

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	Response
1	Pg 28 and Sec 1.4	Enterprise-wide data discovery and mapping	Can LIC provide an indicative list/count of applications, databases, file servers, and repositories in scope for personal data discovery?	Please refer to the "revised Scope of Work"
2	Pg 28 and Sec 1.4	Hybrid (automated + manual) data discovery	Is the bidder expected to deploy proprietary discovery tools at no cost, or can assessment-level discovery be performed using industry-standard methods?	Please be guided by the RFP
3	Pg 28 and Sec 1.4	Identification of physical data	Is physical data discovery limited to process-level documentation and sampling, or developing record-level inventory across offices?	Please refer to the "revised Scope of Work"
4	Pg 28 and Sec 1.4	AI/ML-powered scanning of data	Is full AI/ML-based scanning mandatory across all systems, or acceptable where technically feasible and approved by LIC?	Full AI/MIL based scanning is required . In case AI/ML based scanning is not possible the same has to be informed to LIC and other methodologies adopted with consent of LIC .
5	Pg 28 and Sec 1.4	Identification of children and PwD data	Is the scope limited to designing controls and processes, or does it include technical implementation of age-verification mechanisms?	Please be guided by the RFP
6	Pg 29 and Sec 1.5.4	Data Principal Rights workflows	Are existing customer service or grievance platforms expected to be leveraged for rights workflows before procuring new tools?	Please refer to the "revised Scope of Work"
7	Pg 29 and Sec 1.5.5	DPIA templates and workflows	Can LIC provide an indicative number of applications/processes requiring DPIAs in the initial phase?	Please refer to the "revised Scope of Work"
8	Pg 29 and Sec 1.5.5	Periodic DPIA reviews	Please clarify the expected frequency of DPIA refresh during the 5-year engagement.	Please refer to the "revised Scope of Work"
9	Pg 30 and Sec 1.6	Automation-driven controls	Is the consultant expected to configure controls only, with implementation dependent on separately procured tools?	Please be guided by the RFP
10	Pg 32 and Sec 1.7.1	Training (200 sessions)	Please confirm whether 200 sessions is a maximum cap and whether duration and participant count per session are standardized.	Please be guided by the RFP
11	Pg 32 and Sec 1.7.2	DPDP awareness portal	Can this portal be implemented using a COTS or low-code platform instead of custom development?	Please be guided by the RFP
12	Pg 32 and Sec 1.7.3	DPDP program management portal	Is the portal expected to be a single integrated system, or can it interoperate with existing LIC tools via APIs?	Single Integrated system
13	Pg 35 and Sec 10	Onsite Project Manager	Please confirm that the cost of the onsite Project Manager is to be fully absorbed within the commercial bid with no separate payment.	Please refer to the "revised Commercials"
14	Pg 40 and Sec G -SLA – Penalties	Phase-wise delay penalties	Will penalties apply only for delays attributable to the consultant, excluding dependencies on LIC approvals, third-party vendors, or regulatory changes?	Please refer to the "revised SLAs"
15	Section E - Scope of Work Page 26	1. General	1. Please confirm if any gap assessment has been conducted previously.	NO

16	Section E - Scope of Work Page 26	1. General	1. Does the scope of the assessment include subsidiaries/ JV entities of LIC?	NO
17	Section E - 1.3 (B) Page 27	Business Process & Operational Gap Assessment	1. Please provide a list of all the departments and support functions of the organization.	Please refer to the "revised Scope of Work"
18	Section E - 1.3 (B) Page 27	Business Process & Operational Gap Assessment	1. Please provide the customer facing applications that are collecting data also if there is also vendor involved in data collection.	Please refer to the "revised Scope of Work"
19	Section E - 1.3 (D) Page 27	Technology & Security Gap Assessment	1. Please provide the count of applications that process personal data.	Please refer to the "revised Scope of Work"
20	Section E - 1.3 (E) Page 28	Vendor & Third-Party Gap Assessment	1. Please provide the count of all the vendors/ data processors that are onboarded by the Organization. 2. Please provide an estimate number of third-party contracts to be reviewed? Can it be conducted on a sample basis taking different types of contracts under review?	Please be guided by the RFP
21	Section E - 1.3 (F) Page 28	Governance & Organizational Gap Assessment	1. Does the organization have an existing Data Protection Officer and Privacy team? 2. Does bidder company need to provide DPO support like DPO governance, act as virtual DPO, manage data breach notification, managing Data Principal Rights, Grievance Redressal etc.?	Please be guided by the RFP
22	Section E - 1.4 Page 28	Data Discovery & Mapping	1. Does the bidder have to bring an OEM/ tool for data discovery? 2. Please list out all the data storage locations for data discovery to determine the scope of data discovery exercise?	1. Please be guided by the RFP 2. Please refer to the "revised Scope of Work"
23	Section E - 1.4 Page 28	Data Discovery & Mapping	1. Please confirm the access modality for discovery (e.g., read-only, VDI, on-prem scanning, agent-based), and whether third-party-hosted systems will be facilitated by LIC for access.	Please be guided by the RFP
24	Section E - 1.4 Page 28	Data Discovery & Mapping - Identification of cross-border data processing.	1. Please share the number of cross-border data flows and whether any Transfer Impact Assessments have been previously conducted.	Please be guided by the RFP
25	Section E - 1.5 Page 29	DPDP Framework & Policy Design	1. Can you clarify if there are any existing SOPs or Policies governing data privacy across the Bank. If yes, what policies are already present.	Please be guided by the RFP
26	Section E - 1.5.3 Page 29	Notices, Consent & Legitimate Use - Purpose-specific notices	1. How many distinct products/services are there at the Bank which will require different privacy notices?	Please refer to the "revised Scope of Work"
27	Section E - 1.5.5 Page 30	Comprehensive DPIA Templates & Workflows	1. Please clarify if the automation workflow would be part of the bidders scope or under the part of the privacy tool which would be onboarded by the organization.	Please refer to the "revised Scope of Work"
28	Section E - 1.6.1 Page 30	Implementation & Technology Enablement - Project Management Consultancy	1. Does the bidder have bring an OEM/ tool for implementation of controls of the DPDP Act or only support the organization for procuring such tools?	Please be guided by the RFP
29	Section E - 1.6.5 Page 31	Implementation & Technology Enablement - Data Breach Management	1. Please share is the Bank has an existing SIEM tool for monitoring.	Yes, LIC has an existing SIEM tool for monitoring .
30	Section E - 1.7 Page 32	Training, Operations/Sustenance & Assurance - LIC will discover the commercial for 200 training sessions and will conduct the trainings as per the actual requirements. Payment will be made on a pro-rate basis.	1. Please provide clarity on the statement.	Please refer to the "revised Commercials"

31	Section E - 1.7.3 Page 32	DPDP Program Management, Reporting, Collaboration and Evidence Management Portal	<p>1. Please clarify whether the Consultants responsibility includes:</p> <ul style="list-style-type: none"> i) Only design, configuration, and initial operationalization ii) Full application development, testing and deployment as well? 	Please be guided by the RFP
32	Section E - 10 Page 35	Service-Delivery and Project Management -	<p>1. Is the Onsite Project Manager required full-time onsite during the duration of the project, or is a hybrid (onsite + remote) model acceptable if all SLAs are met?</p>	Please be guided by the RFP
33	Section G - Service Level Agreement (SLA) Page 40	Penalty	<p>1. Request you to include exclusions for dependencies not under the consultant's responsibility/ control which may cause delay.</p>	Please refer to the "revised SLAs"
34	Section G - Service Level Agreement (SLA) Page 40	Phase 5: Data Privacy Audit	<p>1. Please clarify the role of bidder in the activity. 2. Will the bidder be supporting the Organization in any data privacy related audits or will they be involved in conducting internal audits?</p>	Please refer to the "revised SLAs"
35	Section G - Service Level Agreement (SLA) Page 40	Phase 6: Final DPDP Compliance Readiness Report	<p>1. Please clarify what constitutes as Final DPDP Readiness Report</p> <ul style="list-style-type: none"> i) Internal Audit sign-off ii) Any external certification iii) Management level sign-off declaration 	Please refer to the "revised Scope of Work"
36	General	General	<p>1. Who will be the business owner and executive sponsor of the DPDP program (ERM, Legal, IT, Cyber Security Dept)? 2. Who will be providing sign-offs or approvals on the deliverables?</p>	Please be guided by the RFP
37	General	General	<p>1. Please provide clarity whether the project work will be carried out from Mumbai or travel will be required to other locations or whether can be done remotely?</p>	The project shall be largely carried out in Mumbai and Navi Mumbai. However, the bidder may be required to travel out of Mumbai, if required. The bidder has to factor in the cost of such travel at time of quoting the bid .
38	Section E - Scope of Work Page 26	1. General	<p>We note that the Scope of Work under the RFP includes activities that may be construed as legal services. As we are not permitted to provide legal services, directly or indirectly. Notwithstanding anything to the contrary, kindly note that we do not provide any legal services directly or indirectly since we are not permitted to provide the same. Our scope is limited to technical and commercial aspects, and no work performed by our employees shall be construed as legal service or legal advice.</p>	Please be guided by the RFP
39	Section H: Annexures Page 53	Annexure VII: Format for Non Disclosure Agreement	<p>We request inclusion of the following clarification to allow retention of professional records in line with standard professional practices: "Notwithstanding anything to the contrary, we shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality."</p>	Please be guided by the RFP
40	Section C Clause 4 Right to audit Page 34	Clause 4 Right to audit	<p>We request clarification and inclusion of the following conditions governing audit rights: "Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) LIC or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of the inspection and any results thereof; (iii) the auditors or the representatives of LIC for the audit shall not be the Service Provider's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with the Service Provider and be discussed and agreed mutually between LIC and the Service Provider for its closure."</p>	Please be guided by the RFP

41	Section G - Service Level Agreement (SLA)	Regulatory authority may inspect facilities of successful bidder for 2 years beyond the contract period and successful bidder shall extend full cooperation in carrying out of such inspection.	<p>We request clarification and inclusion of the following conditions governing audit rights:</p> <p>"Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) LIC or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of the inspection and any results thereof; (iii) the auditors or the representatives of LIC for the audit shall not be the Service Provider's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with the Service Provider and be discussed and agreed mutually between LIC and the Service Provider for its closure."</p>	Please be guided by the RFP
42	Section H: Annexures Page 54	Annexure VII: Format for Non Disclosure Agreement. Clause: 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.	To ensure mutuality and fairness, may we request that this clause be made mutual and be limited to the respective engagement teams involved in the project?	Please be guided by the RFP
43	SECTION-E: SCOPE OF WORK page 26	SCOPE OF WORK	What are the number of functions, sub-functions, locations, number of applications/tools, in scope?	Please refer to the "revised Scope of Work"
44	SECTION-E: SCOPE OF WORK - section 1.2 page 26	Scope coverage	The scope coverage refers to all environments, and Operational locations. It is assumed that the DPDP framework will be designed & implemented centrally. If not, please specify if there is need for travel to multiple locations.	The project shall be largely carried out in Mumbai and Navi Mumbai. However ,the bidder may be required to travel out of Mumbai , if required . The bidder has to factor in the cost of such travel at time of quoting the bid .
45	SECTION-E: SCOPE OF WORK - section 1.5.3 - page 29	Notices, Consent & Legitimate Use	Is LIC expecting a dynamic notice generation capability with comprehensive and short notice for future regulatory changes with the help of privacy tool?	Please refer to the "revised Scope of Work"

46	Minimum Eligibility Criteria (MEC)	Bidder has valid Accreditations mentioned here under •ISO:9001 2015 Certification/ •ISO/IEC:27001:2022 Certification/ •ISO 27701:2019 Certification	As per our current understanding, all the three certificates are required. Please consider to revise this eligibility criteria to: •ISO:9001 2015 Certification/ •ISO/IEC:27001:2022 Certification or ISO 27701:2019 Certification	Please be guided by the RFP
47	9.Instructions for Bid Submission	I)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 Onboarding Consultant for Implementation of Digital Personal Data Protection Act, 2023 and Rules 2025 LIC Ref: LIC-CO/ERM/CSD/RFP/2025-26/DPDPA dated: 14/01/2026".	Is it mandatory to submit commercial bid in this format with pen drive if reverse auction is going to be done eventually?	Clause revised as "Commercial bid should be submitted in a separate envelope which should be sealed and super-scribed as "COMMERCIAL BID for Onboarding Consultant for Implementation of Digital Personal Data Protection Act, 2023 and Rules 2025 LIC Ref: LIC-CO/ERM/CSD/RFP/2025-26/DPDPA dated: 14/01/2026".
48	SECTION-E: SCOPE OF WORK - section 1.3 C - page 27	C.Privacy Impact Assessment (PIA)	What is expected from PIA and how this is different from DPIA which needs to be done as part of subsequent sections?	Please be guided by the RFP
49	SECTION-E: SCOPE OF WORK - section 1.3 E - page 28	E.Vendor & Third-Party Gap Assessment	Is the bidder expected to conduct privacy risk assessment of vendors or they are expected to develop the framework for conducting privacy risk assessment? If privacy risk assessment is to be performed by bidders, please confirm the total number of vendors for which this risk assessment needs to be performed?	Please refer to the "revised Scope of Work"
50	SECTION-E: SCOPE OF WORK - section 1.4 E - page 28	Data Discovery and Mapping: •AI/ML-powered scanning of structured and unstructured data.	Please elaborate on the expectation from this activity. Is the bidder expected to bring their own tool for data discovery or leverage any existing data discovery tool of LIC? Can bidders perform data discovery manually instead of using a tool?	Please be guided by the RFP and the clarification issued in this corrigendum with respect to this aspect .
51	SECTION-E: SCOPE OF WORK - section 1.4 E - page 28	Data Discovery and Mapping: •Risk-based categorization. and tagging	Please elaborate on the expectation from 'tagging'	Please be guided by the RFP
52	SECTION-E: SCOPE OF WORK - section 1.4 E - page 28	Data Discovery and Mapping: •comprehensive Personal Data Inventory, including an Enterprise-wide Personal Data Inventory,	Please help how comprehensive Personal Data Inventory is different from Enterprise-wide Personal Data Inventory?	Please refer to the "revised Scope of Work"
53	SECTION-E: SCOPE OF WORK - section 1.5.2 - page 29	1.5.2Policy, Templates & SOP Suite: •Vendor Audit Reports and Assessment Framework	Please elaborate on the expectation from this deliverable? Are bidders expected to perform vendor audits? If yes, for how many vendors?	Please be guided by the RFP
54	SECTION-E: SCOPE OF WORK - section 1.5.3 - page 29	1.5.3Notices, Consent & Legitimate Use: •Design of Multilingual privacy notices,	Our understanding is that the bidder will draft the Privacy Notice and Consent format in English and ensure that the proposed PETs (including consent management solution/tool) supports multi-language capability for displaying notices and capturing consent. Please confirm if our understanding is correct?	Please be guided by the RFP
55	SECTION-E: SCOPE OF WORK - section 1.5.5.B - page 30	B.Controls, Reporting and Dashboard •Real Time Monitoring: Dashboard should provide real time visibility into the initiation, review, approval and closure of DPIAs across all Branches and Business functions.	Please elaborate on the expectation from this requirement	Please be guided by the RFP

56	SECTION-E: SCOPE OF WORK - section 1.6.1 - page 30	1.6.1 Project Management Consultancy- •Assist in End to End implementation & Integration of the above mentioned tools with LIC environment.	Please elaborate on the expectation from this requirement	Please be guided by the RFP
57	General	Multiple areas in scope	At multiple scope items DPIA has been mentioned. It is not clear, how many DPIAs are required to be done and under which domain the DPIAs are to be done. Please clarify.	Please refer to the "revised Scope of Work"
58	7. Brief of Scope of Work	•RFP and support for procurement of privacy automation tools, including consent management, data principal rights management, DPIA automation, data breach and grievance management, and compliance reporting.	As per our current understanding, bidders are expected to help LIC in procurement and implementation of suitable tools. The bidder will provide integration support and guidance, the actual tool procurement and core implementation will remain the LIC's responsibility. Please confirm. There are multiple sections which are relevant from tool implementation perspective.	Please be guided by the RFP
59	General	Evaluation Criteria	While Eligibility Criteria is outlined in the RFP, please share the evaluation criteria and corresponding document requirements as well.	Please be guided by the RFP
60	General	Submission timelines	Can we please get an extension for submission of our proposal	Please be guided by the RFP

61	General	Reverse Auction	Please elaborate on the Reverse Auction criteria. Who all will be eligible for reverse auction	Please be guided by the RFP
62	Section-B: ELIGIBILITY CRITERIA Page 11 of 60 Minimum Eligibility Criteria (MEC):	3. Information Security Certification - Bidder has valid Accreditations mentioned here under <input type="checkbox"/> ISO:9001 2015 Certification/ <input type="checkbox"/> ISO/IEC:27001:2022 Certification/ <input type="checkbox"/> ISO 27701:2019 Certification	The Bidder is a consulting firm providing consulting services to companies. The bidder conducts its business B2B. Therefore, kindly relax the criteria of having mandatory certifications listed herein.	Please be guided by the RFP
63	Section-B: ELIGIBILITY CRITERIA Page 12 of 60 Minimum Eligibility Criteria (MEC):	7. Experience in Data Privacy & Regulatory Compliance - Minimum Five (5) years of global experience in data privacy advisory and compliance including GDPR / CPRA / PDPA or equivalent regulations (Refer to Appendix 2)	The clients do not issue completion certificates, project sign offs satisfactory certificates etc. We can provide self-attestation along with the PO/ Engagement letter / Agreement copy/ Payment Invoice/Acknowledgement of Completion email from Clients.	Please be guided by the RFP
64	Section-B: ELIGIBILITY CRITERIA Page 12 of 60 Minimum Eligibility Criteria (MEC):	8. - Large BFSI Experience - Execution of at least two (2) enterprise-wide data privacy implementation assignments for BFSI organizations having business volume / AUM exceeding INR 1,00,000 Crore. (Refer to Appendix 3)	The clients do not issue completion certificates, project sign offs completion certificates etc. Therefore, kindly ease the requirement of completion certificate to be provided. We can provide self-attestation along with the PO/ Engagement letter / Agreement copy/ Payment Invoice/Acknowledgement of Completion email from Clients. The Bidder can share final invoice raised to client along with Engagement Letter	Please refer to the "revised Minimum Eligibility Criteria"
65	Section E- SCOPE OF WORK Page 27 of 60 1.3. Applicability Assessment & Comprehensive Gap Assessment (Foundational Phase)	The Consultant shall conduct a comprehensive, enterprise-wide privacy impact & Gap Assessment as the first and mandatory phase of the engagement. This phase shall establish baseline for all subsequent design and implementation activities.	Kindly clarify the scope of enterprise wide, including: Approximate number of business units, departments, and business units to be covered. Kindly confirm whether assessment includes all offices/regions/zones of LIC or is limited to selected locations.	Please refer to the "revised Scope of Work"
66	Section E- SCOPE OF WORK Page 27 of 60 1.3 A. Legal & Regulatory Gap Assessment	Mapping of DPDP Act Sections 4–16 and DPDP Rules against existing LIC policies, procedures and practices	Kindly provide the number of existing policies, procedures, SOPs, and practices against which DPDP Act Sections 4–16 and Rules are required to be mapped.	Please be guided by the RFP
67	Section E- SCOPE OF WORK Page 27 of 60 1.3 A. Legal & Regulatory Gap Assessment	Identify the list of products and services offered by LIC and Assess applicability of provisions of the DPDP Act on it	Kindly provide the number of products offered by LIC. Kindly provide the number of services offered by LIC.	Please refer to the "revised Scope of Work"
68	Section E- SCOPE OF WORK Page 27 of 60 1.3 B. Business Process & Operational Gap Assessment	Assessment of secondary uses such as but not limited to, data enrichment, analytics, profiling, Upselling, cross selling & marketing reuse of personal data beyond the originality.	Kindly confirm whether assessment of secondary use of personal data is limited to identification of such use cases and associated risk.	Please be guided by the RFP

69	Section E- SCOPE OF WORK Page 27 of 60 1.3 D. Technology & Security Gap Assessment	Evaluation of data security measures covering applications, databases, endpoints, networks and infrastructure for meeting the requirements as per the Act.	Kindly provide number of applications to be covered under the Technology & Security Gap Assessment. Kindly provide number of database to be covered under the Technology & Security Gap Assessment.	Please refer to the "revised Scope of Work"
70	Section E- SCOPE OF WORK Page 27 of 60 1.3 D. Technology & Security Gap Assessment	Assessment of access control, encryption, logging, SOC, incident response, DLP and breach detection for meeting the requirements as per the Act	Kindly provide the number of system/platform where access control, encryption, logging, SOC, DLP and breach detections are to be assessed.	Please be guided by the RFP
71	Section E- SCOPE OF WORK Page 27 of 60 1.3 D. Technology & Security Gap Assessment	Evaluate internal tools and processes for meeting the requirements as per the act.	Kindly provide number of internal tools to be evaluated under this clause.	Please refer to the "revised Scope of Work"
72	Section E- SCOPE OF WORK Page 27 of 60 1.3 D. Technology & Security Gap Assessment	DPIA of Applications dealing with personal data.	Kindly provide the number of applications for which DPIAs are required.	Please refer to the "revised Scope of Work"
73	Section E- SCOPE OF WORK Page 28 of 60 1.3 E. Vendor & Third-Party Gap Assessment	Review of contracts, data sharing clauses, indemnities and liabilities of agents, intermediaries, processors and outsourcing partners.	Kindly provide the number of contracts to be reviewed under this clause.	Please be guided by the RFP
74	Section E- SCOPE OF WORK Page 28 of 60 1.3 E. Vendor & Third-Party Gap Assessment	Develop a control framework and audit checklist based on DPDP act to assess vendors' privacy posture. For effort estimation, the bidder may take 200 vendors into account.	Is the bidder required to conduct a detailed Third Party Privacy assessment for all 200 vendors.	Please be guided by the RFP
75	Section E- SCOPE OF WORK Page 28 of 60 1.3 F. Governance & Organizational Gap Assessment	Design and implementation support for publication of DPO contact details, Grievance mechanism and escalation process on LIC websites, Mobile apps & customer facing Platform's as mandated under	Kindly provide the number of websites, mobile applications and customer facing platforms where such publication support is required.	Please refer to the "revised Scope of Work"

76	Section E- SCOPE OF WORK Page 28 of 60 1.3 F. Governance & Organizational Gap Assessment	Consent Manager, Grievance Officer, Independent Data Auditor	What is the expectation from the bidder in the above mentioned statement	Please be guided by the RFP
77	Section E- SCOPE OF WORK Page 28 of 60 1.4. Data Discovery & Mapping	Hybrid data discovery (automated and manual) and assessment of data storage locations, including but not limited to servers, endpoints, backup media, tapes, and other storage repositories. The Bidder shall provide all necessary tools, utilities, and resources required for this activity, with no dependency on LIC for tools, licenses, or infrastructure.	Is the bidder required to provide tool for automated data discovery. If yes, can the bidder come with a third party for this purpose and is the vendor fees to be included as part of this RFP	Please be guided by the RFP
78	Section E- SCOPE OF WORK Page 28 of 60 1.4. Data Discovery & Mapping	AI/ML-powered scanning of structured and unstructured data.	Kindly confirm if bidder is required to provide AI/ML scanning capability as part of the scope.	Please be guided by the RFP
79	Section E- SCOPE OF WORK Page 29 of 60 1.5.2 Policy, Templates & SOP Suite	Information Security & Cyber Policy	Is the bidder supposed to update the said policies to include data privacy requirements or create the documents from scratch	Please be guided by the RFP
80	Section E- SCOPE OF WORK Page 29 of 60 1.5.5 DPIA Framework	Enable seamless sharing of DPIA assessments with data processors and vendors, ensuring end-to-end compliance.	Is the bidder supposed to delay a tool for conducting DPIAs	Yes , Please refer to the "revised Scope of Work"
81	Section E- SCOPE OF WORK Page 30 of 60 1.6 Implementation & Technology Enablement	Design, enable, and operationalize Records of Processing Activities (ROPA).	Kindly confirm whether ROPA enablement is required to be manual or tool based and automated.	Please refer to the "revised Scope of Work"
82	Section E- SCOPE OF WORK Page 30 of 60 1.6 Implementation & Technology Enablement	Implement and support automated data discovery and data classification tools.	Is the bidder supposed to assist in the suggestion and procurement of data classification tool.	Yes , Data Classification from DPDP Act perspective .
83	Section E- SCOPE OF WORK Page 31 of 60 1.6.1 Project Management Consultancy	Maintenance and sustenance of the implemented tools.	Is the bidder expected to provide PMO support in the technical integrations of the privacy enabling tools that shall be/ is onboarded by LIC?	Please be guided by the RFP
84	Section E- SCOPE OF WORK Page 31 of 60 1.6.2 Consent Management	Integrate the cookie consent across the data processing systems to ensure consensual processing of data collected through cookies.	Kindly confirm whether integration of cookie consent across systems is advisory in nature or implementation support.	Yes , implementation support is required .

85	Section E- SCOPE OF WORK Page 32 of 60 1.7.1 Training	LIC will discover the commercial for 200 training sessions and will conduct the trainings as per the actual requirements. Payment will be made on a pro-rata basis. Out of the 200 training sessions 100 may be earmarked for online and the remaining as offline.	Is the bidder expected to provide commercials for these trainings separately on a per-training basis?	Please refer to the "revised Commercials"
86	Section E- SCOPE OF WORK Page 32 of 60 1.7.1 Training	Tabletop breach simulations	Kindly provide approximate number of tabletop exercises to be conducted	Please refer to the "revised Scope of Work"
87	Section-B: MEC Sl. 6	The bidder must be part of a global professional services network operating in at least fifty (50) countries with established privacy and regulatory practices.	Please confirm that member-firm/affiliate networks qualify. Request relaxation to ≥ 25 countries where bidder evidences deep India BFSI delivery credentials.	Please be guided by the RFP
88	Section-B: MEC Sl. 9; Annexure II – Appendix 4	Dedicated global privacy practice with minimum 100+ privacy professionals, including at least	We request clarification and modification of the certification requirement to allow equivalent, globally recognized information security and data privacy certifications in addition to CISSP, CIPP, CIPM, CIPT, and ISO/IEC 27701. Such equivalents may include " ISO/IEC 27001 Lead Auditor / Lead Implementer, CISA / CISM / CRISC / Certified Data Protection Officer (CDPO), and other recognized data privacy or data protection certifications. Further, we request revision of the minimum required certified personnel to ten (10) individuals, with the clarification that multi-certified individuals shall be counted only once.	Please be guided by the RFP
89	Section-B: MEC Sl. 8	≥ 2 enterprise-wide BFSI privacy programs with AUM > INR 1,00,000 Cr	Please allow equivalent scale proofs (e.g., policyholder base, written premium, customer base) where AUM is not published, and accept multi-jurisdiction programs demonstrating enterprise scale.	Please be guided by the RFP
90	Section-B: MEC Sl. 3	Bidder has valid Accreditations mentioned here under ISO:9001 2015 Certification/ ISO/IEC:27001:2022 Certification/ ISO 27701:2019 Certification	Kindly revise the RFP certification requirement to mandate only ISO/IEC 27001:2019 at the bid stage.	Please be guided by the RFP

91	Instructions to Bidders 9(c); Annexure-III (Self-declaration)	Consortium/subcontracting	Given breadth (tools, portals, nationwide training), kindly allow a prime-vendor with specialist subcontractors (no JV/consortium), with full accountability resting with the prime. Clarify if limited subcontracting is acceptable.	Please be guided by the RFP
92	Section-B MEC Sl. 10; Annexure-XII (LBC)	The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017 as amended in 2024.	For global networks with affiliates in land-border countries but bidder & delivery from India, please confirm no registration under GFR 144(xi) is required if no subcontracting to such countries occurs.	Please be guided by the RFP
93	Section-E 1.4 (Data Discovery & Mapping)	"Bidder shall provide all necessary tools..."	Kindly share sizing inputs: number of applications, DB instances, file shares, mailboxes, endpoints, backups/tapes, and estimated data volumes. Confirm that bidder must bring data discovery licenses (incl. OCR/ML) for the initial discovery only or till the contract is active i.e. 5 years	Please refer to the "revised Scope of Work"
94	Section-A 6 (Current Setup); Section-E 1.2 (Scope Coverage)	Enterprise spread & environments	Request a summary of active users per Zone/Division/Branch, Data Center & DR footprints, cloud workloads, and third-party platforms to be mapped for ROPA/DFDs.	Please refer to the "revised Scope of Work"
95	Section-E 1.3.E (Vendor & Third-Party Assessment)	200 vendors for assessment	Confirm whether 200 is indicative or fixed; split across agents/intermediaries/processors; on-site vs remote ratio; whether the agent network is in scope as processors for assessment.	Please be guided by the RFP
96	Section-E 1.7.1 (Training)	200 training sessions (100 online/100 offline)	Please share audience sizes (employees/agents/intermediaries), regional/language needs, batch sizes, pass/fail thresholds for any mandatory assessments, and expected rollout window.	Please be guided by the RFP
97	Section-E 1.7.2 & 1.7.3 (Two Portals)	Awareness/Self-cert portal; Program Mgmt portal	Does the bidder require to bring one LMS tool to the environment ? If Yes , can it be a SaaS based product or mandatorily requires to be deployed onsite?	Please be guided by the RFP and the clarification issued in this corrigendum with respect to this aspect .
98	Section-E 1.6.1–1.6.3 (PMC; Consent; Rights)	Consent & Rights Management sizing	Please provide number of products/journeys, channels (web/app/VR/branches), estimated annual DSR volume and consent ops volume to size tool capabilities & integrations.	Please refer to the "revised Scope of Work"
99	Section-E 1.4 (bullets re: children/PwD data)	Children's data & age verification	Confirm whether children's data is processed and the preferred age verification approach (centralized vs product-specific).	Please be guided by the RFP
100	Section-E 1.2 & 1.4	Cross-border processing	Request a list of cross-border data flows & countries (if any) to plan DPIA depth and transfer impact reviews.	Please be guided by the RFP
101	Section-C 16 (Bid Validity)	Bid validity 1 year	Request reduction to 180 days; and an index-linked rate card for optional/extraneous units post 6 months due to input cost variability in tooling/licenses.	Please be guided by the RFP
102	Section-F (Payment Terms); Section-E 1.8 (Deliverables)	Milestones & acceptance	Please split Phase-5 & Phase-6 into finer, acceptance-based tranches (e.g., monthly) and share acceptance criteria per deliverable to align cash flows and governance.	Please refer to the "revised Commercials"
103	Section-C 11 & 21(g) (Commercial); Section-D 9 (Prices)	No price escalation; all-inclusive	Request a change-in-law protection for DPDP Rule updates materially impacting effort; please clarify treatment of OPEs (travel/boarding) for pan-India delivery.	The project shall be largely carried out in Mumbai and Navi Mumbai. However ,the bidder may be required to travel out of Mumbai , if required . The bidder has to factor in the cost of such travel at time of quoting the bid .
104	Section-E (Modular Scope & Right to De-scope)	Unbundled/activity-wise pricing	Confirm that de-scoped activities will proportionately reduce the contract value using the activity-wise price sheet, and whether bidder may re-optimize unit rates to maintain a reasonable services mix if large modules are omitted.	Please be guided by the RFP
105	Section-C 21–22 (Evaluation & Reverse Auction)	Reverse auction, NPV@10%, H1 elimination (>40% above average)	Please clarify start price determination, treatment of outliers, expectations to maintain line-item proportions post-auction, and whether there is a minimum floor for professional services to avoid under-quoting.	Please be guided by the RFP

106	Service Delivery & PM (Section-D 10); SLA table	Onsite PM 'no extra cost' & cadence	Confirm whether no-cost onsite PM applies throughout 5 years; whether hybrid working is acceptable post-stabilization; and alignment of the weekly meeting cadence after implementation.	Please refer to the "revised Commercials"
107	Section-G (Penalty caps)	10% cap applicability	Please confirm the 10% cap is per phase as stated and whether an overall cap (e.g., 10% of TCO) applies across all penalties before termination triggers.	Please refer to the "revised SLAs"
108	Section-D 12 (Onsite Support); SLA table items 8-22;	Resource penalties & remote SMEs	Confirm penalties won't apply where a proposed standby is rejected for reasons unrelated to competence and allow remote presence for niche SMEs with prior notice.	Please be guided by the RFP
109	Section-G	Service Level Agreement (SLA) – Penalties	Request rationalization of SLA to ensure penalties apply only to delays attributable to the bidder, excluding LIC dependencies, approvals, force majeure, or change requests. Phase-wise penalties may be capped to the respective phase value.	Please be guided by the RFP
110	Section-D, Clause 2.3	Performance Bank Guarantee (PBG)	Request relaxation to limit PBG validity to contract period plus six (6) months. PBG invocation should be restricted to material breach or proven non-performance post cure period, and should not be invoked concurrently with SLA penalties for the same event.	Please be guided by the RFP
111	Section-D, Clause 2.8	Termination Rights	Request clarification to include a mutual termination right with reasonable exit obligations and payment for services rendered till termination date.	Please be guided by the RFP
112	Section-E 1.3.D (Technology & Security Gap – exclusions)	Use of existing security reports	Please confirm access to LIC's existing VAPT/source-code/forensics/red-team reports (not in bidder scope) for DPIA and technology gap assessment, and that we may rely on those results.	Please be guided by the RFP
113	Section-E 1.6.1–1.6.3	Integration boundaries for privacy tools	Please confirm availability of ESB/ETL, API gateway, service catalog, and preferred pattern (APIs vs event bus) for consent propagation/DSR orchestration.	Please be guided by the RFP
114	Section-E 1.6 (ROPA)	ROPA implementation mode	Should ROPA be tool-based (within the program portal or third-party tool) or document-based? Are branch/department owners already nominated?	Please refer to the "revised Scope of Work"
115	Section-E 1.6.2	Cookie consent & web estate	Please share Number of websites/apps/domains, tag managers, and any CMP already in use to scope cookie consent and notice orchestration.	Please refer to the "revised Scope of Work"
116	Section-E 1.6.5–1.6.6	Grievance & breach reporting	Confirm target SLAs (business hours vs 24x7), channels (email/portal/contact center), and tooling for bulk breach notifications (cohorting, templating, audit trails).	Please be guided by the RFP
117	Section-A 6 (Pre-bid Clarifications)	Query submission format	Kindly confirm the Excel/Word table is acceptable as an attachment and whether any portal upload is also required beyond email.	Please be guided by the RFP
118	Section-A 7 (Pre-bid meeting); Activity Schedule 4–5;	Pre-bid meeting attendance	Please confirm virtual attendance option and that 'max two representatives' applies per bidder. Share meeting link if virtual is allowed.	Please be guided by the RFP
119	Instructions to Bidders 9(e)–(aa)	Hard-copy & pen-drive submission	Confirm whether spiral-bound hard copies must be sufficient for bid submission, and remove requirement for READ-ONLY pen drives (separate for eligibility & commercial) in addition to online submission.	Requirement for pen drive removed . All other aspects remain the same
120	Section-A 8; Annexure-VI	EMD by Bank Guarantee	Confirm BG validity = 12 months from last bid date and acceptability of e-BG; also confirm return timelines for unsuccessful bidders (45 days noted).	Please be guided by the RFP

121	Annexure XIV – Integrity Pact (Given separately)	Integrity Pact template	Kindly confirm if digital execution is acceptable.	Please refer "Revised Inegritiy Pact"
122	21.Commercial Bid Evaluation process	Commercial Bid Evaluation process	We propose evaluation criteria to be QCBS instead of RA considering the scale of LIC organization.	Please be guided by the RFP
123	General	General	Is the bidder expected to bring Data Discovery tool?	Please be guided by the RFP
124	General	General	Is the bidder expected to evaluate the DPDP tool for LIC ?If so can the bidder be willowed to bring the tool and implement it or LIC is looking for a tool license in name of LIC.	Please be guided by the RFP
125	General	General	We understand bidder is not expected to bring any privacy solution for LIC. Technology implementation is not covered under current SOW.	Please be guided by the RFP
126	11.Resource Deployment	Table Row num 3 - 9	Please include certifications like ISO 27001 LI/LA , CISA , CISM ,ITIL,PMP etc	Please be guided by the RFP
127	11.Resource Deployment - Table Row num 3 - 9	Minimum 5 years in data protection, privacy, information security, regulatory compliance with demonstrable experience in DPDP Act	COnsidering DPDA has go enacted in Aug 2023, request this is to be updated with "maximum of 2 years experience in DPDPDA" instead of 5 years	Please be guided by the RFP
128	11.Resource Deployment - Table Row num 1	Post-graduate in Management / Law / Technology; Data Privacy certification (CIPP, CIPM or equivalent)	Please ammend to "Post-graduate/Graduate in Management / Law / Technology; Data Privacy certification (CIPP, CIPM or equivalent) or any certification like CISA / CISM/ DCDPO	Please be guided by the RFP
129	Sec 1.7.4	Provide PMC (Project Management Consultant) support for any privacy tool/technology implementatio	Please clarify bidder needs to bring the Data Privacy tool or not.	Please be guided by the RFP
130	Page no. 11 Section B. Eligibility Criteria Sl.No6. Global Network Presence	The bidder must be part of a global professional services network operating in at least fifty (50) countries with established privacy and regulatory practices.	We respectfully submit that the requirement of operating in at least fifty countries may not be directly relevant to ensuring data protection or regulatory compliance for India-centric operations and may unintentionally restrict participation of capable and compliant Indian organisations. We request your guidance and clarification on the above to enable us to assess our eligibility accurately.	Please be guided by the RFP
131	Page no. 11 Section B. Eligibility Criteria Sl.No4. Financial Capability	The bidder must have an average annual consolidated global turnover of not less than INR 500 Crore during the last three (3) audited financial years. For start-ups/MSMEs, the Bidder must have an average annual turnover of minimum Rs. 20 crore per annum during the last 03(three) financial year(s) i.e., FY2022-2023, FY2023-2024 and FY2024-2025	As we are a DPLIITregistered startup company, we are eligible to participate under the applicable startup exemptions. Kindly allows relaxation/exemption for MSMEs/Startups under this tender for financials as per government Notification No. DPE/7(4)/2017-Fin.	Please be guided by the RFP
132	Annexure XIV – Integrity Pact		Integrity Pact	Please refer "Revised Inegritiy Pact"
133	Section-A: INTRODUCTION		Definitions:	Please refer "Revised Definitions"
134	Section-A: INTRODUCTION	Abbreviations	Revised Definition of Contract	The agreement entered into between LIC and the selected vendor in response to this tender and any or all such attachments and annexure thereto and all documents incorporated by reference therein. It also includes this bid document and its mutually agreed modifications/ clarifications.
135	RFP		Change from Roman to Number-Life Insurance Corporation Act 1956 (XXXI 31 of 1956)	Revised as- Life Insurance Corporation Act 1956 (31 of 1956)

136	Section B - 1.Minimum Eligibility Criteria (MEC)		Minimum Eligibility Criteria	Please refer "revised Minimum Eligibility Criteria" and "revised Annexure-II"
137	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.	Only the bidders who meet all the qualifications and subsequent modifications/Corrigendum approved and floated by LIC mentioned in Section "Eligibility Criteria" of this RFP are eligible to participate in the RFP.
138	Section-C: INSTRUCTIONS TO BIDDERS	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.	The terms and conditions and modifications/corrigendum approved by LIC 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/mutually agreed 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.
139	Section-C: INSTRUCTIONS TO BIDDERS		Issue of Corrigendum	<p>25. Issue of Corrigendum</p> <p>a) LIC will endeavour to provide timely response to all queries in utmost good faith. However, LIC, at its discretion, may choose not to respond to the query which is not under purview of this RFP.</p> <p>b) At any time prior to the last date for receipt of bids, LIC may, for any reason, whether at its own initiative or in response to a clarification requested by a bidder, modify the RFP Document by issuing corrigendum.</p> <p>c) The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on websites mentioned in RFP.</p> <p>d) Any such corrigendum shall be deemed to be incorporated into this RFP.</p> <p>e) In order to allow Bidders a reasonable time to take the amendments, if any, into account in preparing their Bids, LIC, at its discretion, may extend the last date for the submission of Bids.</p> <p>f) Any change in the timelines as decided by LIC will be posted in LIC website. No separate notification shall be issued in the press. The Bidders, in their own interest are requested to check the website regularly to know the updates.</p>
140	Section-C: INSTRUCTIONS TO BIDDERS	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.	It is clarified that no binding relationship exists between any of the bidders to this RFP and LIC of India till the execution of a contractual agreement and thereafter.

141	Section-C: INSTRUCTIONS TO BIDDERS	22. Online Reverse Auction:	<p>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.</p>	<p>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. LIC's decision in this matter will be final and binding and no further correspondence will be entertained .</p>
142	SECTION-D: TERMS AND CONDITIONS	1. Terms and Conditions regarding bidding:	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.	2. Any notice by one party to the other pursuant to the Contract shall be sent by e-mail/letter and must be signed by a duly authorized person of either party confirmed in writing to the address specified for that purpose in the Contract.
143	SECTION-D: TERMS AND CONDITIONS	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.	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. The Vendor will not be also allowed to subcontract any portions of the scope of this RFP to any other party.
144	SECTION-D: TERMS AND CONDITIONS	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-XI. No interest shall be payable on the PBG amount.	The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of an unconditional and irrevocable Bank Guarantee equal to 5% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XI. No interest shall be payable on the PBG amount.
145	SECTION-D: TERMS AND CONDITIONS	2.3. Performance Bank Guarantee (PBG):	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.	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. v. Any breach of confidentiality under DPD Act 2023 and DPD Rules 2025
146	SECTION-D: TERMS AND CONDITIONS	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 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/ terms and conditions related to the RFP without any deviations.

147	SECTION-D: TERMS AND CONDITIONS	2.8. Termination:	New Addition	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. LIC may terminate the agreement for delay beyond four (4) consecutive weeks in any phase for delivery and installation.
148	SECTION-D: TERMS AND CONDITIONS	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),	a) For purposes of this clause, "force majeure" means an event beyond the control of the Vendor 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),
149	SECTION-D: TERMS AND CONDITIONS	2.10. Force Majeure Condition:	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.	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, LIC may terminate the Contract immediately by giving the Vendor written notice of 90 days.

150	SECTION-D: TERMS AND CONDITIONS	Indemnifying LIC	New Addition	<p>Indemnifying LIC:</p> <p>A. The successful bidder shall indemnify LIC:</p> <ul style="list-style-type: none"> a) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC. b) Against all losses on account of Vendor's negligence or willful default in performance or nonperformance under the contract. c) Against all third-party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases: i) the modification of the Vendor's deliverables provided hereunder by any person other than the Vendor or its personnel ii) LIC's failure to use of any modification to the Vendor's deliverables made available by Vendor where use of such modification would have avoided the infringement. iii) Information, materials instructions, or specifications that are themselves infringing which are
151	SECTION-E: SCOPE OF WORK	9. Change in Constitution:	New Addition	<p>Governing law and jurisdiction:</p> <p>The contract shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction specified in Contract Details and hence, any legal dispute will come under the jurisdiction of Mumbai High Court only.</p>
152	Section-F: Payment Terms	TIME SCHEDULE FOR DELIVERY AND INSTALLATION		Please refer to the "Revised Payment Terms"
153	Section-H: ANNEXURES		Annexure-I: Covering Letter	Please refer " Revised Covering Letter"
154	Section-H: ANNEXURES		Annexure-VII: Format for Non-Disclosure Agreement	Please refer "Revised NDA"
155	Section-H: ANNEXURES		Annexure-XI: Format for submitting the Performance Bank Guarantee (s)	Please refer "Revised PBG"
156	Page No. 14- Point 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.	Eligible and interested bidders 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.
157	Page 37- Point 12.Onsite Support services		The successful Bidder has to provide throughout the contract period, the services of an onsite support personnel at Central office (IT), Mumbai with the qualifications and Experience as described below.	The successful Bidder has to provide throughout the contract period, the services of an onsite support personnel at Central office (ERM/CSD), Mumbai with the qualifications and Experience as described in the above table

158	Page 37- Point 12.Onsite Support services - Submission of CV, selection of the onsite Engineers by LIC, other conditions		<p>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.</p> <p>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.</p> <p>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</p>	<p>If required, the candidates (for onsite support at LIC) shall 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.</p> <p>Shortlisted candidates will also form a standby pool for LIC. Resources 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.</p> <p>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 resource failing which penalty as per SLA conditions shall be applicable</p>
159	Section-H: ANNEXURES			<p>Contact Information in the Annexures is to be modified from</p> <p>"To, The Executive Director (ERM), Life Insurance Corporation of India Central Office, IT Dept., 2nd Floor, Jeevan Seva, S.V. Road, Santa Cruz (West), Mumbai 400 054"</p> <p>to</p> <p>"To, The Executive Director (ERM), Life Insurance Corporation of India Central Office, IT Dept., 2nd Floor, Jeevan Seva, S.V. Road, Santa Cruz (West), Mumbai 400 054"</p>