

Life Insurance Corporation of India
Central Office, IT Department, Mumbai



Request for Proposal (RFP) / Tender Document

1.	Installation , Commissioning and Maintenance of Managed Video Conferencing Solution
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[Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025]

Life Insurance Corporation of India,
Central Office, Information Technology Department,
Jeevan Seva Annexe building, 2nd floor,
S.V. Road, Santa Cruz (West), Mumbai - 400 054

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Table of Contents

Section-A: INTRODUCTION	5
1. Definitions :	5
2. Abbreviations:	6
3. Disclaimer	7
4. Invitation to Bid	7
5. Activity Schedule	7
6. Current Setup:	8
7. Brief on the Scope of Work:	9
Section-B: ELIGIBILITY CRITERIA	9
1. Minimum Eligibility Criteria (MEC):	9
2. List of enclosures with Eligibility bid :	10
Section-C: INSTRUCTIONS TO BIDDERS	11
1. Qualification Criteria	11
2. Terms and Conditions	11
3. Cost of Bidding	11
4. Relationship between LIC and the bidders	11
5. Bid Processing Fee	11
6. Pre-Bid Clarifications:	11
7. Pre-bid meeting:	12
8. Earnest Money Deposit:	12
9. Instructions for Bid Submission	13
10. Disqualification	14
11. Technical Bid	14
12. Commercial Bid (Indicative Price)	14
13. Clarification on Bids	15
14. Modification and Withdrawal of the Bids	15
15. Compliant Bids / Completeness of Response	15
16. Revised commercial bid (If applicable):	15
17. Bid Validity Period	16
18. Late Bids:	16
19. Procedure for opening of the bids:	16
20. Bid Evaluation:	16
21. Rejection of non-compliant bid:	16
22. Technical Bid Evaluation process:	16
23. Commercial Bid Evaluation process	17
24. Online Reverse Auction:	17
25. Contacting LIC:	18
26. Right to terminate the Process:	18

SECTION-D: TERMS AND CONDITIONS	18
1. Terms and Conditions regarding bidding:	18
2. Other / General Terms and Conditions:	19
2.1. Assignment:	19
2.2. Non-Disclosure Agreement (NDA):	19
2.3. Performance Bank Guarantee (PBG):	19
2.4. Signing of contract:	20
2.5. Transportation and Insurance:	20
2.6. Road Permit:	20
2.7. Dispute:	20
2.8. Termination:	20
2.9. Consequences of Termination of the Selected Bidder:	21
2.10. Force Majeure Condition:	21
2.11. Limitation of liability:	21
2.12. Confidentiality:	21
2.13. Intellectual Property Rights	22
2.14. Warranties	22
2.15. Copyright Violation and Patent Rights:	22
2.16. Fraud and Corrupt Practices:	22
2.17. Ambiguities within the Document:	23
2.18. Conflict of interest:	23
2.19. Rights reserved by LIC:	23
2.20. Varying the Contract:	23
SECTION-E: SCOPE OF WORK	23
1. General	24
1.1. Details of Work	24
1.2. Design and Architecture	25
1.3. Inspection and Acceptance Procedure	25
1.4. Basic Installation of Links, Network Components, Hardware and Software	25
1.5. Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components	26
1.6. Documentation	28
1.7. Training	28
1.8 Acceptance by LIC	28
2. Continuity	28
3. Compliance with IS Security Policy:	29
4. Right to Audit	29
5. Survival	29
6. Severability	30
7. Knowledge transfer:	30
8. Land Border Clause:	30
9. Change in Constitution:	30
10. Service-Delivery and Project Management:	30
11. Onsite Support Services:	31
Section-F: Payment Terms	32
Section-G: Service Level Agreement (SLA)	34
Section-H: ANNEXURES	37

1)	Annexure–I:Covering Letter	37
2)	Annexure–II:Company profile and other information	38
3)	Annexure–III:Self Declarations	41
4)	Annexure-IV:Declaration regarding non-Blacklisting.....	42
5)	Annexure-V:Bidder’s Experience on Installation, Commissioning and Maintenance of Managed Video Conferencing Solution.....	43
6)	Annexure-VI:Bank Guarantee Format for E.M.D.	44
7)	Annexure-VII:Format for Non-Disclosure Agreement.....	45
8)	Annexure-VIII: Technical Bid Format (Given separately in an Excel sheet).....	49
9)	Annexure-IX: Commercial Bid (indicative) Format (Given separately in an Excel sheet).....	49
10)	Annexure-X: Commercial Bid final after reverse auction (Given separately in an Excel sheet)	49
11)	Annexure– XI:Manufacturer’s Authorization Form (MAF).....	50
12)	Annexure-XII : Format for submitting the Performance Bank Guarantee (s)	51
13)	Annexure-XIII : The list of locations where links are to be provided (Given separately in an Excel sheet)	52
14)	Annexure–XIV:e tender guidelines (Given separately).....	52
15)	Annexure-XV:Land Border Clause (LBC)	53
16)	Annexure –XVI: Integrity Pact (Given separately)	54

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 XXXI of 1956) having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai - 400 021.
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, subsequent mutually agreed modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
Authorised Signatory	The person Authorised by the company’s Board/ Managing Director/ Director for signing the bid documents on behalf of the company
Acceptance of Tender	Means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this tender.
Bid	The Bidder’s written submissions in response to the RFP signed by his Authorized signatory
Bidder/Vendor	Means the Firm or the company fulfilling eligibility criteria and participating in this RFP / Tender in its individual capacity.
Contract	An Agreement signed between the LIC and the Selected vendor and all the attached documents. The “Agreement” includes the RFP, subsequent mutually agreed modifications to the RFP issued by LIC, response of the selected vendor to the RFP and the agreement document itself.
Cost of Hardware / Software item	Cost of the Hardware and its peripheral /Software quoted by bidder should be inclusive of all the charges/duties/levies etc. but, Exclusive of VAT/CST/GST/Octroi/ Entry Tax/LBT and Service tax (for software) etc.
Clarifications	Means Addenda, corrigenda and clarifications to the RFP
Day	Calendar Day
L1 quote	Lowest price discovered through Commercial Bid <u>and/or</u> through Online Reverse Auction
L1 Bidder/Successful bidder/Vendor	Means the Bidder who is found to be the L1 (lowest) bidder after the evaluation of commercial bids.
H1 Bidder	Bidder with H1 (highest) quote
Order/PO	Means the purchase order issued in favour of the selected bidder.
Contract Value	The value of lowest commercial bid made by the successful vendor during online reverse auction and/or price negotiation if applicable.
“Solution”/ “Services”/ “Work”/ “System”/ “IT System”	Means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the implementation/ development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligation of the Supplier covered under this 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 or State Governments or Central Government of India as applicable to the concerned LIC office.
Eligibility Bid	This tender process is based on two bid procedure (Technical and Commercial). Eligibility conditions are used in this tender in lieu of empaneling process. Where the words “eligibility bid” appears the same should be read and understood as “response to eligibility conditions criteria”.

2. Abbreviations:

Abbreviation	Description	Abbreviation	Description
#	Serial Number	NDA	Non-Disclosure Agreement
ACL	Access Control List	NI ACT	Negotiable Instrument Act
AD	Active Directory	NPV	Net Present Value
AS (IT/DT)	Assistant Secretary (IT/DT), LIC	OEM	Original Equipment Manufacturer
BFSI	Banking Financial Services & Insurance	OS	Operating System
BG	Bank Guarantee	PAN	Permanent Account Number
BPR	Business Process Reengineering	PBG	Performance Bank Guarantee
CCA	Comptroller of Certifying Authority	PC	Personal Computer
CCR	Customer Call Report	PDCA	Plan Do Check Act
CD	Compact Disk	PO	Purchase Order
CO	Central Office	POST	Power-On Self-Test
CST	Central Sales Tax	PSU	Public Sector Unit
CV	Curriculum Vitae	RAM	Random Access Memory
DC	Data Centre	RBI	Reserve Bank of India
DD	Demand Draft	RFP	Request for Proposal
DOA	Dead On Arrival	RW	Read Write
DR	Disaster Recovery	SI	System Integrator
ED (IT/DT)	Executive Director, Department of Information Technology /Digital Transformation	SLA	Service Level Agreement
EMD	Earnest Money Deposit	VNOC	Video Network Operations Centre
GOVT	Government	SOP	Standard Operating Procedure
GST	Goods and Services Tax	SOW	Scope of Work
HA	High Availability	TOC	Tender Opening Committee
HLD	High Level Design	URL	Uniform Resource Locator
HQ	Head Quarter	VAT	Value Added Tax
HTML	Hyper Text Markup Language	VB	Visual Basic
INR	Indian National Rupee	VC	Video Conferencing
IPR	Intellectual Property Right		
IPS	Intrusion Prevention System		
IT	Information Technology		
IT/DT	Information Technology /Digital Transformation		
JV	Joint Venture		
L1	Level 1		
L2	Level 2		
LBT	Local Body Tax		
LLD	Low Level Design		
MAF	Manufacturer Agreement Form		
MEC	Minimum Eligibility Criteria		
MSA	Master Service Agreement		

3. Disclaimer

1. The information contained in this Request for Proposal document (RFP) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Purchaser or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.

2. This RFP is not an Agreement and is neither an offer nor an invitation by the Purchaser to the Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

3. While reasonable care has been taken in providing information in this RFP, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this RFP. Further, the Bidders are advised to conduct their own analysis of the information contained in this RFP, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to the Purchaser and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this RFP.

4. 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.

Subject to any law to the contrary and to the maximum extent permitted by law, LIC and its Directors, Officers, employees, agents 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 and any addendum/corrigendum to it 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 or agents. All information processed by the Bidder during solution deployment and maintenance belongs to LIC. By having the responsibility to maintain the infrastructure, the Bidder does not acquire implicit access right to the information or right to redistribute the information

4. Invitation to Bid

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 Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai -400021, hereby invites sealed tenders (*hereinafter referred to as "Bids"*) in two bid system, to this Request for Proposal ("RFP") from all eligible bidders for Installation, Commissioning and Maintenance of Managed Video Conferencing Solution for a period of FIVE (5) years.

5. Activity Schedule

RFP Reference	Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025
Release of RFP	06th October 2025
Bid Processing Fee	Non-refundable Rs.11,800/- (<i>Rupees Eleven Thousand Eight Hundred Only</i>) inclusive of GST (10000+18%GST) through online mode in Account No-LIC9NETW, IFSC- UBIN0996335, A/C Holder Name-"Life Insurance Corporation of India". Bid processing Fee exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy (MSEs) order 2012, 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 in the envelope as mentioned in this RFP document
Pre-bid queries on the RFP (through e-mail) :	Any query related to the RFP/Bid should be sent through e-mail on co_itnetworkrpf@licindia.com latest by 15 th October 2025 (by 03.30 pm)
Pre-Bid Meeting – (maximum 2 representatives from each eligible bidder)	17 th October 2025, 11.00 AM at the address given below.
Last Date and time for Bid Submission	31 st October 2025 latest by 3:30 pm

Eligibility and Technical Bid opening Date & time & Venue	31 st October 2025 at 3.45 pm LIC of India, Central Office, IT/DT Department, 2 nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santa Cruz (W), Mumbai – 400 054
Earnest Money Deposit (EMD)	➤ By way of BG:Rs.89,00,000 (Rupees Eighty Nine Lakhs) ➤ Total EMD : Rs. 89,00,000 (Rupees Eighty Nine Lakhs) EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy (MSEs) order 2012 ,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 in the envelope as mentioned in this RFP document
Commercial Bid opening Date & time & Venue	Will be intimated to the Technically qualified Bidders at a later date.
Online Reverse Auction	Will be intimated to the bidders qualified on the eligibility and technical criteria
Address of Communication/Receipt/submission/opening of Bids	The Executive Director (IT/DT), LIC of India, Central Office, IT/DT Department, 2 nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santa Cruz (W), Mumbai – 400 054
Contact details/ email id	Secretary (IT/DT) Telephone No.: 022 – 67090462 / 67090418 E-mail ID: co_itnetworkrpf@licindia.com
Web page Address	Please refer to the Tenders Section of http://www.licindia.in & http://www.tenderwizard.com/LIC

The above schedule is tentative only and subject to change. Any changes will be notified through website. 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(s) will be entirely at the discretion of LIC and its decision shall be final and no correspondence seeking clarifications on the decision shall be entertained. The Bidders, in their own interest are requested to check website regularly to know the updates. At any time prior to the last date for receipt of bids, LIC may, for any reason, modify the RFP Document by issuing corrigendum. The corrigendum (if any) and clarifications to the queries from all bidders will be posted on websites mentioned in RFP. Any such corrigendum shall be deemed to be incorporated into this RFP.

6. Current Setup:

The Corporation is currently having the following structure and Geographical Spread:

- ❖ Corporate Office (also called as Central Office) : Mumbai
- ❖ Zonal Offices: 8 (CZO-Bhopal, EZO-Kolkata, SZO-Chennai, SCZO-Hyderabad, NCZO-Kanpur, NZO-Delhi, WZO-Mumbai, ECZO-Patna)
- ❖ Zonal training centers: 9 (Bhopal, Kolkata, Guwahati ,Chennai, Hyderabad, Agra, Gurgaon, Pune and Jamshedpur)
- ❖ Management Development Centre: 1 (Mumbai)
- ❖ Divisional Offices: 113 offices spread all over the country
- ❖ Pension & Group Scheme Units : 72 offices spread all over the country
- ❖ Branch Offices: 2048 offices spread all over the country.
- ❖ Satellite/other Offices: More than 1350 offices spread all over the country.
- ❖ Mini-Offices: approx.1300 offices spread all over the country.

7. Brief on the Scope of Work:

The scopes of work includes total responsibility for providing and maintenance of complete VC solution by providing a Video Conferencing solution as replacement of the existing MCU, Video Infrastructure and Video end points (as per the specifications provided), its end to end maintenance, warranty and provide on-site facility management. The scope of work should be read along with the technical specifications to ensure complete compliance to the scope of work. The vendor should provide the architecture for implementing the VC solution on existing as well as the new dedicated network for Video Conferencing. Supply, install and commission the various components required for Video conferencing services at the various sites in LIC Document the solution, train & certify candidates nominated by LIC. This is not an all-inclusive list. The Bidder is expected to provide the end to end solution and vendor is expected to absorb any other cost of material / services if any not particularly listed in the RFP. The bidder has to integrate around 10 to 15 standalone system with the proposed solution. Also the bidder has to integrate multiple screens in some VC halls with the proposed solutions.

Detailed scope of work for each area is mentioned in the respective section.

Section-B: ELIGIBILITY CRITERIA

1. Minimum Eligibility Criteria (MEC):

LIC will use the following as the Minimum Eligibility Criteria (MEC) for this RFP and evaluating bidders. The bidder fulfilling the following criteria only should respond to the RFP/Tender:

Sl.No	Eligibility Conditions	Documentary Evidence Required
1.	a) The bidder should be a registered entity in India. or b) A company/statutory body owned by Central/State Govt.	a) Certificate of incorporation/registration b) Valid GST registration certificate Note: For Statutory bodies/Govt. undertakings proof of ownership by Authorized personnel.
2.	Bidder must have had a minimum turnover of Rs. 90 Crores in each of the last three financial years preceding the date of this RFP.	Details to be submitted in Annexure-II and attested copies of Audited Balance Sheet and Profit and Loss account for the relevant years, duly signed by Authorized signatory of the Company along with Name and Seal. Rs. in Crores with 3 decimals.
3.	The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during any 2 out of last 3 audited financial years preceding the date of this RFP. Further, the bidder should also have positive net worth for the last 3 audited financial years preceding to the date of this RFP.	Audited Balance Sheet AND Audited Profit/Loss statement of the firm for the last three financial years.
4.	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer). *Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.	Documentary proof (purchase order/customers certificates, etc.) should be submitted along with the bid. The bidder should submit details like name of contact person along with his phone number for above projects to be submitted (for verification) as per format under Annexure-V
5	The Bidder should have minimum 5 years of experience in supplying, implementing, and supporting managed Video Conferencing Solution for IRDAI / RBI / SEBI regulated entity/ Government /PSU organization in India.	The bidder should submit details (including in-scope module implemented) as per format under Annexure-V along copies of the Letter of acceptance (LoA)/work order/ contract/engagement letters (EL)

		And Completion certificate / Sign off on client's letter head confirming relevant experience.
6	The bidder should have the necessary licenses as per the law for offering Managed video conferencing services	Copies of the license to be provided along with self-attestation by the authorized signatory with company seal.
7	The bidder Must possess certification such as ISO 27001 and ISO-9001 valid on the date of the RFP.	Copies of the certificate to be provided along with self-attestation by the authorized signatory with company seal.
8	The bidder must be a Category-A (class-A from DoT, Government of India) Telecom service provider with pan India licenses.	Copies of the license to be provided along with self-attestation by the authorized signatory with company seal/any other document supporting the condition
9	The bidder should be a Telecom Service Provider and should have a valid Indian Government License to provide National Long Distance services in India.	Copies of the license to be provided along with self-attestation by the authorized signatory with company seal.
10	Proposed OEM should have depots in metro cities in India to provide replacement units in case of failures.	The list of locations must be submitted by the OEM (Supporting Document: letter from OEM)
11	The bidder should have a dedicated Video NOC in operation for over 3 years.	Self-declaration signed by the authorised signatory along with Name and Seal in Annexure-III
12	The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.	Self-declaration signed by the authorised signatory along with Name and Seal in Annexure-III
13	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.	Annexure-XI on company letter head duly filled and signed by the authorized signatory of the bidder.
14	<p>The bidder should not have been de-barred / Black-listed by any State Government in India or any of its agencies or Government of India or any of its agencies or any PSU/Private/BFSI sector firms (including LIC of India) in India as on the date of the RFP for corrupt or fraudulent practices or non-delivery, non-performance in the last three years preceding the date of this RFP.</p> <p>The bidder must also warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the requirements as per the tender, it shall provide details of the action(s). 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.</p>	A certificate in original from the Authorized signatories should be attached as compliance to this condition. Refer Annexure-IV
15	Land Border Agreement	Annexure XV
16	Integrity Pact duly filled and signed	Annexure XVI

Note- The bidders are not permitted to authorize their dealers/distributors/partners/ franchisees / subsidiaries / sister concerns etc., (including individuals and third party firms/companies) to either collect or submit the tender-related documents on their behalf. LIC will summarily reject such requests and arrangements.

2. List of enclosures with Eligibility bid :

The Eligibility bid document should contain the following:

- Bid processing fee of Rs.11,800/- inclusive of GST *through online mode* in Account No- LIC9NETW , IFSC-UBIN0996335, A/C Holder Name-"Life Insurance Corporation of India".
- Letter for Authorized Signatory.
- Covering letter, application form and details asked as per Annexure-I and II.

- d) Copy of Certificate of registration/incorporation.
- e) Copy of GST registration certificate (central/state).
- f) Attested & authenticated copies of audited Balance sheet and Profit and Loss account for the last three financial years preceding the date of this RFP. (*Please do not attach annual report booklets*).
- g) Self-declarations as per Annexure-III
- h) Annexure XV Land Border Clause (LBC)
- i) Manufacturer Authorized Form (MAF) and declaration about back-to-back support from respective OEMs as per Annexure-XI.
- j) Declaration about non-blacklisting as per Annexure-IV
- k) Documentary evidence like certificate from customers or copies of Purchase Orders etc. or certificate as per Annexure-V
- l) EMD: Rs.89,00,000/- (Rupees Eighty Nine Lakhs only) in form of a Bank Guarantee as per Annexure-VI.
- m) Soft copy of the entire eligibility-bid document and all supporting documents on one READ-ONLY pen drive.
- n) Pre-contract Integrity Pact as per enclosed Annexure XVI.
- o) This list is not exhaustive but only indicative. The bidder should refer to the bid document for all requirements to be submitted with the eligibility bid. The annexures should be as per format only. The bid may be rejected in case of non-adherence to above instructions.
- p) Bid may be rejected if bids are not signed by the Authorized signatory and designated official(s), as asked in the respective clauses/annexure of the RFP or if instructions are not followed.

Section-C: INSTRUCTIONS TO BIDDERS

1. Qualification Criteria

Only the bidders who meet all the qualifications mentioned in Section “Eligibility Criteria” of this RFP are eligible to participate in the RFP.

2. Terms and Conditions

The terms and conditions for the bidders who participate in this RFP are specified in the Section named “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 document and the contents of the RFP along with the Annexure(s), clarifications/modifications issued, if any, will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure(s), clarifications/modifications issued will form the part of the purchase orders/any resulting contracts, to be issued to the successful bidder/s from time to time as an outcome of this RFP Process.

3. Cost of Bidding

The bidder shall bear all the costs incurred in connection with participation in the RFP process, preparation and submission of its bid, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by LIC to facilitate the evaluation process. LIC will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

4. Relationship between LIC and the bidders

It is clarified that no binding relationship exists between any of the bidders and LIC of India till the execution of a contractual agreement.

5. Bid Processing Fee

Eligible and interested bidders, except Micro and Small Enterprises (MSEs), shall download the soft copy of the bid document containing all the Annexures from www.licindia.in or <http://www.tenderwizard.com/LIC> and submit the Bid Processing Fee (non-refundable) of Rs.11,800/- (Rupees Eleven Thousand Eight Hundred Only) inclusive of GST @18% *through online mode* in Account No- LIC9NETW , IFSC- UBIN0996335, A/C Holder Name-“Life Insurance Corporation of India” along with the bid. Any bid submitted without Bid Processing Fee will be summarily rejected. If the tender process is cancelled due to any reason by LIC, the bid processing fee will be refunded without any interest to the technically qualified bidders.

6. Pre-Bid Clarifications:

- a) Clarifications if any, regarding the terms & conditions of this RFP, any error, omission or discrepancy found in this RFP document have to be obtained by the bidder through the pre-bid queries only. Thereafter, no representations/queries will be entertained in this regard. Later on if any issue(s) arise, LIC will consider the

- matter on merits and decide the same, prior to opening of commercial bids.
- b) The queries for pre-bid meeting should necessarily be submitted on or before 14th October 2025 as per Activity Schedule in the following format to the email id co_itnetworkrfp@licindia.com , the file size per e-mail should not exceed 1MB. No other form of communication shall be entertained.

[Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025]			
Sl. No	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause
1.			
2.			

- c) LIC shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained by LIC.
- d) No consideration will be given to communications from bidders seeking clarifications for pre-bid queries received after the date and time stipulated by LIC and no extension of time will be permitted for the same. However, LIC reserves the right to extend the last date and time for the same at its own discretion.
- e) 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 clarifications requested by prospective Bidders, modify the RFP Document.
- f) Clarifications/ Corrigendum (if any) issued by LIC at any time before the due date of submission of the bid will become a part of the RFP document and would be notified on the official webpage of LIC <http://www.licindia.in> (Tender Section).
- g) In order to provide prospective bidders reasonable time for taking the modifications into account, LIC may, at its discretion, any time prior to the date of bid submission extend the date for the submission of Bids.
- h) Requests for clarification on telephone will not be entertained.
- i) Only 2 representatives per bidder will be allowed to attend the meetings/events related to this RFP and the names of the attendees will have to be informed. Representatives of the bidders attending the meeting/ event will have to bring their company Identity Cards for verification.

7. Pre-bid meeting:

A Pre-bid meeting will be held with all the interested bidders as per the details given in the activity schedule.

8. Earnest Money Deposit:

The bidder should submit to LIC a total of Rs.89, 00,000/- (Rupees Eighty Nine Lakhs only) as EMD along with the Technical- Bid document should be submitted in form of an unconditional and irrevocable Bank Guarantee payable at Mumbai which should be executed by a Nationalized /Scheduled Bank acceptable to LIC (*as per Annexure-VI*) valid for one year from the last date of submission of this tender. Non-submission of EMD along with Eligibility-Bid document may disqualify the Bidder. EMD exemption will be given for Micro and Small Enterprises as defined in MSE 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 in the envelope as mentioned in this RFP document.

- a) EMD, without interest, will be refunded to the qualified vendor after acceptance of Purchase Order and/or Signing of the Contract(s) by the vendor and submission of required Performance Bank Guarantee (PBG). No interest will be paid on the EMD.
- b) EMD, without interest, will be refunded to the unsuccessful bidders, within 45 days of publication of the result.
- c) The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, if:
 - i. The successful bidder backs out after declaration of the result of the RFP.
 - ii. In case the bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP.
 - iii. The Bidder withdraws or amends its Bid during the period of Bid validity.
 - iv. 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 Bidder does not respond to requests for clarification of its Proposal.
 - v. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - vi. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails
 - To sign the Contract; or
 - To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or
 - to furnish Non-Disclosure Agreement (NDA) as per LIC's format
 - vii. The bids are submitted to LIC without the password protection or with password that does not match with the password used by LIC.

Bids submitted without EMD or EMD not submitted conforming to above criteria, will be treated as non-responsive and will be summarily rejected

9. Instructions for Bid Submission

- a) 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.
- b) This is an E - Tender and hence Bids must be submitted "ONLINE". Tender is to be submitted online through e procurement portal. All documents are to be scanned and uploaded. Please refer to Annexure-XIV for Online Tendering Guidelines.
- c) The bidder should not respond to this RFP / quote for this requirement in consortium with any other partner. All such consortium bids will be summarily rejected.
- d) Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP/tender and subsequent modification(s) to this tender, if any.
- e) Hard copy of the bids in sealed envelopes are to be submitted in the following manner within three working days of eligibility and technical bid opening:
- f) The original Bid shall be typed on 8.27" by 11.69" (A4 size) paper in indelible ink.
- g) **The content of the soft copies uploaded, and the content s of the hard copies submitted must be exactly the same. If not , the BID MAY BE REJECTED.**
- h) All the envelopes and covers should indicate the name, address, telephone & mobile number, E-mail ID and fax number of the bidder clearly.
- i) Two-bid system (Eligibility-Technical and Commercial) will be followed by LIC for this RFP.
- j) Eligibility and Technical bid documents should be submitted in a separate envelope (along with pen drive for technical bid) which should be sealed and super-scribed as "ELIGIBILITY& TECHNICAL BID for Installation, Commissioning and Management of Managed Video Conferencing Solution LIC Ref: CO/IT-DT/NW/2025-26/01 dated".
- k) The prices must not be indicated in the Technical Bid, failing which the Bid may be rejected
- l) Commercial bid should be submitted in a separate envelope (along with pen drive for commercial bid) which should be sealed and super-scribed as "COMMERCIAL BID for Installation, Commissioning and Maintenance of Managed Video Conferencing Solution LIC Ref: CO/IT-DT/NW/RFP/2025-26/01 dated : 06/10/2025".
- m) The indicative prices are ONLY to be quoted in the commercial bid.
- n) The above two envelopes containing the Eligibility, Technical-Bid and Commercial-bid should be placed inside another (third) envelope with the superscription as "BID for Installation, Commissioning and Maintenance of Managed Video Conferencing Solution LIC Ref: CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025".
- o) The Bid processing fee, EMD and Pre-contract Integrity Pact (duly filled and signed) should be submitted separately in a sealed envelope bearing the name and address of the bidder.
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 Bidders submit Pre-Contract Integrity Pact, EMD (Earnest Money Deposit) Bank Guarantee with submission of Bid.
- p) Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document. Sealed Bids should be addressed to **THE EXECUTIVE DIRECTOR (IT/DT)** and should be deposited in the tender box at the address and date as given in the activity schedule.
- q) No consideration will be given to a bid received after the date and time stipulated by LIC and no extension of time will be permitted for submission of Bids.
- r) The Corporation will not be responsible for non-receipt of bids/quotations within the specified date and time due to any reason.
- s) The hardcopies of the bid (all documents and Annexure submitted as a part of bid or called for by the LIC) must be spirally bound, serially numbered, duly signed and stamped on each page of the bid document. Bid

shall be signed by the duly Authorized signatory of the bidder. The person signing the bid shall sign all pages of the bid, except for an un-amended printed product literature/technical data-sheet available in the public domain.

- t) The bid may be rejected if:
 - i. Bid is not signed by the duly Authorized signatory or
 - ii. Bid submitted is unsigned or partially unsigned or
 - iii. An image of signature found pasted on pages instead of wet signature or
 - iv. Scanned bid is submitted.
 - v. Pre-contract Integrity Pact (duly filled and signed), EMD and Bid processing fee not enclosed.
 - vi. Bids are not submitted in respective envelopes as stipulated above.
- u) **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.
- v) **Bid Currencies**
Prices for all the components shall be quoted in Indian Rupee. The Bids in currencies other than INR will not

- be considered.
- w) Ordinarily the bid shall contain no overwriting. Any interlineations, erasures or overwriting shall be valid only if the person signing the bid countersigns them. Overwriting/correction in the commercial bids are not permitted and any such overwriting in commercial bid will lead to its rejection.
 - x) The specifications (Technical and Commercial Bids format) shall be submitted in the spread sheets as per respective Annexures specified in this RFP.
 - y) The contents of the Soft copies submitted in a READ-ONLY pen drive (Separate pen drive for Technical and Commercial Bid in respective sealed envelopes) and the contents of the Hard copies shall be exactly the same. However contents of Hard Copy will prevail.
 - z) The technical specifications sheets and commercial-bid format/sheet in the spreadsheets will be password protected by LIC. The password used on the spread sheets will be validated by LIC for checking the authenticity of the file. If the password does not match, EMD OR A PART THEREOF MAY BE FORFEITED and BID MAY BE REJECTED.
 - aa) It may be carefully noted by all the participating bidders that it is likely if the password protected sheet is opened in any another software for e.g. open office, the password protected sheet may lose the password. Therefore care has to be taken to open the spreadsheet only in an application for e.g. MS Excel where it will not lose its password when edited. It may also be informed that the softcopy of the Technical and Commercial bids provided in the CD/DVD will be checked at the time of opening of the Technical and Commercial bids. In case the spreadsheet is submitted to LIC without the password protection or with password that does not match, the BID MAY BE REJECTED.
 - bb) In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs.5,000/- per violation will be charged and recovered from the EMD. For example: if the Bid is not spirally bound a penalty of Rs.5,000/- will be imposed. Upper cap for this penalty is Rs.10,000/-
 - cc) During Technical Bid evaluation if any deviation is observed, LIC may call for clarifications and may decide to accept any deviation at its discretion and decision of LIC in this matter will be final. However, this will be done before opening of commercial bids.
 - dd) If any compliance or clarification sought by LIC is not submitted within 5 working days of being called for, the 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.

10. Disqualification

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
- b. Exhibited a record of poor performance
- c. Failed to provide clarifications related thereto, when sought;
- d. Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- e. Submitted a Proposal with price adjustment/variation provision

11. Technical Bid

The Technical-Bid document should contain the following:

- (i) Covering letter (*on bidder's letterhead*) giving reference of this RFP and consent for acceptance of all the Terms & Conditions of this tender (*including modifications, if any, issued subsequently*) and mentioning list of all the enclosures.
- (ii) Technical specification compliance sheet as per Annexure-VIII (*to be given separately in an Excel sheet*).
- (iii) Complete bill of material to be submitted along with technical bid.
- (iv) Technical details/brochures of the product(s) as given in the Technical bid. No indications as to price aspect **or** financial stipulations are to be given in the technical bid, failing which the bid shall be rejected.
- (v) Soft copy of the complete Technical bid (*along with all its annexure*) in a separate READ-ONLY CD/DVD with all documents.
- (vi) No indication to price aspect is to be given in the technical bid, failing which the bid shall be rejected.

Note: The above list of requirements is indicative only. The vendor should refer to the bid document for **all** requirements that are required to be submitted in the technical bid document.

12. Commercial Bid (Indicative Price)

Price is to be quoted in **Indian Rupees** only.

All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per Annexure-IX under the heading "Format of commercial bid (indicative) for Installation, Commissioning and Maintenance of Managed Video Conferencing Solution LIC Ref: CO/IT-DT/NW/RFP/2025-26/01 dated 06/10/2025".

- a) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per Annexure-IX
- b) For each component, the prices quoted should be inclusive of all costs excluding GST.
- c) Any other local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc. 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. CST will not be paid – only sales tax / VAT will be reimbursed.
- d) 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.
- e) The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labour rates etc.
- f) Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.
- g) 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.
- h) 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.

13. Clarification on Bids

During evaluation of bids, LIC may, at its discretion, ask the Bidder for clarifications on its bid. The request for clarification and the response shall be in writing.

LIC may decide to accept any deviation at its discretion. However this will be done before opening of commercial bids. If any compliance or clarification sought by LIC is not submitted within 5 business days of being called for, the 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.

14. 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 the bidders shall be the property of LIC.

15. 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 and 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) 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) If a bid is not responsive and not fulfilling all the conditions of the RFP, it will be rejected by the Corporation and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- h) 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.

16. Revised commercial bid (If applicable):

LIC may call for any additional information/document by way of clarification etc. before the finalization of the technical bid. Also, during scrutiny of technical bid, if any technical specification/s and/or scope of work is/are changed or if there is a need of normalization for hardware/software to meet LIC's requirement, all the vendors will be informed of the same and asked to submit fresh commercial quotation in a separate cover, duly sealed and super scribed "REVISED COMMERCIAL BID for Installation, Commissioning and Maintenance of Managed Video Conferencing Solution LIC Ref: CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025".

During technical evaluation if any deviation is observed, LIC may decide to accept any deviation at its

discretion and decision of LIC in this matter will be final and binding. However this will be done before opening of commercial bids.

17. Bid Validity Period

Bids shall remain valid for 1 year from the last date of bid submission under this RFP. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity any time before the expiry of validity period. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended.

18. Late Bids:

- a) The Bids received beyond date and time mentioned in activity schedule will be termed as "Late" and will be rejected/returned back to the bidder unopened.
- b) LIC will not be responsible for non-receipt of bids/quotations within the specified date and time due to any reason.
- c) LIC may, at its sole discretion change the date/time of submission of bids and LIC's decision in this matter will be final.

19. Procedure for opening of the bids:

Bids received within the specified closing date and time in the Activity Schedule will be opened in the presence of bidders' representatives who choose to attend the "bid-opening process" on the specified date, time and venue as given in the Activity Schedule (maximum two representatives per bidder will be permitted in each of the bid openings).

- a) The date and Venue of the opening of the Bids shall be as per the Activity Schedule. The representatives of the bidders should carry the identity card and a letter of authority from the bidder to identify their bonafides for attending the opening of the Bids.
- b) The outer sealed Envelope and the envelopes containing the Eligibility and Technical bids shall be opened by the Tender Opening Committee (TOC) of LIC in the presence of the bidders/their Authorized representatives who choose to attend, as per the activity schedule.
- c) Technical bids will be evaluated only for those bidders declared as "qualified" as per the MEC.
- d) On completion of the Technical Bids evaluation, the date, time & venue of opening of their Commercial bids will be intimated to all shortlisted bidders.
- e) Commercial bids (indicative) of only the bidders shortlisted in the Technical bid evaluation will be opened by the Tender Opening Committee of LIC in the presence of the bidders/ their Authorized representatives who choose to attend.

20. Bid Evaluation:

- a) LIC will evaluate the Bids submitted in response to the RFP and all supporting documents / documentary evidences as per the requirements stated in the RFP documents and its subsequent modifications (if any).
- b) LIC may ask for meetings with the Bidders to seek clarifications on their bids.
- c) Evaluation of the responses to the bids and subsequent selection of the successful bidder(s) 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. (Formatting numbering)
- d) If any compliance or clarification sought by LIC is not submitted within 5 business days of being called for, the bids are liable to be rejected.
- e) 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.

21. Rejection of non-compliant bid:

- a) LIC reserves the right to reject any or all bids on the basis of any deviation(s).
- b) 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.

22. Technical Bid Evaluation process:

The technical bids will be evaluated only of those bidders who fulfill the eligibility criteria. The Technical Bid response contains the detailed specification(s) for individual items.

- a) Only those bids which have been found to be in conformity of the eligibility terms and conditions will be taken up for further evaluation.
- b) LIC reserves the right to evaluate the bids on technical and functional parameters including visit and witness demos of the system and verify functionalities, etc.
- c) Bidder should quote only those appliances which can seamlessly integrate with other standard video

conferencing solution procured through this RFP or future RFPs. Failure to do so may lead to bid being rejected and forfeiture of EMD/PBG.

- d) LIC may request for demonstration of interoperability of the various solutions provided. These demonstrations may be done at LIC Vile Parle or at vendor's premises in Mumbai.
- e) To assist in Technical Evaluation, LIC reserves the right to call for any clarification from any/all bidder during the evaluation of the bids. Such clarifications should be submitted only in writing. However, no other correspondence on bids will be entertained.

23. Commercial Bid Evaluation process

- a) Only those Bidders who qualify in Eligibility and Technical evaluation would be shortlisted for commercial evaluation via Online Reverse Auction conducted by LIC's Authorized e-Procurement service provider.
- b) The Bidder has to specify both in figures & words for all price quoted in Commercial Bid (indicative).
- c) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per Annexure-IX.
- d) 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. The total price will be corrected accordingly.
 - b. If there is discrepancy between words and figures, words will prevail.
- e) The Commercial bids (indicative price) of technically short listed bidders will be opened by the TOC in the presence of bidders/ their Authorized representatives who choose to attend. Thereafter, these bidders need to participate in online reverse auction for which web-based e-tender platform will be made available by LIC.
- f) **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.

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.

Discounting rate to be used: 10%

Standard software for example „Excel“ can be used for the NPV computation. An indicative template is also provided purely for facilitating the bidder. Bidders must ensure the accuracy of the computation at their end for the calculations. The template provided is a facilitator only for the computation and the bidder is responsible for the computation as per the guidelines.

$r = 10\%$ i.e. 0.10

- g) **Price Variation Factor and H1 Elimination clause:**

When the number of Technically Qualified Bidders are more than five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated from participating in online reverse auction, if his 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 technically qualified bidders for all items in aggregate.

- h) The total Bid Price for this clause will be all inclusive bid price at Net Present Value (NPV) exclusive of GST.
- i) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.

24. Online Reverse Auction:

The Commercial bid (indicative) as per Annexure-IX shall be submitted in a separate sealed cover. After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.

- a) The Commercial Bids (indicative) of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives. Thereafter, the technically qualified bidders subject to provisions of Price Variation Factor and H1 Elimination clause (refer point (g) above), are required to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.
- b) 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.
- c) LIC shall conduct the „Online Reverse Auction Process“ for the L1 Bid Price determination. During reverse auction, the participating bidders shall input only the total cost that they have to offer. This amount shall be arrived at by the bidders themselves off-line by using the formula mentioned at point 23 (f) above.
- d) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder. Based on the Cost of Ownership (TCO) declared by the Bidders during the online 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. The bidder with the L1 Quote, post the Online Reverse Auction and Commercial evaluation will be declared L1 Bidder
- e) The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material, 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.

- f) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 days (excluding Saturdays, Sundays and Holidays under NI Act. As applicable in Maharashtra), failing which LIC reserves the right to reject the bid and forfeit EMD.
- g) The commercial figure quoted will be an all-inclusive figure inclusive of out of pocket expenses, traveling, boarding, permits, lodging but excluding all applicable taxes such as Service taxes, local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc.
- 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 Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time.
- j) 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”.
- k) LIC will determine the Start Price and other parameters for the Reverse Auction –
 - i. on its own and / or
 - ii. evaluating the price band information available in the commercial bids (indicative) of the technically qualified bidders and / or
 - iii. based on the lowest quote received in the commercial bids (indicative).

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

- **Notification of Award**

After Online Reverse Auction, LIC will notify the successful bidder in writing or mail through a letter of Notification Award that its proposal 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.

25. Contacting LIC:

No Bidder shall contact LIC or its employees through any means of communications on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of LIC, it should do so through designated email-id as given in the Activity Schedule. Any effort by a Bidder to influence LIC in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

26. Right to terminate the Process:

- l) 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.
- m) This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.
- n) 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.
- o) LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter.

SECTION-D: TERMS AND CONDITIONS

1. Terms and Conditions regarding bidding:

- 1. The Bidder is expected to examine all instructions, statements, forms, terms, conditions and specifications in the bid document. Failure to furnish all information required by the bid document or submission of a bid not responsive to the bidding document in every respect will be at the Bidder's risk and may result in rejection of his bid. While the Corporation has made considerable effort to ensure that accurate information is contained in this RFP, the information contained in this RFP is supplied solely as a guideline for bidders.
- 2. Any notice by one party to the other pursuant to the Contract shall be sent by e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract. All communications shall be addressed to The ED (IT/DT), LIC of India, Central Office, IT/DT Department, 2nd Floor, Jeevan Seva Annexe Bldg, S.V. Road, Santa Cruz – West, MUMBAI 400054. A notice must be in writing, in English and signed by a duly authorized person of either 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.
- 3. LIC may waive off any minor non-conformity or irregularity in a bid, which does not constitute a material

- deviation, provided such a waiving does not prejudice or affect the relative ranking of any bidder.
4. Bid with insufficient information, for thorough analysis, may be rejected.
 5. 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.
 6. It will be the responsibility of the vendor to take care of all the formalities (wherever and whatever applicable) as per rules / tax laws / regulations / orders of any government/non-government/ regulatory authority in force etc.

2. Other / General Terms and Conditions:

2.1. Assignment:

The successful bidder (hereinafter mentioned as vendor / successful bidder) shall not assign in whole or in part, the obligations to perform under the contract, except with Corporation's prior express consent except with Corporation's prior express consent.

2.2. Non-Disclosure Agreement (NDA):

During the contract period, the Personnel of vendor will have access to confidential information of LIC of India such as IP addresses, router configuration, video conferencing sessions, video conferencing recordings architecture, etc. The vendor or its Personnel shall not disclose at any point of time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also the vendor may use the information only for serving LIC's interest and restrict disclosure of information solely to those employees of vendor having a need to know such information in order to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of vendor under this agreement and require such employees to maintain these obligations. The successful bidder has to sign NDA as per Annexure-VII. Violation of NDA will lead to legal action, forfeiture of PBG and blacklisting.

2.3. Performance Bank Guarantee (PBG):

The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 5% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount.

The required PBG should be submitted to LIC within 15 days from the date of letter issued by LIC for selection as the "selected vendor". The PBG shall be valid for the period of 63 months (including three months of claim period) from the date of submission of PBG to LIC. The PBG may be invoked for entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite-support etc. required as per this RFP.

If vendor fails to submit the required PBG within 15 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 allot the contract to the L2 bidder at L1 prices, so on and so forth. All the terms & conditions, stated in this RFP (and subsequent modifications, if any) will then be applicable to the L2/L3 bidders, so on and so forth. In case the tenure of servicing is extended beyond five years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.

The PBG may be required to be submitted in multiple numbers, if required by LIC.

The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:

- i. The bidder fails to honour 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.

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.

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 tender. This should happen within one month prior to the expiry of the earlier PBG, unless otherwise intimated by LIC.

2.4. Signing of contract:

The selected bidder (vendor) has to sign a contract with LIC as per the terms and conditions of the RFP on a Rs.500/- non-judicial stamp-paper. This initial contract will be called as the Master Service Agreement (MSA) which will act as the comprehensive contract document between LIC and vendor for all purpose/conditions related to the RFP. The MSA will be the permanent reference & the contract document (with subsequent modifications, if any). The modifications to the MSA will be mutually agreed and will be accommodated in the form of addendum/schedules to the MSA since procedural aspects, services etc. will be continuously evolving. On behalf of LIC, MSA will be signed by the Officials of Central Office, IT/DT dept. Mumbai. No other contract will be required to be signed by any of other LIC-offices.

2.5. Transportation and Insurance:

The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period till 10 days from the date of delivery at LIC's offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall:

- (a) Intimate and pursue claim with the Insurance Company till settlement and
- (b) 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.

2.6. Road Permit:

Road/entry permit etc. which may be required for entry into a State for supply of the equipment's 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.

2.7. Dispute:

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 in this bid document or claim of liability, the same shall be referred in writing to an arbitrator appointed by mutual consent of both parties whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitration and Conciliation Act 1996. The venue of arbitration shall be Mumbai. Subject hereto the High court in Mumbai shall have exclusive jurisdiction 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.
- f) If the arbitrator so appointed resigns his appointment or vacates his office or is unable or unwilling to act due to any reason whatsoever the appointing authority shall appoint a new arbitrator in his place.
- g) The Arbitration shall decide each dispute in accordance with term of the contract and give a reasoned award.

2.8. Termination:

If Vendor fails to comply with Performance Assessment and, if any part of the service does not meet the

specifications) ,LIC may (in addition to its other remedies) terminate the Contract or reduce the scope of services by giving the Vendor written notice of 90 days. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination.

LIC may, at any time, terminate the Contract by giving written notice of 30 days 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

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

2.9. 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.

2.10. Force Majeure Condition:

- a) For purposes of this clause, “force majeure” means an event beyond the control of the Bidder excluding those involving supplier’s/OEM faults. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, riots, epidemics, quarantine restrictions and freight embargoes (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only),
- b) In case a Force Majeure situation arises, the Vendor shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days and prove that such is beyond the control and affect the implementation of the agreement. The Vendor will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract
- c) Unless otherwise directed by LIC of India in writing, the Vendor shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.
- d) If non-performance or diminished performance by the Vendor due to the circumstances as per above continues for a period of more than 30 consecutive days, the other party may terminate the Contract immediately by giving the Vendor written notice of 90 days.
- e) If the Contract is terminated, each party will bear its own costs and neither party will incur further liability to the other.

2.11. Limitation of liability:

Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, patent, 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 both parties shall not be liable, whether in contract, tort 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 supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

2.12. Confidentiality:

The contents of this RFP and the supporting documentation are confidential to the corporation and are provided solely for the purpose of response to the RFP. The bidder shall not, without the written permission of LIC make any public statements in relation to the details of contract or the awarding of any subsequent order or contract to the bidder.

Information relating to the examination, clarification, comparison and evaluation of the proposals 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 proposal.

The vendor including but not limited to its personnel, agents and associates, is bound by the conditions of the Non-Disclosure Agreement submitted by the vendor in response to the RFP. The vendor to 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.

2.13. Intellectual Property Rights

- 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.
- All Intellectual Property Rights in the Contract Material shall vest in LIC.

There shall be no assignment or transfer of any Vendor's pre-existing IPRs pursuant to Agreement

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 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.

2.14. Warranties

The Vendor will have to represent and warrant that:

- a. It has the right to enter into the Contract resulting from this RFP;
- b. It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;

2.15. Copyright Violation and Patent Rights:

The vendor shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder Intellectual Property Rights, losses attributable to the Vendor's negligence or willful default in performance or non-performance under the contract.. The vendor shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.

2.16. Fraud and Corrupt Practices:

The bidder/vendor, their employees, agents, advisors and representatives shall observe the highest standard of ethics at all times (pre and post the RFP process). Notwithstanding anything to the contrary contained in this RFP, LIC shall reject a Bid or terminate the contract without being liable in any manner whatsoever to the bidder/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") in the evaluation process 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 as mutually agreed genuine pre-estimated compensation and damages payable to LIC for, inter alia, time, cost and effort of LIC, with regard to the RFP, including consideration and evaluation of such Bids and such Bidder/Vendor may not be allowed to participate in any RFP issued by LIC during a period of two years from the date of such finding if bidder bidder/vendor is found by LIC to have directly or through an agent, engaged or indulged in corrupt / fraudulent / coercive / undesirable / restrictive practice, during the Selection Process, or after the issue of the Letter of Notification of Award or the execution of the Agreement as the case may be. (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 Award or the Agreement). 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,

- suppression of facts in order to influence the Selection Process or violation of statutory requirements/regulations etc.
- (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 Vendors with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2.17. 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) as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and
- (d) as between any value written in numerals and that in words, the value in words shall prevail.

2.18. Conflict of interest:

The Vendor shall disclose to LIC in writing, all actual and potential conflicts of interest that exists, arises or may arise in the course of performing the obligation(s) as soon as it becomes aware of that conflict.

The Vendor will warrant that, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the contract. 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 (fifteen) days.

2.19. Rights reserved by LIC:

- (e) If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC reserves the right to debar the Bidder from participating in future RFPs floated for a period decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.
- (f) LIC reserves the right to accept or reject any RFP and annul the RFP process and reject all RFPs, at any time prior to award of agreement without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder(s). Reasons for cancellation will be determined by LIC at sole discretion.
- (g) LIC reserves the right to accept or reject any or all Bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof.
- (h) LIC reserves the right to verify the validity of bid information, and to reject any bid/quotation where the same appears to be incorrect, inaccurate or inappropriate in the Corporation’s estimation.
- (i) Bids not conforming to the requirements of the RFP may not be considered. LIC reserves the right, at any time, to waive any of the requirements of the RFP, at its sole discretion and in the best interest of the Corporation. However, this will be done before opening of the commercial bid(s).
- (j) Further, the Corporation shall have the right to cancel the RFP process at any time without assigning any reason, prior to finalization of the contract, without thereby incurring any liability to the affected bidder or bidders. Reasons for cancellation will be determined by the Corporation in its sole discretion.
- (k) LIC may call for any additional information/document by way of clarification before the finalization of this tender process.
- (l) Procurement of any equipments/components outside this tender.
- (m) There may be certain unforeseen issues. LIC will decide these issues based on merits of each case. The decision taken by LIC will be final and binding on all the bidders/ selected vendor.
- (n) The decision of LIC in all matters will be final and binding on all bidders participating in this bid.
- (o) LIC may terminate the agreement if it determines at any time that the vendors or their representatives were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the agreement, even if the concerned Vendors have taken timely and appropriate action satisfactory to the LIC to remedy the situation.

2.20. Varying the Contract:

The quantity of material may vary up to 25% of the quantity mentioned in this document.

SECTION-E: SCOPE OF WORK

The scope of work includes total responsibility for providing and maintenance of complete VC solution by providing a Video Conferencing solution as detailed in this RFP including Annexures and technical specifications. Its end to end maintenance, warranty and provide on-site facility management. The scope of work should be read along with the technical specifications

to ensure complete compliance to the scope of work .The vendor should provide the architecture for implementing the VC solution on existing as well as the new dedicated network for Video Conferencing. Supply, install and commission the various components required for Video conferencing services at the various sites in LIC. Document the solution, and provide training to the candidates nominated by LIC. This is not an all-inclusive list. The Bidder is expected to provide the end to end solution and vendor is expected to absorb any other cost of material / services if any not particularly listed below. LIC is using room-based VC solution in the rooms where the new commissioning is to be done and it believes that these rooms are fit for the proposed VC infrastructure. However, the bidder may suggest remediation (before implementation), which may not be binding to LIC and also integrate around 10 to 15 standalone VC system with the solution. Some of the VC rooms have multiple screens installed which also need to be integrated with the proposed solution.

1. General

- a) The entire managed VC solution, along with the links, endpoints, display units, cameras, network devices, cables etc. will be owned by the bidder, will be provided to LIC on OPEX model.
- b) Commissioning and maintenance of links at the various locations provided.
- c) Installation, configuration and maintenance of the various active and passive network components required for the purpose of providing a complete managed Video Conferencing Solution.
- d) Supply, installation, commissioning and maintenance of the necessary hardware and software required for the purpose of providing a complete managed Video Conferencing solution at all locations, as per the technical specifications.
- e) Integration with the Video Bridge Solution provided by the vendor through the dedicated network laid out for it.
- f) Dedicated NTP services for LIC.
- g) Integration with the Network Time Protocol Server for ensuring synchronization of times for the calls.
- h) LIC may choose, at its own discretion, to use the NTP services for other aspects beyond the scope of this RFP.
- i) The vendor should provide unified call control for VC end points, IP phones, browser based, VC applications and soft clients on PC & Mobile phone to provide ease of administration & seamless user experience.
- j) The call control should integrate with corporate directory for user provisioning and directory access.
- k) Provide 24x7x365 basis post implementation comprehensive support.
- l) Vendor has to act as technical-advisor to LIC for Video Conferencing Solution by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor (only when required and not on a regular basis) for technical assistance and submit the detailed documentations etc. by LIC. No additional cost will be payable by LIC for such things.
- m) In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of the managed Video Conferencing equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.
- n) Prepare test-plan, implementation plan, integration plans and rollback strategies
- o) Comprehensive monitoring and onsite support.
- p) The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
- q) No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
- r) The vendor has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.

1.1. Details of Work

- Total solution will cover commissioning of links, supply of network equipments (including active components such as managed switches or passive components such as cables, connectors etc.), dismantling will be done by existing vendor, delivery and installation of Video endpoints and software, implementation, integration of various components, integration with the video bridge and video cloud, testing, training & certification, supporting the VC solution etc. .
- Prepare HLD and LLD in consultation with Service Provider, OEM and LIC for rollout. The design should be Service Provider and OEM certified.
- Design and document a Project implementation plan with significant milestones marked on it.
- Design and implement rollback strategies. LIC should be able to use its existing VC Bridge for making calls in case of failure of the new setup during the rollout phase.
- The selected bidder needs to commission the links and other networking equipments in such a way to ensure the requirements mentioned as per the technical specifications and uptime requirements as per the SLA section.
- The successful bidder need to install all the associated equipments needed to complete the job as per the technical specification described in this tender.

- Bidder needs to study existing deployment of LAN & WAN network environment of LIC and provide for deployment of the proposed solution.
- The installation will include proper mounting, labeling, tagging of all the equipments and providing network and power connections.
- The bidder shall be responsible to provide within scope of work all facilities like labor, transportation, tool Kits, testing equipment, cables, laying of cables, connectors, and power cords etc. which are necessary for successful deployment of solution.
- Transportation to & fro, lodging and boarding of manpower shall be in vendors scope.
- Integration of the 10 to 15 standalone VC systems with the proposed solution.
- Integration of additional screens already installed in some of the VC rooms.

1.2. Design and Architecture

Corporation expects the vendor to submit a detailed plan for designing and implementation of the project which should include the full scope of the project. On acceptance of such plan by the Corporation, the vendor is required to carry out the implementation including supply, installation, commissioning, testing of equipment, maintenance etc.

- The solution will have users who might be on the network provided by the vendor and integrated to the cloud based video bridge, within LICs internal network accessing the video bridge through LIC's Internet Leased Links, within LICs internal network or completely on a separate network over the internet and PSTN for audio calling. The vendor has to understand the complete environment in terms of various locations that might have to be connected using the Video Conferencing Solution.
- Prepare the designs, architecture and implement the solution in line with best practices in the industry, regulatory guidelines, IT Act 2001(along with its amendments) standards as modified from time to time or any other law of the land which may be applicable.
- LIC shall not open any non-standard/vulnerable ports on the firewall for implementation of the solution.
- Recommendation of best practices to implement and roll out the Video Conferencing solution.
- Study of our existing Video Conferencing architecture.
- Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the purchase order. The actual execution will start only after approval of plan by LIC officials.
- The plan shall include information related to proposed migration from the existing Video Conferencing setup, whether all the locations will be migrated simultaneously or the migration shall be gradual, required downtime, deployment schedule etc. The installation of the equipments shall be done as a planned activity on a date & time of approved deployment schedule.
- During the migration phase, the bidder has to plan for integration of the non-migrated units with those of the ones which have migrated to the new setup to ensure seamless VC session experience for the end user.
- If the earlier and current vendor will be different, then dismantling and implementation of current RFP will be done parallel so that minimal downtime is observed.

1.3. Inspection and Acceptance Procedure

Physical Inspection and preliminary testing of the solution shall be done at LIC, in the presence of representatives of the supplier and will comprise of the following:

- a) All equipment/appliances required for the managed VC solution have to be newly procured for this project. No re-used equipment/appliances shall be accepted.
- b) The ownership of the entire solution shall be with the vendor and all the concerned equipments will be taken back by him at the expiry of the contract. However, LIC may choose to extend the contract for an additional period of one year on the same terms and conditions and commercials. This will be binding on the vendor.
- c) On expiry of contract (regular or extended) the equipments will be handed over to the bidder within a time period of three months from the date of expiry. No charges will be paid by LIC for this period.
- d) Insurance of all equipment/appliances required for the VC Solution will have to be done by the vendor every year. The vendor has to provide proof of continued insurance of the equipment every year.
- e) Physical verification of equipment as per the supply contract.
- f) Physical inspection of the equipment for any physical damage.
- g) "Power on self-test" to ascertain that no product/s is dead on arrival.
- h) Physical verification of Licenses, Software media, technical documentation as per purchase order.
- i) Registering the Hardware & Software License with OEM for validation and desired technical support.

1.4. Basic Installation of Links, Network Components, Hardware and Software

- Commissioning of the links at all locations as per the technical specifications. All aspects related to the successful commissioning of links has to be taken care by the bidder. (The list of locations where links are to be provided enclosed as Annexure-XIII).
- The solution may have to be extended to approximate 2000 locations i.e. either using video end points installed at various locations. The bidder has to deploy soft clients on laptop/desktop for senior executives.

- Installation of all network components (both active and passive) to commission and sustain the VC solution as per the technical specifications. Any cabling and its maintenance required for the purpose shall be done by the vendor.
- Providing and maintaining any network racks required for the network components.
- Certain locations (within) the same building have multiple end points (Video Conferencing Units). In such cases the vendor has to ensure that all network components such as switches, cables etc. are installed separately to provide connectivity to the Video Conferencing end points. The vendor shall be responsible for maintenance of all such network components.
- Dismounting and de-commissioning of the complete existing setup (includes plasma, codec, microphones cameras etc.), wherever required.
- Mounting the newly procured setup (complete unit) on the wall/wooden partitions/stand etc. wherever required.
- Powering on the physical devices & running Hardware Diagnostics.
- Installing the required software and Applications on new/re-deployed setup.
- Complete configuration of the new setup/re-configuration of the re-deployed setup.
- Configuring IP address and default gateway etc. on all devices
- Check L2 switch, L3 switch and router connectivity on network using “ping & trace route” commands
- Installing License if any on respective appliances.
- Enabling of features and functionality on respective Appliances as per technical specifications in consultation with LIC.
- Creation of Corporate Directory in consultation with LIC.
- Facilitate user identification.
- Configure all automated updates for all features of the solution.
- Configuration of update and upgrades as and when the latest version is released.
- Installation of cable and upkeep of Touch Panel.

1.5. Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components.

- Vendor has to do end-to-end delivery, installation, commissioning, redeployment and configuration of the solution and implementation and customization etc. as per best practices and LIC's requirements. The vendor will ensure seamless integration of its equipments for functioning of existing as well as future Video Conferencing solutions / IP Telephony solution with no/minimum possible downtime.
- For training centers the bidder has to specifically ensure that the VC experience of the viewers is that of a live training session, with the presenters back not visible to the viewer. Additional cameras (if any) required for this purpose has to be provisioned and installed.
- The vendor has to ensure seamless audio and video quality (Full HD 1080p), camera, microphone, touch panel , whiteboard, speaker settings etc. as per LICs requirement.
- The vendor will be responsible for the end to end management and maintenance of the deployed solution, which includes the links, the network components (both active and passive), the video conferencing equipments/appliances, Video cloud licenses and any other component deployed for the solution.
- The vendor will repair / replace the equipment/appliance in case of any problem arises out of it and during the warranty period will repair / replace as per warranty conditions. If the equipment is not under warranty, a functional standby has to be provided as per the SLA conditions. Any functional standby has to be of an equivalent or higher configuration failing which penalties as per SLA would be applicable.
- The vendor will own the responsibility of maintaining the System Uptime as per the defined SLAs.
- In case of breakdown of any component of the VC Solution the vendor has to rectify the same as per time frame laid out in the SLA, failing which penalty would be applicable.
- If, the breakdown is due to any of the exclusions mentioned in the SLA, the vendor has to provide a functional standby of equivalent or higher configuration, failing which penalties as stipulated in the SLA would be applicable.
- The vendor has to provide a complete procedural workflow for scheduling of calls and ad-hoc calls.
- The vendor has to provide out-of-the-box reports and customized reports templates based on the needs of LIC. These reports shall include, but are not limited to, providing information regarding billing, service availability, usage metrics of video conferencing meetings etc. A separate log in for accessing these reports has to be provided to LIC officials.
- The vendor has to provide a help desk/ticketing tool for logging of complaints, within LICs network, where the user will have an end to end view of the complaints. The complaint logging system should have features like auto-escalation, re-opening of calls etc. The complete workflow will be designed in consultation with LIC. At the end of a quarter the tool should be able to generate the downtime for all locations separately.
- This ticketing tool should be accessible both from LICs network as well the bidders network.
- For the three points mentioned above the vendor has to provide a separate interface for LICs administrators for all locations.

- The vendor has to provide dedicated concierge services for call setup, joining the calls, monitoring and control or any other assistance required.
- The vendor has to provide support over the phone, if required.
- The Video conferencing devices in each of the rooms must have a common user interface and icons for easy access and uniformity to ensure that the users get the same experience in any conference room.
- The devices must be based on custom hardware and software made by the same OEM. No external PC or any other form factor is acceptable.
- All the devices must have 4K resolution for the camera chipset.
- All the calls must be connected at Full HD resolutions from the LIC offices to deliver the best viewing experience to the users.
- The collaboration solution must allow users to use a software client to join VC meetings from their computers itself. Full functionality of the conference, such as ability to change layout, list of participants, view presentations etc should be available to such participants. The users should get the best performance based on the bandwidth available to their PC. The solution must provide the users to get 1080p resolutions when high bandwidth is available.
- A central controlling portal must be provided to register and manage the VC devices. Every VC device should be assigned a unique room name to it for easier searching and finding these devices on the portal using site names or tags. It should also be possible to configure notifications/alerts for critical events such as whether the device is up or down, registered or unregistered, any Audio or Video issue is identified, any change in the configuration done by the user/administrator, Quality of an ongoing call such as packet loss, jitter, latency.
- Usage of the device should be easily available using data from the VC device such as how many calls were made, methodology of joining calls e.g. USB Passthrough or SIP, CVI etc. All this should be available from a central dashboard with secure log in.
- Central configuration and provisioning of the VC devices should be available so that the configuration of the VC devices can be provisioned or back up and restored using templates.
- Additionally, it should be possible to take remote control of the device to manage it without the engineer having to enter the room. It should also be possible to gather analytics such as room utilization, uptime, usage, etc.
- Wireless presentation sharing using Miracast and Apple Airplay must be supported on all the devices natively or an additional hardware such that users are able to use it using without any additional software on the PC/laptop.
- The solution provided must allow VC devices to register to a central call control solution to join into MS Teams Meetings, Zoom Meetings and Webex meetings using SIP. One Button to Join must be provided using integration with a calendaring system on all the devices.
- LIC should have the privilege to open a case directly with the OEM TAC on 24X7X365 basis without the intervention of the partner to get immediate support. (Supporting Document: letter from OEM).
- OEM has to have depots in different cities in India to provide replacement units in case of failures. The list of locations must be submitted by the OEM (Supporting Document: letter from OEM).
- In case of any hardware failure, and an RMA has been successfully created, the OEM must provide a replacement device before the end of the next working day.
- Further the OEM needs to perform the below duties directly -
- 1. Manage LIC's overall adoption lifecycle journey.
- 2. Provide LIC with Monthly release updates, including News-letters on Product Updates & Developments.
- 3. Provide LIC with Personalized onboarding & adoption guidance and best practices.
- 4. Share insights with LIC on usage reporting to demonstrate realized value.
- 5. Manage Critical change management migrations for LIC to maintain foundational experience.
- The VC devices must have the Voice Command feature so that users can use Voice commands to perform common operations such as Join Meetings, Dial a person by calling out the persons name, increase/decrease volume etc. This must be possible using built-in or additional components but the bidder has to take complete ownership of the entire solution.
- All the Large conference rooms as specified by LIC shall be equipped with the Interactive Collaboration devices that will enable white boarding and annotations to be done. This must be integrated with the VC device such that when a whiteboarding is started on this Collaboration device, this whiteboarding is visible on the large screens and to the remote/far end participants.
- The bidder should size the bandwidth for the internet outbreak for cloud based VCs in such a manner that the user gets the best experience as specified in technical specifications of RFP.
- Similarly, the bidder should provide size for internet outbreak between cloud based video bridge and on prem video bridge.
- The solution must have a conferencing solution that must allow participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via the browser using WebRTC compatible browsers in a single conference. Every conference must allow up to 1000 participants. The meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution.

- Latest Features such as Meetings summary, translation etc must be available for conferences.
- The media Traffic from all the Video Conferencing devices must be switched locally on the MCU deployed on the VC network so as to ensure consistent quality and managed services. Participants from Internet using soft client must be verified using a LIC domain id and SSO.

1.6. Documentation

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
- Three sets of hardcopies as applicable and one softcopy shall be supplied as final document.
- Documents for high level design, detailed design, and configuration of individual features set on various appliances, general testing, standard operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.
- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Installation report should contain the part numbers of all the components supplied by the selected bidders.

1.7. Training

Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided at no additional cost to LIC through OEM approved Authorized agencies/faculties.

- Pre-Implementation: Provide training to the LIC personnel/ Onsite support team on the product architecture, functionality and the design for each solution under the scope of this RFP.
- During Implementation: During installation visit the vendor will impart onsite necessary training to Division/Zone /branch / office staff for user level training.
- Post Implementation: Provide hands-on training to the LIC personnel/ Onsite support team on day to day operations, booking, monitoring, installation, implementation, administration, usage, troubleshooting, generation of reports, interpretation of reports, logs etc.
- Documentation and knowledge transfer after each patch/version update.
- The bidder and OEM are required to provide training jointly as per the below table for people nominated by the LIC for each solution specified in the scope of work.
- The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the functionalities of the solutions and the latest features for minimum of one day. LIC has the right to exercise this training option at its discretion.
- All out of pocket expenses related to training shall be borne by the selected bidder.
- The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training

Solution	Pre-Implementation (Days)	Post-implementation (Days)
VC solution	1	2

- The detailed training documents should be given to the training participants. The detailed theory & hands-on training should be imparted by the OEM Authorized personnel at LIC premises.
- The training facilities shall be made available by LIC, the Bidder will have to ensure that training is imparted in a professional manner through certified and experienced personnel (other than on-site Personnel) and proper courseware is given to every person attending the training.

1.8 Acceptance by LIC

- The Goods supplied by the Bidder should meet the technical specifications envisaged in this tender document.
- A comprehensive "Acceptance Test Plan" document, containing various aspects of the „Acceptance Test" to demonstrate all the features of the proposed Solution, shall be submitted by the bidder. The same shall be discussed with LICs representatives and modified suitably (if required) in the form of a User Acceptance Test (UAT).
- Acceptance tests should explicitly demonstrate the various aspects mentioned in the technical specifications and the scope of work
- The solution will be considered to have been commissioned when all services as described in this tender document are able to run smoothly over the network. Mere installation of appliances/equipments with out-of-the box features will not be considered as commissioning of the proposed solution.
- The final acceptance will be provided by LIC after verifying all aspects as mentioned in the UAT have been delivered to satisfaction.

2. Continuity

The bidder agrees for the following continuity arrangements to ensure the business continuity of LIC:

- In the event this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable assistance and help to LIC and to any

new contractor engaged by LIC, for the smooth switch over and continuity of the Services.

- In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.

3. Compliance with IS Security Policy:

The Vendor shall have to comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality;
- ii. Responsibilities on system and software access control and administration;
- iii. Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor;
- iv. Physical Security of the facilities;
- v. Physical and logical separation from other customers of the Vendor;
- vi. Incident response and reporting procedures;
- vii. Password Policy;
- viii. Access management Policy;
- ix. Acceptable usage Policy (Authentication and Identity Management, Authorization and access control);
- x. Data Encryption / Protection requirements of LIC;
- xi. Cyber Security Policy;
- xii. Auditing;
- xiii. In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured as per DPDP Act and DLP.
- xiv. Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC;

4. Right to Audit

- i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC
- ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.

Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC.

5. Survival

The following are general clauses which survive the termination and expiry of the contract.

- ❖ Intellectual Property Rights;
- ❖ Indemnity;
- ❖ Insurance;
- ❖ Confidentiality and privacy;
- ❖ Protection of personal information;
- ❖ Security;
- ❖ Audit and access; and
- ❖ Knowledge transfer
- ❖ Warranty

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.

6. 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.

7. Knowledge transfer:

Vendor must transfer/provide LIC access to all information stored on termination or expiration of the contract. Duration of Knowledge transfer shall in no event exceed 90 days

8. 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 on procurement from a bidder of a country which shares a land border with India. Bidders have to submit a self-declaration for land border clause in the form of Annexure XII which shall form a part of eligibility criteria specified in this RFP.

9. 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

Prices

- a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction (if Online Reverse Auction is not held, the lowest price discovered through Commercial Bid) and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period.
- b. Escalation of Costs: The vendor will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.

10. Service-Delivery and Project Management:

The selected vendor will have to post an onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The details of the SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire implementation period and has to sit on site at LIC-CO-IT, Mumbai office. The onsite SDM should have the following minimum profile:

- a) Minimum 5 years of IT experience
- b) ITIL aware and having knowledge of Service Delivery processes.
- c) Minimum 2 years of Program Management experience.
- d) 2 years' experience in deployment of managed VC services.
- e) Experience of handling/managing teams (Minimum 5 reportees).

The responsibilities of the On-site Service-Delivery Manager as a part of support are as follows (*indicative but not exhaustive*):

- a) Act as a Single Point of Contact (SPOC) for the entire project
- b) Responsibility for the entire execution & management of the project after receipt of purchase order. (ii) Overall monitoring of project
- c) Coordination for Delivery/Installation of New hardware in stipulated time frame
- d) Call flow management, Quality Service Delivery
- e) On-site Team management
- f) Overall monitoring and management of managed VC solution and related services
- g) SLA management and reporting
- h) Submission of periodical Reviews and reports required by LIC.
- i) Crisis management and Emergency response procedures.
- j) Preparation and submission of detailed Project documentation to LIC (Purchase Order wise) and progress of initiatives taken by LIC.
- k) He should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.

The Vendor shall submit to ED (IT/DT), CO, Mumbai the name and contact details, including address, telephone number, mobile number, FAX number/email address of the nominated Service-Delivery Manager.

It is mandatory for the concerned Service-Delivery Manager to have structured meeting with the ED(IT/DT)/Secretary(IT)/Dy. Secretary(IT)/Assistant Secretary (IT), Network Section of Central Office once a week,

preferably on Monday, during the implementation period from the date of receipt of the first Purchase Order by the vendor. Weekly meetings should be held till the project is entirely rolled out.

In short, Onsite Service-Delivery Manager shall carry out and coordinate the various tasks involved in the project like Project scheduling, tracking, monitoring, identifying risks, liaising with all stake holders (*OEM, vendors back-end teams etc.*) and reporting to LIC on the overall progress of the project, etc. No charges will be payable by LIC for the onsite Service-Delivery Manager.

The vendor has to nominate a zonal account manager at zonal headquarters. The Zonal Account Manager will be required to meet the respective Regional Managers (IT) on a fortnightly basis for the first six months and quarterly basis thereafter at the Zonal headquarters on a mutually convenient date to sort out the regional service issues. The first such meeting with the Regional Manager (IT) should be held within 2 weeks from the date of receipt of the first Purchase Order by the vendor. The vendor should submit the name & the latest contact details of service engineers and escalation matrix during each such meeting. The minutes of the meeting shall be signed by RM (IT) and the above Zonal Account Manager. If the above conditions are not met, penalty as defined in Table-6 of Para-E (1) under Section-E (SLA) will be applicable.

11. Onsite Support Services:

The successful Bidder has to provide throughout the contract period, the services of an onsite L1 & L2 support personnel at Central office (IT), Mumbai with the qualifications and Experience as described below. As per the changing business needs, LIC may ask the Personnel to report for duty in different Time Windows as per the need of LIC.

L1 onsite support personnel Qualifications:

- a. Graduate in Science/Engineering with at least 2 year of Experience in implementation and maintenance of Video Conferencing solution.
- b. Should have good knowledge on implementation, integration, troubleshooting and various functionalities of the proposed VC solution along with the network aspects.
- c. Should be able to monitor remotely the VC solution at all locations.
- d. Should be on the pay-roll of the vendor i.e. not outsourced.
- e. For seamless integration of the entire solution, the onsite support will have to co-ordinate with the various projects and resolve the problem.
- f. The L1 should have a backup resource of L2 who will complement the person during routine jobs and supplement, if he is on leave. The L2 should be accountable for providing the technical support to LIC.
- g. The L1 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
- h. If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

L2 onsite support personnel Qualifications:

- a. Graduate Engineer (B.E. / B. Tech or equivalent) with at least 3 years of experience in implementation and maintenance of the Video Conferencing solution the person should be certified on the VC solution being quoted.
- b. Should have good knowledge on implementation, installation, integration, troubleshooting, network aspects and all the functionalities as mentioned in the technical specifications of the solution being proposed.
- c. Should be able to monitor and provide guidance remotely to all locations.
- d. Should be able to do day-to-day maintenance of all components of the VC solution.
- e. Should help to locate issues related to security aspects of the managed VC solution and notify the same and assist in its resolution.
- f. Should help to locate issues related to the managed VC solution and notify the same and assist in its resolution.
- g. Should be able to do required changes in configuration, policies, creation of rules etc.
- h. Should be on the pay-roll of the vendor i.e. not outsourced.
- i. For seamless integration of the entire solution, the vendor will have to co-ordinate with the various projects and resolve the problem.
- j. Should be able to co-ordinate with various offices and provide support to users.
- k. The L2 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
- l. The L2 should be accountable for providing the technical support to LIC.
- m. He should have the competency to educate the video conferencing administrators of LIC at Central office with regard to various jobs; trouble- shoot any related issues etc.
- n. If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

Submission of CV, selection of the onsite Engineers by LIC, other conditions:

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 3 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. Additionally, an overlapping period of at least 21 days has to be there between the new and old engineer failing which penalty as per SLA conditions shall be applicable.
 - 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 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.

SUPPORT PLAN: The Bidder should provide a detailed plan on the support for the Video Conferencing solution to maintain the system uptime of at least 99.9%.

SUPPORT PROCESS REQUIREMENT:

- a. The vendor shall provide an escalation matrix in consultation with the IT/DT Department, Central Office, LIC for different categories of support calls.
- b. Day-to-day maintenance of the complete VC setup.
- c. The support Personnel provided should be conversant with the entire setup from scratch, LICs requirements, administration tasks, patch management, user management, backup procedures, etc.
- d. The on-site support Personnel should be able to troubleshoot the problems raised and should maintain a log of them, also report it to the LIC administrators in detail with root cause analysis and problem resolution.
- e. The onsite support Personnel should re-install/ reconfigure any component/ system of the VC solution supplied by the vendor, if required.
- f. In case the problem is not being rectified by the onsite L1 & L2 Personnel even after 1 hour, the issue should be escalated and resolved as per the SLA.
- g. The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same.
- h. Up gradation of products to the latest version at all the locations, whenever applicable by following a risk-based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.
- i. The vendor has to do necessary implementations required from business continuity perspectives with respect to the VC solution.
- j. Root cause analysis of any event has to be done and proper corrective action has to be taken with information to LIC officials. Based on that, the vendor should recommend for improvement to policies, procedures, tools and other aspects.
- k. The Vendor has to provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.
- l. Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- m. The vendor has to comply with the following attributes related to VC solution:
 - LIC has a right to review their processes
 - SOPs for the processes.
 - LIC has a right to assess the skill sets of vendor resources.
 - Advance information about the resources deployed is to be communicated and proper hand-over of charge with complete documentation has to be done for the new resources, which should be approved by LIC.
 - All necessary steps/changes have to be effected in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third party security audit / inspection report.

Note:

- No telephone connection/laptop/desktop will be provided by LIC to the onsite support persons.
- The on-site L1 and L2 support may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given.

Section-F: Payment Terms

- a) No advance payment will be made by LIC. The Central Office of LIC at Mumbai will place orders for the equipments/components for all its offices spread across the country. However, Payments will be made by the Central Office for the orders placed for the Central Office and by the respective Zonal offices for the orders placed for it and the offices under their jurisdiction. Quarterly payment at the end of each quarter, subject to satisfactory services as per the scope of work. TDS will be deducted at source for any payment made by LIC, as per prevailing rules.
- b) In case of any special terms and conditions for payment the same should clearly be mentioned in the queries to be submitted before pre-bid meeting.
- c) Uptime calculation report should be submitted with each quarters invoice.
- d) Documents to be produced for release of payment during the 1st payment:
 - 1) Performance bank guarantee for sum equivalent to 5% of the contract value, as per enclosed format in this tender document.
 - 2) Satisfactory proof of commissioning of Links as per specifications.
 - 3) Satisfactory proof of installation and commissioning of the managed VC solution.
 - 4) Invoice (with reference of Purchase Order for execution, description of services delivered, quantity, unit price, total amount details should be given). The OPEX charges for the each VC endpoint, network equipments, links and bridging solution should be mentioned separately in the invoice.
 - 5) Delivery Challans in original
 - 6) Verification of above deliverables and any other, if needed by Asst. Secretary (IT/DT) or a higher ranking official at CO, IT Mumbai.
 - 7) Copy of Valid Insurance Policy.
- a) Documents to be produced for release of subsequent payments:
 - 1) Invoice (with reference of Purchase Order for execution, description of services delivered, quantity, unit price, total amount details should be given). The OPEX charges for each VC endpoint, network equipments, links and bridging solution should be mentioned separately in the invoice.
 - 2) Copy of Valid Insurance Policy for respective year.

→ The Amount against Penalties (as per SLA) if any will be recoverable from payments **OR** from performance Bank Guarantee **OR** from any other payment due to the Bidder.

For Payment against Onsite Services:

Payment for the Onsite Services will be done on quarterly basis at the end of each quarter on production of the following:

- Invoice for the amount payable quarterly.
- Performance Report of the onsite Personnel.
- The Performance report will be given by LIC administrators considering the various attributes of the Personnel related to the project deliverables.
- Verification of „Service level agreements“ defined in this bid.

The Amount against Penalties if any will be recoverable from any payment due to the vendor **OR** from performance Bank Guarantee.

TIME SCHEDULE FOR DELIVERY AND INSTALLATION

It is not binding on LIC to purchase all the items as per the numbers specified in the commercials. LIC may place purchase orders in a staggered manner and separate purchase orders for onsite support services.

Sl. No.	Purchase Order for	Delivery Schedule (from Date of Acceptance of Purchase Order)
1	Installation, commissioning and implementation	10 Weeks
2	Onsite support	8 Weeks

If the above time-schedule is not adhered to, the penalty as per SLA shall be applicable.

However, equipments/appliances/components not delivered/installed beyond 6 weeks from the time frames stipulated above, 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 clause as mentioned in SLA will 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.
- (vi) LIC may terminate the contract.

Section-G: Service Level Agreement (SLA)

The vendor shall be responsible for end to end uptime of the Video Conferencing Solution. A single SLA with respect to video uptime, whether it is for network failure, network device failure (active or passive component), and video bridge related issues or video end point, display unit etc. issues shall be applicable.

Definition of video site-uptime:

Working days: Five days a week (Monday to Friday)

- Working hour window (for video site-uptime and SLA calculations for all room based solution => 10 AM To 6 PM (i.e. 8 working hours per working day).
- Total working hours in a quarter will be calculated as (M1+M2+M3) x 8, Where M1, M2 & M3 will be the working days in the respective months in the respective quarter. Sundays/LIC-Holidays will be excluded from the working days/hours.
- Total Outage hours shall be defined as the total hours lost (when service is not available) during the working hour window.
- A site will be defined as every location where the room based solution or desktop solution for which the hardware has been provided by the bidder. If there are four room based solution in the same building they would be counted as four sites.

Video Site-Uptime Calculation: The percentage uptime shall be calculated on quarterly basis as follows:

$$\text{Availability (in \%)} = \frac{(\text{Total no of Hours in quarter} - \text{Total Outage Hours in quarter})}{(\text{Total No of Hours in quarter})} \times 100$$

The vendor has to ensure adherence to time-schedules given in this RFP. Non-adherence will attract penalties as given below:

Penalties for downtime of Sites :

Levy of penalties is without prejudice to other rights and remedies available under this agreement:

Level of Video uptime per month	Downtime Penalty
Committed SLA >= 99.90 %	-NIL-
>= 99.40% but < 99.90%	7.5 % of Quarterly Charges for the site
>= 98.90% but < 99.40%	15 % of Quarterly Charges for the site
>= 98.40% but < 98.90%	20% of Quarterly Charges for the site
>= 97.90% but < 98.40%	25 % of Quarterly Charges for the site
< 97.90 %	30 % of Quarterly charges for the site and LIC also reserves the right to terminate the contract.
	Further if the number of time the site is down during a month exceeds 3, LIC reserves the right to terminate the link
PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter.	Rs. 1000.00 per event in business hours (8AM to 8 PM)

For the purpose of maintenance and support SLA, the video sites (room based solution and desktop solution for which the hardware has been provided by the bidder) are categorized as under.

Category A – Select locations in Mumbai, Pune, Delhi, Kanpur, Agra, Patna, Jamshedpur, Kolkata, Bhopal, Hyderabad, Chennai, and Bangalore.

Category B – All remaining locations

1. Delay in delivery of services:

SN	Description	Penalty
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1	Delay in commissioning of links, as per the specifications, beyond 8 weeks from the date of receipt of the purchase order.	0.2% of the annual charges of links ordered for that location, per day till the date of installation/integration subject to a maximum of 10% of the total annual charges for that location.
2	Delay in request for details of information from LIC beyond 1 week from the date of receipt of LIC's letter about bidder's selection as successful bidder.	0.005% of the total Contract Value for every week of delay or part thereof.
3	Delay in submission of HLD and LLD beyond 3 weeks from the date of acceptance of the purchase order.	0.005% of the total Contract Value for every week of delay or part thereof.
4	Delay in installing, commissioning, redeployment of the managed VC solution, as per the specification, beyond 10 weeks.	0.2% of the total annual charges of the managed VC solution for that location per day till the date of installation/commissioning/redeployment subject to a maximum of 10% of the total annual charges for that location.
5	Delay in shifting of VC beyond 2 Weeks from the date of issuance of Purchase Order	0.2% of the PO value of the shifting per day subject to 10% of PO value.
6	72 hour standard change time from verifying receipt of all necessary change information to complete the change requested	Rs. 500 for every 1 hour of delay or part thereof.
7	The bidder is expected to continuously monitor the endpoint availability. In case of a breakdown of any part of the entire solution/complete breakdown at Category-A sites, the relevant defect should be attended immediately and rectified within 2 hours of the receipt/notice/identification of the complaint/identification of the fault through VNOC.	Rs. 1000 for every 1 hour of delay or part thereof in addition to other applicable penalties.
8	In case of a malfunctioning of the video solution/performance issues at Category-A sites the relevant defect should be attended immediately and rectified within 2 hours of the receipt/notice of the complaint.	Rs. 1000 for every 1 hour of delay or part thereof in addition to other applicable penalties.
9	In case of a malfunctioning of the video solution/performance issues at Category-B sites the relevant defect should be attended immediately and rectified within 4 hours of the receipt/notice of the complaint.	Rs. 1000 for every 1 hour of delay or part thereof in addition to other applicable penalties.
10	For all video solution other than room based solution and desktop solution for which the hardware has been provided by the bidder, the relevant defect has to be attended by the bidder and rectified within 48 hours of receipt of notice/complaint.	Rs. 1000 for every 24 hours of delay or part thereof.
11	For all video solution other than room based solution and desktop solution for which the software/licenses have been provided by the bidder, the relevant defect has to be attended by the bidder and rectified within 48 hours of receipt of notice/complaint.	Rs. 1000 for every 72 hours of delay or part thereof.
12	The details of Project Manager/SDM and onsite support personnel are not communicated to LIC within 2 weeks of receipt of PO	Rs.500/- per day.
13	Delay in posting of on-site support Personnel beyond 8 weeks from the date of issue of purchase order for onsite support.	0.5% of the purchase order value for onsite support per week of delay or part thereof.
14	If structured weekly meetings are not held (by the Service Delivery Manager) with ED (IT)/Secy (IT)/ Dy. Secy (IT)/ Asst. Secy.(IT), Network Section, CO, Mumbai.	Rs.500/- for each meeting not held.
15	If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted.	Rs. 500/- per day per Zonal Office or Central Office for the delayed part
16	If structured quarterly meetings are not held and latest contact details of service engineers, SPOCs and escalation matrix not submitted on quarterly basis to the RM(IT)s, and Central Office, Mumbai	Rs.500/- for default for per quarter per Zonal Office.

17	Delay in providing complete escalation matrix for offsite support beyond 4 weeks from date of issue of PO	Rs. 500/- per day.
18	Delay in installation of patches	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, it will attract a penalty of 0.5% of the quarterly charges for each week of delay or part thereof.
19	Delay in providing training to 2 LIC officials in Mumbai, beyond three months of successful implementation of the solution.	Rs. 1000/- per day subject to maximum penalty of Rs. 100000/-.
20	Delay in replacement of damaged VC devices due to fire beyond 2 weeks from the date of intimation of the incident	0.2% of the annual charges of links ordered for that location, per day till the date of installation/integration.

Exclusions from downtime calculation include the following:

1. Downtime because of LAN cabling faults at LIC network
2. Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
3. All failures due to source power unavailability and power conditioning, UPS failure etc. at LIC
4. Force Majeure conditions defined above or any condition not foreseen but mutually agreed by both the parties.
5. Downtime due to any device/appliance not managed by the vendor.

Penalty caps:

Delay in installing, commissioning, redeployment of the managed VC solution, as per the specification, beyond 10 weeks.

- ❖ The total penalty for installation and commissioning of the managed VC solution shall not exceed 10% of the total annual charges for that location.
- ❖ The total penalty for quarterly payments for the managed VC solution shall not exceed 50% of the quarterly charges.
- ❖ The total penalty for onsite support shall not exceed 10 % of the quarterly onsite support charges

EXECUTIVE DIRECTOR (IT/DT)

Section-H: ANNEXURES

1) Annexure-I: Covering Letter

To,
The Executive Director (IT/DT), Life
Insurance Corporation of India
Central Office, IT Dept.,
2nd Floor, Jeevan Seva Annexe, S.V. Road,
Santa Cruz (West), Mumbai 400 054

Sir,

LIC's RFP Ref. No: **Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025**

Reg.: Installation, Commissioning and Maintenance of Managed Video Conferencing Solution

Having examined the RFP document, terms and conditions including all Annexures the receipt of which is hereby duly acknowledged we, the undersigned, offer to supply, deliver, install, maintain, manage equipments / devices / appliances, in conformity with the said RFP documents in accordance with the schedule of prices attached in the commercial bid and made part of this tender.

We hereby agree and accept all the clauses/terms and conditions mentioned in the RFP document 06th October 2025 and also subsequent modifications dated _____2025.

We understand that,

- 1) LIC is not bound to accept the lowest or any bid received, and may reject all or any bid.
- 2) 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.
- 3) If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- 4) If we fail to accept the L1 price arrived at on the basis of commercial bid and/or reverse auction (despite having accepted the terms and condition for the same in our bid document), LIC has full rights to forfeit the earnest money deposit (EMD) of Rs.89, 00,000 (Rupees Ten Lakhs) submitted to LIC by us after the bidding process is complete. LIC shall reserve the right for not informing us/seeking our permission before doing so.

Dated at _____ this _____ day of _____2025

Thanking you,

Yours faithfully

Authorized Signatory,
For _____(Company name)

2) Annexure-II: Company profile and other information

To,

The Executive Director (IT/DT), Life
Insurance Corporation of India
Central Office, IT Dept, 2nd Floor,
Jeevan Seva Annexe, S.V. Road,
Santa Cruz (West), Mumbai 400 054

Application form for the Eligibility of the bidder

Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025

A. Company Details :-

Name of the company:		
Type of the Company [Govt./PSU/Pub.Ltd/Pvt Ltd/JV etc.]		
Address of Corporate Office (HQ)		
Sales Tax registration number and date of registration		
GST Registration Number and date of registration		
Year of Incorporation of the company		
Turnover and profit of the Company Financial Years : 2022-2023 2023-2024 2024-2025	Turnover (Rupees in Crore up to 3 decimals)	Profit Before Tax (Rupees in Crore up to 3 decimals)
Address for communication :		
Official Web Site (URL) :		
Contact persons details : <ul style="list-style-type: none"> ▪ Name: ▪ Designation: ▪ Phone (O): ▪ Fax (O): ▪ Cell No.: ▪ E-mail ID: 	<u>First Person:</u>	

<ul style="list-style-type: none"> ▪ Name: ▪ Designation: ▪ Phone (O): ▪ Fax (O): ▪ Cell No.: ▪ E-mail ID: 	<u>Second Person:</u>
Any other relevant information bidder would like to submit, which is not covered in the above points :	

B. Details of the EMD (Bank Guarantee) :-

Description	Rs. 89,00,000/- towards EMD
Bank Guarantee details :	
Name and address of the Bank :	

C. Eligibility information/Compliance :-

Sr. No.	Bid condition / Description	Complied (Yes/No)
1.	a) The bidder should be a registered entity in India. or b) A company/statutory body owned by Central/State Govt.	
2	The bidder should be in the business of providing managed video conferencing services since last 5 years preceding the date of this RFP.	
3	The bidder should have the necessary licenses as per the law for offering Managed video conferencing services	
4	The bidder Must possess certification such as TL 9000/ISO 27001 or similar certification.	
5	The bidder must be a Tier – I provider and Category-A (class-A from DoT, Government of India.	
6	The bidder should produce the validity of TRAI license with documentary proof.	
7	The bidder should be a Telecom Service Provider and should have a valid Indian Government License to provide National Long Distance services in India.	
8	<p>Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP.</p> <p>Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)</p> <p>Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).</p> <p>*Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.</p>	

9	Bidder must have had a minimum turnover of Rs. 90 Crores in each of their last three financial years preceding the date of this RFP.	
10	The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during any 2 out of last 3 audited financial years preceding the date of this RFP. Further, the bidder should also have positive net worth for the last 3 audited financial years preceding to the date of this RFP.	
11	The bidder should have a dedicated Video NOC in operation for over 3 years.	
12	The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.	
13	The bidder should have direct support with the OEMs. Bidder should not be a mere reseller but an end to end solution provider for managed video services. Bidder must have prime and direct (selling, support, upgrade and service) partnership with the solution / technology provider.	
14	<p>The bidder should not have been de-barred / Black-listed by any State Government in India or any of its agencies or Government of India or any of its agencies or any PSU/Private/BFSI sector firms (including LIC of India) in India as on the date of the RFP for corrupt or fraudulent practices or non-delivery, non-performance in the last three years preceding the date of this RFP.</p> <p>The bidder must also warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the requirements as per the tender, it shall provide details of the action(s).</p> <p>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.</p>	

(Note: Any wrong or incorrect information or suppression of facts will lead to disqualification.)

I certify that the above mentioned information and the relevant annexure and enclosures are true and correct.

SIGNATURE

Authorised Signatory

Name:

Designation:

Mobile No. :

E-mail ID :

FAX No.

Date :

Place:

Official Seal of the company

3) Annexure-III:Self Declarations

Tender Reference No: Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025

To,

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 hereby declare and confirm that:

- 1) We have a dedicated Video NOC in operation for over 3 years.
- 2) We have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.

SIGNATURE

Authorised Signatory

Name:

Designation:

Mobile No. :

E-mail ID :

FAX No.

Date :

Place:

Official Seal of the company

4) Annexure-IV:Declaration regarding non-Blacklisting

Tender Reference No: Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025

To,
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

This has reference to the LIC's Tender Reference No: **LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025**, for Installation , Commissioning and Maintenance of Managed Video Conferencing Solution at the locations specified by Life Insurance Corporation of India. We _____ (name and address of the bidder) hereby confirm that we have not been black-listed/de-barred by any Govt./ PSU/ BFSI organization/ Government Departments in India, including LIC, as on date of submission of the bid. Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last three years.

SIGNATURE

Name:

Designation:

Authorised Signatory

Date : _____ " 2025

Place:

Company Seal

5) **Annexure-V: Bidder's Experience on Installation, Commissioning and Maintenance of Managed Video Conferencing Solution**

Tender Reference No: Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025

A. Information of the projects undertaken:

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.)*

Authorised Signatory

Name:
Designation:
Mobile No. :
E-mail ID :
FAX No.

Date :
Place:

Official Seal of the company

6) Annexure-VI: Bank Guarantee Format for E.M.D.

This Deed of Guarantee is executed by the _____ (Bank name) a Scheduled bank within the meaning of the Reserve bank of India Act and carrying out banking business including guarantee business at Mumbai and other places having its head office at _____ (hereinafter referred to as "the Bank") in favour of Life Insurance Corporation of India, formed under section III of the LIC Act, 1956 (Act XXXI of 1956) (hereinafter referred to as "the Corporation") having its Information Technology Dept. of Central Office at the 2nd floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai 400 054, for an amount not exceeding Rs.89,00,000/- (Rupees Eighty Nine Lakhs only) at the request of (Vendor Name & Address) _____ (hereinafter referred to as the "Vendor").

This Guarantee is issued subject to the condition that the liability of the bank under this Guarantee is limited to a maximum of Rs. 89,00,000/- (Rupees Eighty Nine Lakhs only) and the Guarantee shall remain in force up to ____date (valid for a period of _____) and cannot be invoked, otherwise than by a written demand or claim under this guarantee served on the bank on or before _____ (Date) by the Corporation.

Whereas _____ (Vendors name incorporated under Companies Act) having its registered head office at _____

_____ (address), is participating in the RFP Ref. No. **Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025** for "Installation, Commissioning and Maintenance of Managed Video Conferencing Solution" and subsequent modifications issued on _____.

And whereas the bank _____ (name and address) has agreed to give on behalf of the vendor a Guarantee towards Earnest Money Deposit (EMD).

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Vendor, up to a total amount of Rs.89,00,000/- (Rupees Eighty Nine Lakhs only) and we undertake to pay you, upon your first written demand without cavil or argument declaring the Vendor to be in default as per the terms and conditions of the RFP Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025 for "Installation, Commissioning and Maintenance of Managed Video Conferencing Solution" and without cavil or argument, any sum or sums as specified by you within the limit of Rs. 89, 00,000/-. (Rupees Eighty Nine Lakhs only) as aforesaid, without your need to prove or to show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

1. 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.
2. Our liability under this guarantee is restricted to a sum of Rs. 89,00,000/- (Rupees Eighty Nine Lakhs only).
3. The bank Guarantee will be valid for a period upto _____. (Note: Validity of BG should be one year from the date of submission of BG to the Corporation, including the claim period).
4. A written claim or demand for payment under this bank Guarantee is the only condition precedent for payment of part/ full sum under the guarantee to the Corporation.
5. The corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.
6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Vendor.
7. We hereby confirm that we have the powers to issue this guarantee in your favour 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 & SIGNED BY BANK

7) Annexure-VII:Format for Non-Disclosure Agreement

To be executed over Rs.500 Stamp/Franked paper & notarized: (No deviations in wordings permitted)

Non-disclosure Agreement (NDA)

This Non-disclosure Agreement ("NDA") is made and entered into this __ day of _____ in the year Two Thousand and Twenty Five (2025)

BY AND BETWEEN

Life Insurance Corporation of India, with registered office at Central Office, „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 to LIC's Request For Proposal (RFP) **Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025** 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 that:

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 RFP; restrict disclosure of such Confidential Information to its employees and employees of its affiliated or partner 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, proformas and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. It may be noted that all the information shared as a part of said RFP in the form of project documents, discussions on system architecture, data shared for the sole purpose of evaluating and finalizing the system configurations 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 this 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 issues any media statements about the existence of this engagement and 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 unauthorised 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 the permission from LIC.

The Respondent shall ensure that their employees will not disclose any information of LIC during their employment and 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 ;
- 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. 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 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.

Respondent agrees that Confidential Information is and shall at all times remain the property of LIC. Respondent acknowledge 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.

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.

Respondent 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 agrees that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of LIC posted at/for Central Office-IT (Mumbai, Pune and COSP centers) and Information-Technology department of Zonal offices.

Respondent agrees that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA and a period of three years thereafter 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 Authorised 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 reasonable 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. Respondent 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>

Signature

Authorised Signatory

Name:

Designation:

Date :

Place:

Office Seal:

- 8) **Annexure-VIII: Technical Bid Format (Given separately in an Excel sheet)**
- 9) **Annexure-IX: Commercial Bid (indicative) Format (Given separately in an Excel sheet)**
- 10) **Annexure-X: Commercial Bid final after reverse auction (Given separately in an Excel sheet)**

11) Annexure– XI:Manufacturer’s Authorization Form (MAF)

Tender Reference No: Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025

To,

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 _____ (Equipments) 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:

- Resell and/or distribute _____ (OEM) products and/or services in India to end users within that Territory.
- 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 Authorised channels, provide product warranty services and support for _____ (OEM) products obtained through its Authorised 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 5Years 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 five years 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)

12) Annexure-XII : Format for submitting the Performance Bank Guarantee (s)

Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025

This Deed of Guarantee is executed by the _____ (Bank name) “A Scheduled bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places “having its head office at _____ (hereinafter referred to as “the Bank”) in favour of Life Insurance Corporation of India, Corporation established under Section 3 of LIC Act 1956 (Act XXXI of 1956), having its IT Dept., Central Office at the 2nd Floor, Jeevan Seva Annexe, Santacruz, Mumbai 400054, (hereinafter referred to as “the Corporation”) for an amount not exceeding Rs. _____/- (Rupees _____ only) at the request of “Vendor Name & Address” _____ (hereinafter referred to as the “Vendor”).

This guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs. _____ (Rupees ...in words), and the Guarantee shall remain in force for a period up to _____ (date), and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ (date) by the Corporation.

Whereas _____ (Vendor’s Name incorporated under Companies Act) having its registered head office at _____ has been selected as the vendor by the Corporation as per terms and conditions mentioned in the tender document/RFP Ref.No Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025 And whereas the _____ (name & address of the Bank) has agreed to give on behalf of the Vendor a guarantee (Performance Bank Guarantee), therefore we hereby affirm that we guarantee and are responsible to you on behalf of the vendor up to a total amount of Rs. _____ (Rupees In words) and we undertake to pay you , upon your first written demand without cavil or argument declaring the Vendor to be in default under the Contract , and without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees In words) as aforesaid, without your need to prove or show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

- a. 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.
- b. Our liability under this guarantee is restricted to a sum of Rs. _____ (Rupees In words).
- c. The Bank Guarantee will be valid for a period up to _____
- d. A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/full sum under the guarantee to the Corporation.
- e. The corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.
- f. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Vendor.
- g. We hereby confirm that we have the powers to issue this guarantee in your favour 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 _____

SEALED AND SIGNED BY THE BANK

Executive Director (IT/DT)

13) ***Annexure-XIII : The list of locations where links are to be provided (Given separately in an Excel sheet)***

14) ***Annexure-XIV:e tender guidelines (Given separately)***

15) Annexure-XV:Land Border Clause (LBC)

Ref: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025

Restrictions on Procurement from Bidders from a country or countries, on grounds of defence in India.

(This Certificate should be submitted on the letter head of the Bidder as well as the OEM/OSD/OSO/Manufacturer duly signed by the authorized signatory of the Bidder/OEM/OSD/OSO.)

Date:

To,

The Executive Director, IT/DT
Life Insurance Corporation of India,
“Yogakshema, Jeevan Bima Marg,
Nariman Point, Mumbai – 400021

Dear Sir/Madam,

Re: Installation , Commissioning and Maintenance of Managed Video Conferencing Solution RFP REF: LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025.

1) I have read the 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 the General Financial Rules(GFRs),2017 which defines clauses regarding restrictions on procurement from a bidder of a country which shares a land border with India. I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

2) I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

Place : Authorized signatory Bidder :

Date : Name :

Designation :

Name & Seal of Company :

Authorized Signatory (OEM/OSD/OSO):

Name :

Designation:

Name & Seal of Company

16) Annexure –XVI: Integrity Pact (Given separately)