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact at…………………on………….

BUYER   BIDDER

Name of the Officer: CEO:

Designation

Deptt./

Witness

1………………………………   1……………………………….

2……………………………..   2………………………………..

Annexure O: Bank Guarantee for EMD

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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 Central 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).

Whereas _____ incorporated under Companies Act having its registered office at _____ is participating in the RFP Ref: dated 26th August 2025 for and is submitting this guarantee as required under the Terms and Conditions of the said RFP.

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 favor 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 2025

SEALED AND SIGNED BY THE BANK

Annexure P: Contract Form

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

Life Insurance Corporation of India – RFP/Tender for Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

This Agreement is made on this _____ day of _____, 2025

BY AND BETWEEN

Life Insurance Corporation of India, a statutory corporation established under Section 3 of the Life Insurance Corporation Act, 1956 (Act 31 of 1956), having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400 021 (hereinafter referred to as "**LIC**", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the First Part,

AND

<Name of Vendor>, a company incorporated under the applicable laws of [India/Other Jurisdiction], having its registered office at <Vendor Address> (hereinafter referred to as the "**Vendor**", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the Second Part.

WHEREAS:

1. LIC had invited responses to the Expression of Interest (EOI) bearing reference **LIC-CO/IT-SD/EOI/2023-2024/DBS** dated **08 January 2024** for **Database Security Tools**, pursuant to which qualified Original Equipment Manufacturers (OEMs) were shortlisted.
2. Authorized System Integrators (SIs) of such shortlisted OEMs were invited to participate in the ensuing Request for Proposal (RFP) bearing reference **LIC-CO/IT-DT/RFP/2025-2026/DAM** dated **26th August 2025** for the project titled **"Life Insurance Corporation of India – RFP/Tender for Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India"** (hereinafter referred to as the "Project").

3. The Vendor, being an authorized SI of the relevant OEM, expressed its intent to undertake the Project and accordingly submitted its eligibility, technical, and financial proposals in response to LIC's RFP vide its proposal dated _____, along with supplementary documents submitted on dates as specified in the proposal, and subsequently participated in the online reverse auction held on _____.

4. LIC, having evaluated the proposals and the outcome of the reverse auction process, has selected the Vendor as the **Successful Bidder** for the Project in accordance with the terms and conditions specified in the RFP, its corrigenda, clarifications, and responses to queries issued thereto. The final commercial terms, as agreed upon and quoted by the Vendor, are annexed hereto as **Schedule 1** forming an integral part of this Agreement.

5. In consideration of the mutual promises and covenants contained herein, LIC and the Vendor have agreed to enter into this Agreement to set forth the terms and conditions under which the Vendor shall supply, deliver, install, configure, and maintain the Database Activity Monitoring Solution and provide the associated services and deliverables to LIC for the Project.

NOW, THEREFORE, in consideration of the mutual covenants, promises, representations, warranties, and obligations set forth herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

1. **Project Reference Documents**

The following documents, along with their annexures, amendments, clarifications, and modifications, shall be deemed to form an integral part of this Agreement and shall be read and construed in conjunction with and as supplementary to this Agreement:

a) The Request for Proposal (RFP) bearing Reference No. **LIC-CO/IT-DT/RFP/2025-2026/DAM** dated **26th August 2025**, issued by LIC for **"RFP/Tender for Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India"**, together with all associated clarifications, corrigenda, and modifications issued by LIC in relation thereto, as set out below:

Sl. No.	Document Type	Reference / Description	Date
1	Request for Proposal (RFP)	RFP No. LIC-CO/IT-DT/RFP/2025-2026/DAM – Issued by LIC for onboarding SI	XX XXXXX 2025
2	Corrigendum / Clarifications	Responses issued by LIC to pre-bid queries and modifications to the RFP	As applicable

3	Eligibility, Technical & Commercial Proposals	Submitted by <Name of Bidder> in response to the above RFP	[Insert Date(s)]
4	Intimation of ORA	LIC e-mail informing the Vendor of Online Reverse Auction (ORA)	[Insert Date]
5	Outcome of ORA	Results of Online Reverse Auction conducted for the RFP	[Insert Date]
6	Final Commercial Bid / Price Bifurcation	Submitted by <Name of Bidder> post-ORA	[Insert Date]
7	Non-Disclosure Agreement		
8	Integrity Pact		

b) The Eligibility, Technical, and Commercial Proposals submitted by **<Name of Bidder>** in response to the above-referenced RFP, including all supporting documents, declarations, and annexures provided therein.

c) LIC's communication via e-mail dated _____, notifying the Vendor of its qualification and providing details of the Online Reverse Auction (ORA) as the next step in the RFP process.

d) The outcome of the Online Reverse Auction (ORA) conducted on _____ pursuant to the above-referenced RFP.

e) The final price bifurcation and commercial details submitted by **<Name of Bidder>** in response to the RFP, subsequent to the conclusion of the ORA process.

2. Project Duration, Scope of Work, and Timelines

a) The duration of this Agreement shall be **five (5) years** from the **Effective Date**, i.e., the date of execution of this Agreement by both Parties, **subject to the terms and conditions of termination as set out under Clause No. [●] of the RFP**. Any extension beyond the initial term shall be at the sole discretion of LIC and subject to mutual agreement in writing between the Parties.

b) **<M/s. [Name of Bidder]>** shall have the sole and complete responsibility for executing and fulfilling all obligations, deliverables, and services specified under this Agreement, the RFP, and the Vendor's proposal, strictly in accordance with the prescribed timelines. The Vendor shall not, without the prior written consent of LIC, subcontract, delegate, or assign, in whole or in part, any of its responsibilities under this Agreement.

c) The Vendor shall not, without prior written approval from LIC, disclose, copy, reproduce, transmit, or share through any medium or method, any information, data,

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

or documents relating to the Project. All such project-related information shall be handled in strict confidence and in accordance with the confidentiality obligations set forth in this Agreement.

d) The Vendor shall ensure the complete and timely delivery of all services, products, documentation, and other deliverables as detailed in the RFP and the Vendor's proposal, in accordance with the implementation timelines agreed between the Parties.

3. Project Prices and Payments

a) The prices and commercial terms agreed upon under this Agreement shall remain **firm and fixed** for the entire duration of the Contract Period and shall **not be subject to any escalation, revision, or adjustment** on any account, including but not limited to changes in foreign exchange rates, duties, levies, taxes (except as expressly stated), or any other cost components.

b) LIC shall make payments to the Vendor strictly **as per the pricing structure** and **at the rates specified in this Agreement**, subject to the Vendor achieving the corresponding **milestones**, deliverables, and compliance with the **payment terms and conditions** stipulated in the RFP and this Agreement. All payments shall be made after submission of relevant invoices and supporting documents, and upon due verification and acceptance by LIC.

4. Ambiguities Within the Document

In the event of any ambiguity, discrepancy, or inconsistency between the terms of the Request for Proposal (RFP), its corrigenda, annexures, and this Contract/Agreement, the following principles shall apply:

a) Except where specifically stated otherwise in this Contract/Agreement, all terms and conditions contained in the RFP and any subsequent corrigenda shall be deemed applicable and form an integral part of this Agreement.

b) Where there is a conflict between two clauses within the RFP that are not expressly incorporated into this Contract/Agreement, the more specific clause relevant to the subject matter shall prevail over any general or broad clause in the RFP.

c) In case of inconsistencies between the provisions of the RFP and its Annexures, the provisions of the RFP shall prevail, unless a specific provision within the RFP or any Annexure expressly states that the Annexure shall have precedence, in which case such specific provision shall govern.

d) In the event of any inconsistency or conflict between a value expressed in numerals and the corresponding value expressed in words, the value expressed in words shall prevail.

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5. Miscellaneous

a) Neither Party shall, without the prior written consent of the other Party, disclose or publicize to any third party the pricing, terms, or any other details of this Agreement, except as may be required to comply with applicable laws, regulations, or any obligations expressly stated in this Agreement.

b) This Agreement, together with the Project Reference Documents as set forth in Clause 1 and annexed hereto, constitutes the **entire agreement** and understanding between LIC and **<M/s. [Name of Bidder]>** with respect to the subject matter hereof and supersedes all prior negotiations, representations, agreements, or understandings, whether written or oral. If any provision of this Agreement or the Project Reference Documents is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

c) No amendment, modification, or variation of this Agreement shall be valid or binding unless made in writing and signed by authorized representatives of both Parties. The failure or delay by either Party to exercise any right or remedy under this Agreement shall not operate as a waiver thereof, nor shall any single or partial exercise of any right preclude any other or further exercise of such right or remedy.

d) The **Effective Date** of this Agreement shall be the date on which duly executed copies of this Agreement, as specified in the RFP, are received by LIC.

e) Notwithstanding any other provision contained herein, the terms, conditions, and deliverables specified in the Project Reference Documents referred to in Clause 1 shall be deemed final, conclusive, and binding on both Parties.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives and their respective seals to be affixed hereunto on the day and year first above written.

SIGNED, SEALED AND DELIVERED

For and on behalf of
Life Insurance Corporation of India,
the Party of the First Part,

By: _____
The Executive Director (IT-DT)
Date: _____

In the presence of:

    1. _____
    2. _____

_____

SIGNED, SEALED AND DELIVERED
For and on behalf of
<M/s. [Name of Bidder]>,
the Party of the Second Part,

By: _____
[Name & Designation of Authorized Signatory]
Date: _____

In the presence of:

    1. _____
    2. _____

Schedule -1 – Final Commercial rates

<< attach the Final ORA Commercial bids >>

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
BY AND BETWEEN
Life Insurance Corporation of India, hereinafter referred to as "LIC"), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at "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 while responding with LIC's 'RFP/Tender for onboarding System Integrator (SI) to Implement Database Activity Monitoring Solution' 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 Database Activity Monitoring Solution' in the form of project documents,

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

discussions on system architecture, data shared etc. for the sole purpose of evaluating and finalizing the system configuration onsite 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 Database Activity Monitoring Solution' 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 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.

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- 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 agrees that Confidential Information is and shall at all times remain the property of LIC. Respondents acknowledges 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.

Respondents agrees and acknowledges 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 three years thereafter, the respondent shall not solicit directly or indirectly the employees of LIC working in all wings of Central Office Information Technology department.

Respondents 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 three years, 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 understands and agrees 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 honour, 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

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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)

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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.tenderwiz rd.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

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

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,SudhaComplex,03rdStage,04thBlock,Basaveshwaranagara,Bangalore-560079.
email	dscprocessingunit@yahoo.com

Help Desk Contact Details
E-mail & Mobile Numbers
sushant.sp@antaressystems.com
+919731468511
lokesh.hr@antaressystems.com
+919686115304

- 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 IndianInformationTechnologyAct2000 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 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-DT), Central office, Life 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.

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

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 (Tender wizard) 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 thee-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.

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Annexure T: Land Border Declaration

(Separate Land Border Declarations to be submitted by both Bidder and OEM)

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

The Executive Director (IT-DT),
Life Insurance Corporation of India,
IT-DT 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) Implement Database Activity Monitoring Solution LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025.

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

Dated at   this day of   2025

Authorized Signatory (Bidder /OEM)

(Name: Contact Person, Phone No., Fax, E-mail)
(This letter should be on the letterhead of the of the company by the Bidder and OEM duly signed by an authorized signatory)

Annexure U: Make in India Certificate

(To be filled in by OEM – if the total contract value is above 10 crore, certificate from statutory auditor of OEM to be submitted)

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Bidder's Reference No._____   Date..........................

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

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Database Activity Monitoring Solution

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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.)

In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020, gguidelines 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)-Part (4) Vol. II dated 19.07.2024 will be applicable 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: _____.

1. 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.

2. 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: [Signature of Authorized Signatory of OEM]
Date:
                                                         Name:
                                                         Designation:
                                                         Seal:

(Certificate from statutory auditor of the company giving the percentage of local content to be submitted if contract value is above 10 crores)

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

(Should be submitted on Non judicial stamp paper of Value Rs.500)

(to be declared by the OEM . In cases of procurement for a value in excess of Rs. 10 crores. The local supplier (OEM) shall provide a certificate from the statutory auditor or cost auditor of the company)

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Database Activity Monitoring Solution.

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

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

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

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>

Annexure-W: Data for Sizing of the proposed DAM Solution.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

- Provision for DC, DR and UAT set-ups to be made. DC & DR to be setup and configured in HA mode.
- 6 months log retention to be ensured. Beyond 6 months till 5 years logs are to be moved to secondary storage and stored in Archival mode, with facility to retrieve whenever required
- DAM solution Hardware components to be sized to support database volumes for next 5 years, assuming a growth of 10% on database numbers per year. Sizing of required backup (hardware & software) also to be proposed.

SN	Solution	Current Databases metrics
1	Database Activity Monitoring	Total Number of Database Servers – 1085 Active – 509 Passive - 275 Read Only - 301 Total Number of Cores – 11097

Distribution of DB hosts across multiple DCs is as below:

Active/passive/Read Only	Location(Production/DR/UAT/DEV)	Total Number of DB hosts	Total number of CPU cores across all hosts	Minimum cores per single host(Totals from all hosts in a location)	Maximum cores per single host(Totals from all hosts in a location)
Active	DC (Vile Parle)	137	1617	136	292
Active	East COLO, Bhubhaneswar	51	420	10	24
Active	FDR-Bangaluru	16	74	22	26
Active	NDR-Prabhadevi	14	72	28	32
Active	North Colo, Noida	63	498	10	20
Active	South Colo, Hyderabad	66	536	10	20
Active	West Colo, Rabale, Mumbai	99	1087	86	152
Active	Yotta DC, Mumbai	63	1052	168	424
Total (Active)		**509**	**5356**	**470**	**990**
Passive	DC (Vile Parle)	36	397	80	148
Passive	FDR, bangalore COLO	203	2274	108	190
Passive	NDR Prabhadevi	20	80	4	8
Passive	Webwerks DR, Bengaluru	8	376	376	376
Passive	West Colo, Rabale, Mumbai	5	10	2	2

Passive	Yotta, Mumbai	3	32	32	32
Total (Passive)		**275**	**3169**	**602**	**756**
Read Only	East COLO, Bhubhaneswar	28	252	4	12
Read Only	FDR, bangalore COLO	13	82	38	38
Read Only	North Colo, Noida	34	286	4	12
Read Only	DC (Vile Parle)	144	1248	4	16
Read Only	South Colo, Hyderabad	36	320	4	12
Read Only	West Colo, Rabale, Mumbai	46	384	4	16
Total(Read Only)		**301**	**2572**	**58**	**106**
Grand Total		**1085**	**11097**	**1130**	**1852**

The Databases of Core-system are in a distributed architecture across various Datacenters. Bidder may take this aspect into account in to design and provision for appropriate number of gateways/collectors and also the hardware like Management server/Central Manager etc. required for the same in respective DCs/Locations.

Operating Systems being used in various platforms (OS versions may be upgraded to higher versions periodically)
1) CentOS
2) Linux on IBM-Z
3) RHEL
4) SUSE Linux
5) Oracle Enterprise Linux

Databases being used currently across various platforms (LIC may upgrade the versions of its Databases periodically)
1) HANA DB
2) MongoDB
3) MYSQL
4) Oracle Enterprise version & Standard version
5) PostgreSQL
6) Teradata
7) Vertica

Annexure-X: Declaration and Undertaking by the Bidder- Sizing of the proposed DAM Solution.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India
Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

Declaration and Undertaking by the Bidder
(Regarding Sizing of Hardware and Software Licenses for the Contract Period)

To
Executive Director (IT/DT),
LIC of India, CO-IT, Mumbai

Subject: Declaration and Undertaking for Sizing of Hardware and Software Licenses as per RFP No. - **LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025**

Dear Sir/Madam,

We, the undersigned, [Insert Full Legal Name of the Bidder], having our registered office at [Insert Address], hereby submit our bid in response to the above-mentioned RFP and make the following declaration and undertaking:

1. **Declaration on Sizing**
   We hereby declare that the sizing of all required hardware components and software licenses proposed in our solution has been done taking into consideration the projected requirements for the entire contract duration of five (5) years from the effective date of the contract.

2. **Performance Assurance**
   We further undertake that the proposed solution, including all hardware and software, is adequately sized to meet the performance and capacity requirements specified in the RFP and will support the anticipated workload for the full contract term.

3. **Responsibility for Shortfall**
   In the event of any shortfall in sizing or degradation in performance of the solution at any time during the contract period, we undertake to rectify such shortfall and/or augment the required hardware/software components at our own cost and without any financial implication to LIC.

4. **No Additional Cost to the Purchaser**
   Any such corrective measures undertaken to meet the performance or sizing shortfall will be carried out by us promptly and at no additional cost to LIC.

We affirm that the above declarations are true and correct to the best of our knowledge and belief.

Yours faithfully,

For and on behalf of: **[Insert Name of the Bidder]**

Authorized Signatory: _____

Name: _____

Designation: _____

Date: _____

Place: _____

Company Seal: [Affix Seal]

Annexure-Y : Undertaking for Supply of Additional DAM Licenses and Implementation at ORA-Discovered Prices

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

To,   Date:
The Executive Director (IT/DT),
Life Insurance Corporation of India,
Central Office, Mumbai.

Subject: Undertaking to Provide Additional DAM Licenses and Implementation Services at ORA-Discovered Rates

We, the undersigned, hereby submit this undertaking in response to the Request for Proposal (RFP) No. _____ dated _____ issued by Life Insurance Corporation of India (LIC) for the procurement and implementation of a Data Access Management (DAM) solution.

In accordance with the terms and conditions of the RFP and the outcome of the Online Reverse Auction (ORA), we hereby confirm and undertake the following:

1. We shall supply additional DAM licenses to LIC, as and when required during the entire contract period starting from the date of issuance of the Purchase Order (PO), at the same unit rates as discovered in the ORA.
2. We shall provide associated implementation services for such additional licenses at the same unit rates as discovered in the ORA.
3. We acknowledge that LIC does not commit or guarantee the procurement of any additional licenses in the future.
4. We agree that if no additional licenses are procured by LIC, we shall not be entitled to claim any payment related to additional licenses or implementation services.

This undertaking is binding on our organization and will remain valid for the entire duration of the contract period.

Authorized Signatory
(Signature with Seal)

Name: _____
Designation: _____
Company Name: _____
Address: _____
Contact Details: _____
Date: _____

Annexure Z : Bidder's Business Continuity Plan (BCP) – Executive Summary

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO , Mumbai

Subject: Business Continuity Plan (BCP) – Executive Summary

1. Introduction

<< Provide a brief overview of your organization's Business Continuity Management (BCM) strategy, objectives, and governance structure. >>

2. BCP Objectives

<< List the primary goals of the BCP covering areas >>

3. Scope of the BCP

<< Define the scope as it relates to LIC's project. >>

4. Risk Scenarios Addressed

<< Mention the types of disruptions the BCP covers. >>

5. Recovery Strategies

<< Summarize recovery mechanisms. >>

6. Roles and Responsibilities

<<Describe the governance model and BCP ownership. >>

7. Testing & Validation

<< State how the BCP is validated.>>

8. Communication Plan

<< Briefly describe how communication is handled during disruptions. >>

9. Regulatory and Standards Compliance

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

<< Mention any standards or certifications. >>

- [Any other relevant standard]

10. Continuous Improvement

<<Highlight mechanisms for ongoing improvement. >>

Authorized Signatory of Bidder:
Name:
Designation:
Company Name:
Date:

Undertaking A: Undertaking from OEM that proposed hardware and software will not be declared EOL or EOS during period of contract

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO , Mumbai

Subject: Undertaking from OEM that proposed hardware and software will not be declared EOL or EOS during period of contract

We, _____**[OEM Name]**, having our registered office at _____**[OEM Address]**, hereby provide this undertaking in relation to the products and solutions proposed under RFP No. _____**[RFP Number]**, dated_____ **[Date]**, for which _____**[Name of Successful Bidder/Partner]** is our authorized partner/system integrator.

We confirm and undertake the following:

1. **Product Lifecycle Commitment**
   The hardware and software components proposed in this project are current, active, and fully supported in the OEM's product lifecycle as on the date of submission of the bid.

2. **No EOL/EOS During Contract Period**
   We undertake that none of the proposed hardware or software products will be declared **End-of-Life (EOL)** or **End-of-Support (EOS)** by the OEM during the **entire duration of the contract**, including warranty and support periods as defined in the RFP.

3. **Advance Notification and Alternatives (If Applicable)**
   In the exceptional and unlikely event that any component is planned to be declared EOL/EOS due to global discontinuation:
   o   We will provide a minimum of 12 months advance written notice to LIC;
   o   We will offer a fully compatible and OEM-supported replacement product at no additional cost to LIC, with equivalent or better specifications and functionalities;
   o   We will ensure continuity of support, updates, and security patches without disruption.

4. **OEM Responsibility**
   This undertaking is binding on us, the OEM, regardless of any changes in our product roadmap, distribution model, or support strategy.

LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025

Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution

This undertaking is issued voluntarily and with full understanding of the obligations and liabilities therein and this undertaking is binding on our organization and will remain valid for the entire duration of the contract period of the successful bidder with LIC under this RFP.

Authorized Signatory
(Signature with Seal)

Name: _____

Designation: _____

Company Name: _____

Address: _____

Contact Details: _____

Date: _____

Undertaking B : Undertaking by the bidder indemnifying the Life Insurance Corporation of India (LIC) against Violation of Copyright and Patents.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO , Mumbai

Subject: Undertaking by the bidder indemnifying the Life Insurance Corporation of India (LIC) against Violation of Copyright and Patents.

We, _____[Name of Bidder], having our registered office at _____ [Bidder Address], hereby provide this undertaking in connection with our participation in RFP No. _____[RFP Number], dated _____[Date], and any related contract that may be awarded to us by Life Insurance Corporation of India (LIC).

We hereby undertake and confirm the following:

1. **Ownership and Legal Rights**
   All products, software, tools, utilities, content, technology, and services provided by us to LIC are either our own intellectual property or are legally licensed for use and distribution. We affirm that such use by LIC shall not infringe upon or violate any intellectual property rights, including but not limited to copyrights, patents, trademarks, or trade secrets of any third party.

2. **Indemnification Clause**
   We unconditionally and irrevocably undertake to **indemnify, defend, and hold harmless** Life Insurance Corporation of India (LIC), its officers, employees, and agents, from and against any and all claims, demands, legal actions, losses, damages, costs, and expenses (including reasonable legal fees) that may arise due to:
   - Any actual or alleged infringement of third-party intellectual property rights resulting from LIC's use of products or services provided by us.
   - Any settlement, judgment, or penalty arising out of such claims.

3. **Responsibility for Resolution**
   In the event of any such claim, we shall:
   - **Extinguish such claims in full**, at our sole cost and risk;
   - Bear **the entire liability** arising out of such violations, **without any limitation**, including limitations related to the contract value;
   - Ensure that LIC's operations are not disrupted and shall, at our own expense, promptly:
     - Procure for LIC the right to continue using the affected deliverables;

- ▪ Replace or modify the affected deliverables to eliminate the infringement, while preserving equivalent functionality and performance;
- ▪ If neither is commercially feasible, compensate LIC in full, including all direct and indirect losses, reputational damage, and legal costs.

4. **Unlimited Liability Clause**
   We expressly acknowledge that our liability under this undertaking shall be **unlimited** and shall **not be restricted to the contract value** or to any limitation of liability clause in the contract.

5. **Survival**
   This undertaking shall survive the completion, expiration, or termination of the contract with LIC.

This declaration is made in good faith and with full knowledge of the legal obligations and consequences of any breach.

Authorized Signatory
(Signature with Seal)

Name: _____
Designation: _____
Company Name: _____
Address: _____
Contact Details: _____
Date: _____

Undertaking-C : Undertaking by the bidder that software licenses comply with OEMs guidelines/requirements.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO, Mumbai

Subject: Undertaking by the bidder that software licenses comply with OEMs guidelines/requirements.

We, the undersigned, hereby submit this undertaking in response to the Request for Proposal (RFP) No. LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025 issued by Life Insurance Corporation of India (LIC) for the procurement and implementation of a Data Access Management (DAM) solution.

1. **Genuine and Valid Licenses**
   All software licenses proposed and supplied under this project are genuine, valid, and legally procured from the respective Original Equipment Manufacturer (OEM) or their authorized distributors/partners.
2. **Compliance with OEM Licensing Terms**
   The licensing model, quantities, versions, and usage rights offered are fully in compliance with the OEM's licensing policies, documentation, and applicable terms and conditions.
3. **Entitlement to Updates and Support**
   The licenses include entitlement (as applicable) to OEM-provided updates, patches, and technical support for the duration of the warranty and/or support period as stipulated in the RFP.
4. **No Unlicensed or Unauthorized Software**
   No unlicensed, trial, evaluation, or unauthorized software has been included or will be used as part of the supplied solution.
5. **Responsibility for Compliance**
   We take full responsibility for ensuring licensing compliance for all OEM software provided under this project and agree to furnish proof of licenses (such as OEM license certificates or entitlement documents) upon request by the Purchaser.

This declaration is made in good faith and with full knowledge of the implications of furnishing false or misleading information.

Authorized Signatory

(Signature with Seal)

Name: _____

Designation: _____

Company Name: _____

Address: _____

Contact Details: _____

Date: _____

Undertaking D : OEM signed undertaking and post-implementation certificate confirming the solution follows OEM best practices and meets all technical/functional requirements in Annexure F.

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO, Mumbai

Subject: OEM signed undertaking and post-implementation certificate confirming the solution follows OEM best practices and meets all technical/functional requirements in Annexure F.

We, _____[OEM Name], having our registered office at _____[OEM Address], hereby provide this undertaking and post-implementation certificate in reference to the implementation carried out by our authorized partner / successful bidder, [Name of Successful Bidder], under **LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26th August 2025**.

1. Undertaking

We confirm that:

- The deployed solution has been implemented in accordance with **OEM's recommended best practices**, covering installation, configuration, performance optimization, and security.
- The implementation aligns with the OEM's reference architecture, deployment guidelines, and operational standards for the product/solution offered.
- All components (hardware/software/firmware/licenses) supplied and installed are genuine, supported, and covered under applicable warranties and support contracts.
- The solution is scalable, maintainable, and in compliance with the OEM's lifecycle management and upgrade policies.
- Technical support, security updates, and patches are available and applicable to the deployed solution as per standard OEM policies.

2. Post-Implementation Compliance Certificate

We further certify that:

- The implemented solution **fully meets** all **technical and functional requirements** detailed in **Annexure F** of the RFP.
- All committed features, functionalities, and performance benchmarks as per the RFP and OEM documentation have been verified post-implementation.
- There are no known deviations or unresolved non-compliances related to the functional and technical scope of the project.
- The solution is stable, secure, and ready for production use.

This certificate is issued based on post-implementation review and validation conducted jointly with the implementing partner. We stand by the completeness and correctness of this declaration and undertake to provide continued OEM-level support for the solution throughout the support and maintenance period.

Authorized Signatory – OEM
(Signature with Company Seal)
Name: _____
Designation: _____
OEM Name: _____
Date: _____

Declaration A : Declaration that software is free from bugs, malware, covert channels in code etc. and Integrity certificate

Subject: Request for Proposal – Onboarding of System Integrator (SI) for Supply, Commissioning, Configuration, and Maintenance of a Database Activity Monitoring Solution for Life Insurance Corporation of India

Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26ᵗʰ August 2025

To,
The Executive Director (IT/DT)
Life Insurance Corporation of India
CO, Mumbai

Subject: Declaration that software is free from bugs, malware, covert channels in code etc. and Integrity certificate

We, _____**[OEM Name]**, having our registered office at _____**[OEM Address]**, hereby declare and certify the following in connection with the software solutions/products being offered as part of our response to your Request for Proposal (RFP) **Ref: LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26ᵗʰ August 2025**

1. **Absence of Malware and Covert Channels:**
   The software provided by us is free from:
   o Malware, including viruses, worms, trojans, spyware, ransomware, and any other malicious code.
   o Covert channels or backdoors that could allow unauthorized access, data leakage, or remote control.
   o Any form of spyware or tracking mechanisms not explicitly declared and consented to.
2. **Integrity of Source Code:**
   o The source code and all associated binaries or executables have been developed using secure coding practices and industry standards.
   o No unauthorized or hidden code components are present.
   o The software has been internally tested and verified for known vulnerabilities and complies with security best practices.
3. **Free from Intentional Bugs:**
   o To the best of our knowledge, the software is free from intentional bugs or defects that could impair its performance, security, or user experience.
   o Any known issues or limitations have been transparently disclosed in the technical documentation provided.
4. **No Third-Party Exploit Dependencies:**
   o The software does not rely on third-party components known to have unresolved security vulnerabilities or exploits.
5. **Integrity Certificate:**

- o We hereby provide this **Integrity Certificate**, affirming that the software delivered is genuine, unmodified, and secure for deployment in your environment.
- o Digital signatures and checksums (where applicable) are provided to ensure authenticity and prevent tampering.

6. **Commitment to Disclosure and Rectification:**
   - o In the event any vulnerability, bug, or covert functionality is discovered post-deployment, we commit to immediate disclosure to the purchaser and prompt remediation at no additional cost.

This declaration is made in good faith and with full knowledge of the consequences of providing false or misleading information.

Authorized Signatory
(Signature with Company Seal)
Name: _____
Designation: _____
OEM Name: _____
Date: _____