



Request for Proposal

Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Reference: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026

Life Insurance Corporation of India
Central Office, Information Technology (DT) Department
"Jeevan Seva" Annexe, II Floor, S V Road,
Santacruz (West), Mumbai – 400054.

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Section-A: INTRODUCTION

1. Definitions and Abbreviations

1.1 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
Bidder	An eligible firm i.e. firm fulfilling eligibility criteria and submitting a proposal in response to this RFP, in its individual right.
RFP	This Request for Proposal Ref: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026 inclusive of any clarifications/corrigenda/addenda that may be issued by LIC.
Bid	The Bidder's written submissions in response to the RFP signed by Authorized Signatory of the bidder.
Authorized Signatory	The person authorized by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the bidder.
LTO	Linear Tape-Open
Deliverables & Services	Means all services as per this RFP in general, Section A-5: Brief Scope of work and Section E: Detailed Scope of Work of this RFP.
Business Day	shall be construed as a day excluding Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by the State Government of Maharashtra or Central Government of India
Day	Calendar Day
Clarifications	includes Addenda, corrigenda and clarifications issued by LIC to the RFP
Contract Value	The value of lowest commercial bid made by the successful Bidder during online reverse auction
L1 quote	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction
L1 Bidder	Bidder whose quote is L1 Quote
Successful Bidder	The L1 Bidder to whom LIC notifies the award of contract
Vendor	Selected Bidder as an outcome of the RFP with whom LIC signs the Contract.
Purchase Order	Means the purchase order issued in favour of the successful bidder.
Specifications	Means all functional, operational, performance or other characteristics required of a Product or Service mentioned in this RFP or any of the Annexures or Addendum to RFP.
"Party" and "Parties"	Each of the parties i.e. LIC and Successful bidder are collectively referred to as the 'Parties' and individually as a 'Party'.
Default Notice	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof
Law	Shall mean any Act, notification, byelaw, rules and regulations, directive,

	ordinance, order or instruction having the force of law, enacted or issued by the Central Government and/ or the Government of any state or any other Government or Regulatory Authority.
Personnel	Means professionals and support staff provided by the Bidder and assigned to perform the Services or any part thereof.
Requirements	Shall mean and include the Annexures, details, description of technical and functional specifications, performance characteristics, standards (Indian as well as International) and Scope of Work as applicable and specified in the RFP.
Timelines	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
Date of Acceptance	The system shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the Bidder. The date of acceptance of system will be the one stated in the Certificate issued in writing from LIC and duly signed by an authorized official of LIC.
Specified Personnel	Personnel deployed by the Bidder on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan in response to this RFP.
Concurrent users	Means the number of simultaneous users accessing the system at the same time.
BFSI	Banking, Financial Services and Insurance companies that provide a range of such products/services
Agreement	Any written contract between the Life Insurance Corporation of India and the successful bidder with respect to any/all deliverables or services contemplated by this RFP. Any Agreement shall be deemed to incorporate, as schedules, this RFP, all addenda/corrigenda issued by LIC, the Bid of the successful bidder and mutually agreed modifications thereto.
Acceptance of Tender	Means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this tender.
Contract	An Agreement signed between LIC and the Selected Bidder and all the attached documents. The 'Agreement' includes the RFP, subsequent modifications to the RFP issued by LIC, response of selected Bidder to the RFP and agreement document itself.
Solution/Services/Work/Systems	Means all services, scope of work and deliverables to be provided by the Bidder as described in the RFP and includes services ancillary to the implementation/ development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligations of the Supplier covered under this RFP.
Terms of Reference	Means the section which explains the objectives, scope of work, activities and tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.

Bengaluru COLO	CTRLS Datacenters Limited, 15/A, 2nd Main Road, Veer Sandra, Electronic City, Bengaluru-560100, Karnataka.
Yotta DC	Yotta Data center private limited center, 1 st , 2 nd and 3 rd level, Edinberg building, Survey no:34, 2A Part, Panvel, Bhokarpada, Maharashtra 410207
Eligibility cum Technical Bid	This tender process is based on single stage (Eligibility cum Technical and indicative Commercial). Where the words "eligibility bid" appears the same should be read and understood as "response to eligibility conditions criteria".
UAT	The final phase in Hardware installation software development process in which the hardware and software will be tested for functionality by panel of users to ensure it can handle required tasks in real -world scenarios according to the specifications.

1.2 Abbreviations

Abbreviations	Description
#	Serial Number
AMC	Annual Maintenance Contract
MEC	Minimum Eligibility Criteria
GST	Goods & Services Tax
DC	Data Centre
DD	Demand Draft
DDoS	Distributed Denial of Service
CO	Central Office, LIC
DOS	Denial of Service
DR	Disaster Recovery
EMD	Earnest Money Deposit
IT/DT	Information Technology / Digital transformation
IT	Information Technology
NDA	Non-Disclosure Agreement
ED(IT/DT)	Executive Director (IT/DT)
IB	Infini Band
LTO	Linear Tape-Open
MAF	Manufacturer Agreement Form

Abbreviations	Description
IDC	International Data Corporation
OEM	Original Equipment Manufacturer
OS	Operating System
OWASP	Open Web Application Security Protocol
PBG	Performance Bank Guarantee
PC	Personal Computer
PDI	Pre Dispatch Factory Inspection
PO	Purchase Order
PO VALUE	Purchase Order Value
PAN	Permanent Account Number
PSU	Public Sector Undertaking
LLD/HLD	Low Level Document/High Level Document
OEL	Oracle Enterprise Linux
RFP	Request for Proposal
SI	System Integrator
SLA	Service Level Agreement
SLM	Second Line Maintenance
SNR	Site Not Ready

RTO	Recovery Time Objective
BCP	Business Continuity Plan
SOW	Scope of Work

SPOC	Single Point of Contact
INR	Indian Rupee
RPO	Recovery Point Objective

2. Invitation to Bid

The Life Insurance Corporation of India (LIC), hereinafter referred to as 'LIC', is a statutory corporation established under Section 3 of the Life Insurance Corporation Act, 1956 (XXXI of 1956), having its Central Office at 'Yogakshema', Jeevan Bima Marg, Mumbai – 400021. LIC hereby invites online tenders (hereinafter referred to as 'Bids') through this Request for Proposal (RFP), under a single-stage Eligibility-cum-Technical Bid system, from eligible bidders for the Supply, Installation, Integration, Commissioning, and Maintenance of the following

- Exadata X11M - HC Quarter Rack system with 2.25 TB RAM per database server node and 240 TB usable storage space at the Yotta Data Centre, Mumbai
- One (1) OASG (ASR) Server (Oracle Advanced Services Gateway Server E6-2L) at the Yotta Data Centre, Mumbai
- Two (2) Staging Servers at the Yotta Data Centre, Mumbai
- Two (2) Staging Servers at the CTRLS, Bengaluru Data Centre
- Shifting, installation, and configuration of the Oracle Backup Appliance ZS9-2, one LTO-9 Quantum Scalar i6 Tape Library, one Media Server, and two Dell Unified Switches, One far-sync server from the existing Primary Data Centre at Vile Parle to the new Primary Data Centre at Yotta, Mumbai
- Warranty and support as detailed below:
 - Exadata X11M - HC Quarter rack system: One (1) year OEM warranty followed by Annual Technical Support (ATS) for the subsequent two (2) years
 - One OASG (ASR) Server (Oracle Advanced Services Gateway Server E6-2L) with one year warranty followed by next 2 years ATS support.
 - Staging Servers: Comprehensive warranty for a period of three (3) years

The detailed Scope of Work (SoW) is provided in Section E – Scope of Work of this RFP document.

Online bids are invited from Authorized Partners of the Original Equipment Manufacturers (OEMs) of Exadata systems and from OEMs of Enterprise Servers. The bids must be prepared strictly in accordance with the procedures and terms specified in this RFP and submitted online to the Executive Director (IT/DT), Life Insurance Corporation of India, on or before the date and time specified in the Activity Schedule provided herein.

Online bids are hereby invited for the scope of works mentioned in this RFP through online e-Tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders.

The RFP has been published on following websites:

- the LIC website (<https://licindia.in/web/guest/tenders>,
- Central procurement portal website (<https://eprocure.gov.in/>) and
- E-tendering System portal website (www.tenderwizard.com/LIC) only

The bid submission to this RFP shall be made only through E-tendering System portal website (www.tenderwizard.com/LIC).

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 about the decision shall be entertained.

This RFP describes what is required of the Bidder in terms of services, deliverables, performance measures and outcomes, and unless otherwise noted in the RFP, places the responsibility for how they are accomplished on the bidder.

Interested entities are advised to study this RFP document carefully before submitting their proposals in response to the RFP. **Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.**

LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP/agreement entered pursuant to the RFP and may request for additional information, if required, from the Bidder. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof are deemed to be so taken after taking into account the commercial acumen and LIC do not guarantee or warrant suitability hereof or success to Bidder/Bidders or any other person or party. This RFP describes what is required of the Bidder in terms of services, deliverables, performance measures and outcomes, and unless otherwise noted in the RFP, places the responsibility for how they are accomplished on the bidder.

Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/commented by him in his Bid. Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected and returned to the Bidders.

3. Activity Schedule

RFP Reference	LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026
Pre-bid queries on the RFP (through e-mail) :	Any query related to the RFP/Bid should be sent through e-mail on co_itodstenders@licindia.com latest by 09.02.2026 (by 3:00 pm).
Pre-Bid Meeting	10.02.2026, 11.00 a.m. at the address given below.
Last Date for Bid Submission	16.02.2026 latest by 3:30 p.m.
Mode of Submission	Online (www.tenderwizard.com/LIC) through Tender Wizard
Eligibility and Technical Bid opening date & time	16.02.2026, at 4:00 p.m. in presence of representatives of the bidders who choose to be present
Commercial Bid opening date & time	Will be intimated to the technically qualified Bidders at a later date.
Address of Communication/Receipt/submission/opening of Bids	The Executive Director (IT/Digital Transformation), LIC of India, Central Office, IT/DT Department, 3rd Floor, Jeevan Seva Annex. Building, S. V. Road, Santacruz (W), Mumbai – 400 054
Contact details	Mr. Roshith M.A ,Secretary (IT/DT)- 022-67090519 E-mail ID: co_itodstenders@licindia.com

Web page Address	Please refer to the Tenders Section of http://www.licindia.in
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LIC reserves the right to extend the last date for the receipt of RFP Bids. LIC reserves the right to cancel the RFP at any time without penalty and without incurring any financial obligation to the Bidder.

The above schedule is tentative only and subject to change and any change will be notified through the Web page mentioned in the above Table.

- a) Any change to the Activity Schedule will be notified through websites:
 - <https://licindia.in/web/guest/tender>
 - <https://eprocure.gov.in/and>
 - www.tenderwizard.com/LIC only.
- b) Amendments/corrigendum, if any, to this RFP would be hosted on our website only (<https://licindia.in/web/guest/tenders>) .
- c) In case the date of an event like last date for submission of bids, opening of bids etc. are declared as holiday in Mumbai, the respective date shall be treated as postponed to the next working day.
- d) The Eligibility will be opened by the Tender opening committee of LIC in the presence of the bidders' representatives who choose to attend.
- e) Bidder's representatives should bring their company i-cards for Pre-Bid Meeting and any other meeting connected with this RFP.
- f) Pre-bid meeting shall be physical meeting only and not through video conferencing mode.
- g) Only a maximum of two authorized representatives from each bidder will be allowed to attend pre-bid meeting and tender opening event and the authorized representative must attend the pre-bid meeting without fail.
- h) Reverse Auction schedule will be notified on the
 - LIC website:(<https://licindia.in/web/guest/tenders>) and
 - E-tendering System portal website-www.tenderwizard.com/LIC) only.
- i) 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.

4. Present Technical Environment:

- LIC's Online Data Store (ODS) is a centralized enterprise database platform designed to support data requirements of multiple online portal applications. LIC has deployed Oracle Engineered Systems Exadata to host the ODS environment, with Exadata X5-2 (One-Eighth Rack) procured in 2015 and Exadata X7-2 (Quarter Rack) procured in 2019, both installed at the Vile Parle Data Centre.
- The Exadata X7-2 system at the Vile Parle Data Centre hosts the Primary ODS database, while the Physical Standby database is hosted at the CTRL-S Data Centre, Bengaluru. The Primary and Standby databases are synchronized using Oracle Active Data Guard to ensure high availability and data protection.
- The Exadata X5-2 system hosts two virtual database servers supporting the UAT and SMS databases, respectively. Physical Standby databases for both UAT and SMS are hosted on the Exadata X9M-2 HC system at the CTRL-S Data Centre, Bengaluru. Synchronization between the Primary and Standby UAT and SMS databases is maintained through Oracle Data Guard.

- All Oracle databases in the ODS ecosystem are currently running on Oracle Database version 19.27.0.0, with the underlying operating system being Oracle Enterprise Linux (OEL) version 8.10.
- As part of its enterprise backup and recovery strategy, LIC has recently procured and implemented Oracle Backup Appliance ZS9-2, Commvault Backup software, and a Scalar i6 LTO-9 Quantum tape library at both the Vile Parle and CTRL-S (Bengaluru) data centres. Separate RMAN catalog databases are hosted on media servers at both the Primary and Standby sites.
- The current size of the Primary ODS database is approximately 42 TB, while the UAT and SMS databases are approximately 6 TB each. The database footprint is expected to grow significantly in the coming years, driven by the onboarding of additional applications and increasing data volumes.

The existing servers in DC and DR sites and activities to be performed at each DC are as below.

Particulars	Existing hardware Located at Production site, Vile Parle	Activities/Work to be performed at new primary DC , Yotta
Exadata X7-2(Quarter Rack) 2 DB Nodes - each Node has 32 cores, 384GB RAM 4 x 1 / 10 Gb Ethernet ports (Copper), 2 x 10 Gb Ethernet Ports (optical) 2 x QDR (40 Gb/s) InfiniBand Ports 5 Storage Cells - each Cell has 12x4TB, 4x1.6TB PCI Flash Card	Present production DB for main database(PRODS)	Installation, commissioning, configuration of new Exadata X11M - HC Quarter rack at Yotta DC,Mumbai. Database (PRODS) running on X7-2 at Vile Parle ,DC to be migrated to a Virtual Machine on new Exadata X11M - HC Quarter rack
Exadata X5-2 (Eighth Rack) 2 DB Nodes UAT - each Node has 4 cores, 64GB RAM 2 DB Nodes SMS production- each Node has 4 cores, 64GB RAM 4 x 1 / 10 Gb Ethernet ports (Copper), 2 x 10 Gb Ethernet Ports (optical) 2 x QDR (40 Gb/s) InfiniBand Ports 3 Storage Cells - each Cell has 6x4TB, 2x1.6 TB PCI Flash Card	Present Production DB for UAT and SMS databases	Installation, commissioning, configuration of new Exadata X11M - HC Quarter rack at Yotta DC,Mumbai. Databases (UAT and SMS) running on X5-2 at Vile Parle ,DC to be migrated to a Virtual Machine on new Exadata X11M - HC Quarter rack
Oracle Server X5-2 64GB RAM, 4x1.2TB for Data, 2x600GB for OS 10 Gbps Ethernet Fiber Ports – 4 Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports – 4	DNS/NTP/Staging Server-1	New Staging server to be installed ,configured and commissioned at Yotta DC,Mumbai DNS/NTP services to be configured
Oracle Server X5-2 64GB RAM, 4x1.2TB for Data, 2x600GB for OS 10 Gbps Ethernet Fiber Ports – 4 Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports – 4	Staging Server-2	New Staging server to be installed ,configured and commissioned at Yotta DC,Mumbai
Oracle Server X5-2L	Catalog server.	New Catalog server database to

64GB RAM, 5x4TB for Data, 2x600GB for OS Qlogic 16 Gb FC Ports - 4 Dual Port QDR InfiniBand Adapter Ports - 4 Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports - 4	(VM)	be created in one of new staging servers at Yotta DC and existing catalog database migrated to new catalog database
Dell Unified switches (Model No -- Dell EMC Switch S4148U-ON, 1U, 24xSFP+,2xQSFP, Unified 24xSFP+/4xQSFP28, IO to PSU air, 2 PSU)- 4	2 Switches	To be relocated from Vile Parle DC,Mumbai to Yotta DC ,Mumbai and reconfigured in co-ordination with existing service provider
Commvault Media server (Model No –HPE Proliant DL380 Gen 11	Media server	To be relocated from Vile Parle DC, Mumbai to Yotta DC, Mumbai and re-configured in co-ordination with existing service provider
Oracle ZS9-2 Backup appliance	Backup Appliance	To be relocated from Vile Parle DC, Mumbai to Yotta DC, Mumbai and re-configured in co-ordination with existing service provider
Quantum Scalar i6 full height LTO-9 tape library	Tape library	To be relocated from Vile Parle DC, Mumbai to Yotta DC, Mumbai and re-configured in co-ordination with existing service provider
Far-sync Server (Make & Model --- Dell Poweredge R750 server	Far-sync server	To be relocated from Vile Parle DC,Mumbai to Yotta DC,Mumbai and re-configured in co-ordination with existing service provider

Particulars	Located at DR site, CTRL-S Bangalore	Activities/Work to be performed at CTRLS, Bangalore DC
Oracle Server X5-2 64GB RAM, 4x1.2TB for Data, 2x600GB for OS 10 Gbps Ethernet Fiber Ports – 4 Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports – 4	DNS/NTP/Staging server-1	New Staging server to be installed , configured and commissioned at CTRLS DC, Bangalore. DNS/NTP services to be configured
Oracle Server X5-2L 64GB RAM, 5x4TB for Data, 2x600GB for OS Qlogic 16 Gb FC Ports - 4 Dual Port QDR InfiniBand Adapter Ports - 4 Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports – 4	Staging Server-2 (VM)	New Staging server to be installed, configured and commissioned at CTRLS DC, Bangalore
Oracle Server X5-2L 64GB RAM, 5x4TB for Data, 2x600GB for OS	Catalog server (VM)	New Catalog server database to be created in one of the new

Qlogic 16 Gb FC Ports - 4 Dual Port QDR InfiniBand Adapter Ports - 4 Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports – 4		staging servers at CTRLS Bangalore DC and existing catalog database migrated to new catalog database
Particulars	Located at Yotta DC, Mumbai	Activities to be performed at Yotta DC, Mumbai
Oracle Server X5-2 96GB RAM, 4x600GB Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports – 4	Enterprise Manager server	Enterprise Manager to be migrated to a new Virtual machine that would be provided by LIC. OEM to be upgraded to latest version and database monitoring and thresholds to be configured for all monitored devices including deployment of required agents on all clients
Oracle Server X5-2 48GB RAM, 4x600GB Built-in (on-board) RJ45 10-Gigabit Ethernet (10 GbE) ports – 4	OASG(ASR) server for platinum support	To be replaced with new OASG server(Oracle Advanced Services Gateway Server E6-2L) and commissioned at Yotta DC.

The existing software licenses available are:

Sr. No.	Product	Number of Licenses	Type/level of licenses
1	Oracle Database Enterprise Edition-Processor Perpetual	74	Full
2	RAC – Processor Perpetual	74	Full
3	Tuning Pack-Processor Perpetual	74	Full
4	Partitioning - Processor Perpetual	74	Full
5	Diagnostic Pack- Processor Perpetual	74	Full
6	Oracle TDE –Processor Perpetual	64	Full
7	Oracle OADG	64	Full
8	Commvault Backup software	Sufficient capacity licenses available	
9	Exadata storage software licenses	114 licenses available	

5. Brief on the Scope of Work:

- The existing Exadata X7-2 quarter rack and X5-2 one-eighth rack machines at Primary site at Vile Parle DC, Mumbai was procured in 2019 and 2015 respectively and has reached End of support and is currently under extended support (ATS) till July 2026.
- As such there is need to upgrade both Exadata X7-2 and Exadatata X5-2 machines at existing primary site (Vile parle) and replace with a latest Exadata X11M - HC Quarter rack HC quarter rack machine with 2.25 TB RAM and 240 TB usable space at new primary datacenter site at Yotta DC, Mumbai.
- The primary databases running on Exadata X7-2 and X5-2 needs to be migrated to the new Exadata X11M - HC Quarter rack HC quarter rack.

- The existing staging servers hosted at both locations (Vile Parle and CTRLS DC, Bangalore) and OASG server hosted at Yotta, DC, Mumbai were procured in year 2015 has already reached end of support and is under extended ATS till 10th July 2026.
- There is need to install, configure the 2 staging servers at CTRLS DC, Bangalore and install 2 staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L) at new Datacenter at Yotta DC , Mumbai
- The activities to be carried out by the Bidder under this RFP is listed out in detail in the scope of work under **Section-E – Scope of Work**.
- **Activities to be Performed at each Data Center:**
 - For the detailed activities to be performed at each data center (Yotta DC, CTRLS Bangalore DC, and Vile Parle DC), please refer to **Section E –Scope of Work**
- Unless otherwise stipulated in the Contract, the scope of supply and services shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the assignment as being required for attaining delivery and completion of the goods and related services and relocation requirements as if such items were expressly mentioned in the Contract.
- It will be imperative on each bidder to fully acquaint himself with the local conditions, any limitations, existing systems, network and factors at the respective location of the corporation site which would have any effect on the deliverables of the contract and / or the cost.
- The bidder is expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at bidder's own cost.
- It is the responsibility of the bidder that such factors have been properly investigated and considered while submitting the bid proposal and that no claim whatsoever including those for financial adjustment to the contract awarded under the RFP document will be entertained by the Corporation and that neither any change in the time schedule of the contract nor any financial adjustment arising thereof shall be permitted by the Corporation on account of failure of the bidder to appraise themselves of such conditions/limitations.
- The work shall also include pre-transportation inspection, transportation to site and insurance (till the acceptance of the System) .
- Provisioning of technical experts from respective OEM's , troubleshooting and resolution of various issues with OEM's , issues from the existing systems .
- The OEMs will commit their support and involvement in ensuring the success of the contemplated activities. The Bidder and all the OEM(s) shall be jointly and severally responsible for solution in "live" environment. The OEMs will agree to the stated OEM's obligations in the Document.
- The bidder to note that, the LIC will not be able to provide any manpower for the physical activity. The bidder has to share complete plan of action with dependencies to LIC before execution of migration activity.
- Proof of insurance and OEM support to be submitted to the purchaser before commencement of actual shifting of items.
- The vendor has to consider all necessary permissions required for shifting & movement of IT equipment like e-way bills , traffic rules for vehicle entry time, permits and permission etc. The vendor has to take all necessary e-way bills, shifting permissions, permits from respective authorities. No additional cost whatsoever would be paid for the same.

Section-B: Minimum Eligibility Criteria

Pre-Contract Integrity Pact –

This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact with LIC would be eligible to participate in the bidding. The format of "Pre Contract Integrity Pact" is given at the end of the RFP.

As per CVC Circular No 10/5/09 dated 18.05.2009 of Standard Operating Procedure (SOP) under clause No 2.02. "Integrity pact, in respect of a particular contract, would be operative from the stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings." Bidders may refer: <http://www.cvc.nic.in/sites/default/files/iembank25022015.pdf>

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

1. Minimum Eligibility Criteria (MEC) [Stage I Evaluation]

Sl.No	Eligibility Conditions	Documentary Evidence Required
1.	The Bidder must be an Indian firm / Company/ Organization registered under applicable Act in India and in existence for 5 years.	a) Certificate of incorporation/registration b) Valid GST registration certificate with GST Registration number c) Copy of PAN card
2	The Bidder must have an average turnover of minimum Rs.100 crore during each of the three previous financial year(s). 2022-2023, 2023-2024 and 2024-2025. For MSME bidders, the turnover requirement will be as follows: the MSME bidder must have an average turnover of Rs. 40 Crores in the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025), instead of the minimum turnover of Rs. 100 Crores as stipulated for other bidders. Furthermore, MSME bidders must have made a profit (before tax) in each of the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025). The MSME bidder must submit a valid MSME registration certificate along with the necessary financial documents to support the above criteria.	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.
3	Bidder should have made profit (before tax) in the last three financial years preceding the date of this RFP i.e. 2022-2023, 2023-2024 and 2024-2025.	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.
4	The Bidder must have successfully executed at least three (3) projects involving the supply or upgrade of Oracle Exadata systems in the last five (5) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 5 Crores	Copy of the Purchase Order to be submitted. Refer Annexure-III
5	The bidder should have back-to-back support with all the proposed OEM for implementation and configuration of the systems to be done by the respective OEMs.	Bidder should provide MAF (Manufacturer's Authorization Form) from OEM, issued to them after the date of this tender. Refer Annexure-XI.
6	The bidder should not have been blacklisted by any Govt./PSU/reputed listed company for corrupt or fraudulent practices or non-delivery / non-performance in the last three years. The bidder must 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).	A certificate in original from the Authorized signatory should be attached as compliance to this condition as per Annexure-IV.
7	Power of Attorney or Board Resolution duly authorizing the authorized signatory to act on behalf of the Bidder for all legal and financial matters pertaining to this Bid and the resulting contract, if any.	Refer Annexure-V Documentary evidence should be submitted along with power of Attorney or Board Resolution copy, proving that the authority delegating the powers has the necessary powers to do so from the bidder's company.

All the documents/ proforma(s)/ Certificates should be signed/ attested by the Signatory of the Company authorized as per the Power of Attorney or as per the copy of the Board resolution appointing the authorized signatory.

2. Minimum Technical Eligibility Criteria (MTEC) [Stage II Evaluation for Stage I Qualified Bidders]:

LIC will use the Minimum Eligibility Criteria (MEC) for this RFP and evaluating bidders. The bidder fulfilling the criteria only should respond to this RFP. To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the Annexure-VIII. Bidder(s) must submit their response in **yes or no only**. Any compliance with **qualified statement shall be treated as non-compliance**.

Section-C: Instructions to Bidders

1. General Instructions:

- a) The Bidder may download the RFP documents from the websites mentioned below:
- 1) the LIC website (<https://licindia.in/web/guest/tenders>,
 - 2) Central procurement portal website (<https://eprocure.gov.in/>) and
 - 3) E-tendering System portal website (www.tenderwizard.com/LIC) only

The bid submission to this RFP shall be made only through E-tendering System portal website (www.tenderwizard.com/LIC) only

- b) The RFP provides an overview of the requirements, bidding procedures and contract terms. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidder must form their own conclusions about the solution keeping in view, LIC's requirements. Information contained in this RFP and corrigenda, if any, should be taken as guidelines for Bidders.
- c) LIC has used or will use its best judgment and assessment to fairly and reasonably represent the nature and scope of the work in order to submit viable Bids. However, LIC shall not be deemed to give any guarantees or warranties of accuracy of any of the information in this RFP or any corrigenda, nor of its being comprehensive or exhaustive. Nothing in this RFP or any corrigenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any corrigenda, as applicable.
- d) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of LIC. Any notification of preferred Bidder status by LIC shall not give rise to any enforceable rights to the Bidder.
- e) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- f) Failure to comply with the requirements of this RFP and corrigenda, if any, may render the Bid non-complaint and the Bid may be rejected. Hence, Bidders must:
- i. Include all required Documents, Certificates, etc. specified.
 - ii. Follow the format provided and respond to each element in the order as set out.
 - iii. Comply with all requirements as set out.
- g) The information provided in the RFP is believed to be true and reliable at the date obtained, but does not purport to provide all the information necessary or desirable to enable the bidder to determine whether or not to participate in the RFP.
- h) Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice.

- i) LIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.
- j) Failure to furnish all information required by the RFP or submission of a Bid not responsive to the RFP in every aspect will be at the Bidder's risk and may result in rejection of the Bid.
- k) Response to this Bid by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any.
- l) All the terms and conditions and the contents of the RFP along with the Corrigendum, Annexure(s), Clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful Bidder, from time to time as an outcome of this process.
- m) LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP entered pursuant to the RFP and may request for additional information, if required from the Bidder.

LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof will be deemed to have been taken after considering commercial acumen and also taking into account that LIC does not guarantee or warrant suitability hereof or success to the bidder or any other person or party.

- n) **No consortium or joint bid or sub-contracting is allowed.**

2. Issue of Corrigendum

- a) LIC will endeavor to provide timely response to all queries in utmost good faith. However, LIC at its discretion may choose not respond to the query which is not under purview of this RFP.
- 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.
- c) The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on
 - i. LIC website(www.licindia.in) under Tenders section,
 - ii. e-Tendering System portal website (www.tenderwizard.com/LIC) and also on
 - iii. Central Public Procurement Portal of GOI under the link (<http://eprocure.gov.in.in/cppp/>).
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- 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.
- f) Any change in the timelines as decided by LIC will be posted in LIC website, e-Tendering System portal website and Central Public Procurement Portal of GOI. The Bidders, in their own interest are requested to check LIC Website regularly to know the updates.

3. Qualification Criteria

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

4. Terms and Conditions

4.1 Right to accept any proposal and to reject any or all proposal(s)

LIC reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for LIC’s action.

4.2 Contacting LIC

No Bidder shall contact through any means of communications LIC or its employees on any matter relating to this 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 the designated email-id as given in the Activity Schedule or in writing till the evaluation process is over. 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.

4.3 Right to terminate the Process

- i. 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.
- ii. 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.
- iii. 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.
- iv. LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. The decision of LIC will be final in this matter.

4.4 Disqualifications

LIC may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:

- o Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements;
- o Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- o Submitted a proposal that is not accompanied by required documentation or is nonresponsive;
- o Failed to provide clarifications related thereto, when sought;
- o Submitted more than one Proposal;

- Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- Submitted a Proposal with price adjustment/variation provision.

5. 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 or in providing any additional information etc. that are 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.

6. 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 / issue of Purchase Order.

7. Bid Processing Fee

No Bid Processing fee will be levied for participating in this RFP process.

8. EMD

There is no EMD to be submitted by Bidders as part of this RFP

9. Pre-Bid Clarifications:

- a) Clarifications if any, regarding the terms and 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 before the date and time mentioned in the Activity Schedule in the following format to the email-id co_itodstenders@licindia.com, the file size per e-mail not exceeding 1MB. No other form of communication shall be entertained.

[Ref: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026]			
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). The bidders in their own interest are requested to check website regularly to know the updates.
- g) In order to provide prospective bidders reasonable time for taking the modifications into account, LIC may, at 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.

10. Pre-bid meeting:

A Pre-bid meeting will be held with all the interested bidders as per the details given in the Activity Schedule. Pre-bid meeting shall be physical meeting only and not through video conferencing mode

11. Instructions for Bid Submission

- a) The bid submission to this RFP shall be made only through E-tendering System portal website
- b) Bidders are advised to study the RFP Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, forms, terms and conditions, requirements, specifications etc. in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender document will be at the bidder 's risk and may result in the rejection of the bid.
- c) **This is an E - Tender and hence Bids must be submitted "ONLINE". No hardcopy of the tender will be accepted. All documents are to be scanned and uploaded.**
- d) The bidding process would be in single stage. Bidders have to submit the Eligibility and commercial bids in one stage. The bids are to be submitted only through online e-Tendering System portal <https://www.tenderwizard.com/LIC> by the intending bidders.
- e) Bidders shall upload both the Eligibility and Commercial Bid online in e-Tendering System portal <https://www.tenderwizard.com/LIC>.
- f) The Bidder should submit their Bids along with required Annexures, Certificates and other required documents etc. as stated in the Section "Eligibility Criteria" or elsewhere in the RFP.
- g) All pages in the Bid proposal should be serially numbered, should be affixed with the Company seal and signed by the Authorized signatory.
- h) Bid shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract
- i) Authorization by the bidder for the signatory shall be in form of a Power of Attorney or a duly certified copy of the Board resolution appointing the authorized signatory. The person signing the bid shall sign all pages of the bid, except for an un-amended printed literature.
- j) The bidder shall attach/include the required supporting document wherever necessary in Eligibility Bid.
- k) The bid will be treated as legally void and will be rejected if:
 - a. Bid is not signed by the duly authorized person or
 - b. Bid submitted is unsigned or partially unsigned
 - c. Bids not accompanied by relevant supporting documents.

- l) By submitting a signed bid, the bidder's signatory certifies that in connection with this RFP:
 - 1) The bidder's organization or an agent of the bidder's organization has arrived at the prices in its bid without consultation, cartel formation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,
 - 2) The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor,
 - 3) No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.
- m) No consortium or joint bid or sub-contracting is allowed.
- n) The original Bid shall be typed on 8.5" by 11" (A4 size) paper in indelible ink.
- o) Ordinarily the bid shall contain no overwriting. Any interlineations, erasures or overwriting shall be valid only if the person signing the bid countersigns them.
- p) The Commercial Bid shall be submitted in the exact format provided [in the same spread sheets as per the Annexure-IX (Commercial format)]
- q) During Eligibility Bid evaluation if any deviation is observed, LIC may call for clarifications. The decision of LIC in this matter will be final. If any compliance or clarification sought by LIC is not submitted within 3 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. However, this will be done before the opening of the Commercial bids.

12. List of enclosures with Eligibility & Technical bid:

The Eligibility bid document should contain the following:

- a) The scanned copy of the signed Pre-Contract Integrity Pact (Hard copy of original Integrity pact as per Annexure- XII should be submitted on the next working day after the last date of submission of bid)
- b) Document authorizing the Authorized Signatory as per Annexure-V
- c) 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) Copy of PAN card
- g) Copy of cancelled cheque
- h) Attested & authenticated copies of audited Balance sheet and Profit and Loss account for the last three financial years preceding the date of this RFP, for which audited reports are published
- i) Manufacturers' Authorization Form (MAF) and declaration about back-to-back support from respective OEMs as per Annexure-XI(a) and (b).
- j) Declaration about non-blacklisting as per Annexure-IV
- k) Documentary evidence like certificate from customers or copies of Purchase Orders etc. along with certificate as per Annexure-III.
- l) Technical specification compliance sheet as per Annexure-VIII.
- m) Executive summary of BCP framework/declaration as mentioned in section –2.55 page no—58
- n) Land Border Declaration Annexure-XIII.
- o) Make in India Certificate(if applicable) Annexure-XIV.
- p) NSIC/MSME/Startups certificate (if applicable)

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

Documents to be submitted by MSMEs/Startups :

- i. MSMEs have to submit NSIC Certificate/ Udyog Aadhaar Memorandum. Certificate/ Memorandum should be valid as on due date/ extended due date for bid submission.
- ii. 'Start-up' company should enclose the valid certificate of recognition issued by Department of Promotion of Industry and Internal Trade (DPIIT)

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*).
- (iii) Complete bill of material to be submitted along with technical bid without prices.
- (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 annexures*) with all documents.
- (vi) The envelope containing Deviations/Assumptions (if any) on Technical only as per format given in Annexure-VI.

Note:

- The above list of requirements is indicative only. The bidder should refer to the bid document for all requirements that are to be submitted in the technical bid document.
- Commercial bid format should not be enclosed under Eligibility bid. Enclosing any such documents containing indicative prices will render the bid invalid and will be rejected.

13. Commercial Bid (Indicative Price)

1	Commercial Bid Annexure – IX
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- a) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per **Annexure-IX**.
- b) The commercial figure quoted will be an all-inclusive figure including out of pocket expenses, traveling, boarding, permits and lodging, but excluding all applicable taxes such as local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc.

The above lists of requirements are indicative only. The bidder should refer to the bid document for all requirements that are required to be submitted along with Eligibility Bid and Commercial Bid. The Annexure and their contents should be submitted as stated in the format only. The Bid may be rejected in case of non-adherence to any of the above instructions.

- a) Price is to be quoted in Indian Rupees only.

- b) The quotes have to be submitted in the Commercial bid format only. Bidder should note that quotes should be in numeric only.
- c) The commercial figure quoted will be an all-inclusive figure including out of pocket expenses, traveling, boarding, permits and lodging, but excluding all applicable taxes such as local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc.
- d) Only fixed price commercial bids indicating total price, as specified in commercial bid format for all the services specified in this bid document will be considered.
- e) The bidder shall quote the price as per specified format for the entire project on a single responsibility basis. The price shall be quoted entirely in Indian Rupees and taxes will be paid on actual basis. The price shall be written both in figures & words in the prescribed offer form.
- f) No line items in Commercial Bid shall be submitted as zero. Prices of different line items should not be clubbed under one-line item.
- g) The spread payments for ATS/AMC/Warranty year-wise needs to be provided in appropriately distributed manner. If bidder is found to make upfront loading of these charges / payments etc. to initial year/s. then bidder's bid may be rejected. Proposals are liable to be rejected if bidder indulges in unfair pricing practice.

14. 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.

15. 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.

16. Compliant Bids / Completeness of Response

- o 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.
- o 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 in response to this RFP shall be deemed to have been done after careful study and examination of this RFP document with full understanding of its terms, conditions and implications.
- o 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 such bid may be rejected.
- o Bid with insufficient information to permit a thorough evaluation may be rejected.
- o 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.
- o 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.

- 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

17. 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 bidders will be informed of the same and asked to submit fresh commercial quotations.

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 bid.

18. Bid Validity Period

Bids shall remain valid for 6 months from the last date of submission of responses to 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 bid validity period. The request and the response thereto shall be made in writing. A Bidder may refuse the request unless it is the successful bidder who has been notified by LIC that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid.

19. Late Bids

- The Bids submitted online beyond date and time mentioned in the Activity Schedule will be termed will be rejected/returned to the bidder unopened.
- LIC will not be responsible for non-receipt of bids within the specified date and time for any reason.

20. Procedure for opening of the bids:

Bids received within the specified closing date and time in the Activity Schedule will be opened by the Tender Opening Committee of LIC on the specified date, time as given in the Activity Schedule.

- a) The date and time of the opening of the Eligibility cum Technical Bids shall be as per the Activity Schedule. The bids shall be opened through the E-Tendering options by the authorized personnel from Tendering opening committee. Bidders who wish to participate in Eligibility cum Technical Bids shall be present on the date and time at the venue.
- b) After completion of evaluation of eligibility cum technical bids, the result of the qualifying bidders will be published on the LIC website.
- c) The list of short-listed eligible bidders and the date, time of opening of their Commercial bid will be notified to the participating Bidders. The decision on this matter will be taken by LIC according to the situations prevailing then

- d) The indicative Commercial bids of the short-listed bidders will be opened by the Tender Opening Committee of LIC.
- e) However, the indicative commercials will not be disclosed to the bidders.

21. Bid Evaluation:

- o 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).
- o LIC may ask for meetings with the Bidders to seek clarifications on their bids. LIC reserves the right to call for any clarification from any/all bidder(s) during the evaluation of the bids. Such clarifications should be submitted only in writing. No other correspondence on bids will be entertained.
- o Any clarifications sought to bidders should be submitted within 3 working days
- o 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 so.
- o 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.

22. 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, any mis-representation, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.

23. Eligibility Criteria Evaluation:

The Bidder needs to comply with all the eligibility criteria as provided in Section B - Minimum Eligibility Criteria (MEC) [Stage I Evaluation] to be eligible for technical evaluation (Stage II Evaluation for Stage I Qualified Bidders). Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. All credential letters / purchase orders / contract copies should be appropriately bound, labelled and segregated in the respective areas. The Bidder needs to provide the minimum number of credentials as provided in the eligibility criteria, but there is no restriction on the number of credentials a Bidder can provide.

The decision of LIC would be final and binding on all the Bidders to this RFP. LIC may accept or reject an offer without assigning any reason what so ever.

24. Technical Bid Evaluation process:

The eligibility and technical bids will be opened together in the presence of the bidders' representatives who choose to attend. However, the technical bids will be evaluated only of those bidders who fulfill the eligibility criteria [Stage I Evaluation].

The Technical Bid response contains the detailed specification(s) for individual items.

- a) LIC reserves the right to evaluate the bids on technical and functional parameters including visit and witness demos of the system and verification of functionalities, etc.
- b) LIC reserves the right to call for any clarification from any/all bidder(s) during the evaluation of the bids. Such clarifications should be submitted only in writing. No other correspondence on bids will be entertained.

25. Criteria for Technical Evaluation

Only the bidders qualifying all the Minimum Eligibility Criteria (Stage I Evaluation) will be eligible for Technical Evaluation (Stage II Evaluation).

Bidder is expected to comply with all the technical requirements as per **Annexure-VIII** and other terms and conditions mentioned in this RFP.

Mandatory Technical Requirement:

1. Compliance to Annexure VIII
2. Bill of Material without prices

26. Normalization of Bids

1. LIC may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the Bids. However, Bidders will be notified separately, if such normalization exercise is resorted to.

2. Normalization will be done to the extent possible and feasible to ensure that Bidders are meeting the requirements of the RFP to the extent possible and that the interest of LIC is protected. LIC reserves the right to normalize any or all of the technical bids. If such normalization has a bearing on the price, LIC may at its discretion ask the bidders eligible for technical evaluation to submit the technical and commercial bids once again for scrutiny.

3. The submissions can be requested by LIC in the following two manners:

- a. Incremental technical bid and/or incremental price submissions in part of the requested clarifications by LIC (or)
- b. Revised technical and/or price submissions of the part or whole Bid

4. The process of normalization may be iterative till such time LIC is satisfied with the response of the Bidders.

5. Post the normalization process in case any Bidder has not quoted for any of the components, the response would be deemed to conclude that the unquoted components required for meeting the functional and technical requirements including the service levels specified in this RFP have been included in the total fixed cost in the Annexure-IX - Commercial Bid.

6. The Bidder by participating in this tender agrees to the normalization process being followed and adopted by LIC and has no reservation on the process adopted. In the event the Bidder has any query on the normalization process the same may be raised by the Bidder as part of the pre-bid queries.

7. This clause is applicable for only those items where the Bidder has quoted inadequately in terms of quantity or description or sizing, in such cases the bidder will provide the additional quantities at the same rates quoted in the price Bid.

8. This clause is not applicable for items where the Bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to LIC.

9. LIC can repeat this normalization process at every stage of bid submission till LIC is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to LIC during this process.

10. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

LIC, at its discretion, will go through a process of normalization of the bids to the extent possible and feasible, to ensure that Bidders are more or less on the same technical ground. However, Bidders will be notified separately, if such normalization exercise is resorted to. After the normalization process, if LIC's technical evaluation team feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids, LIC may at its discretion ask all the technically short-listed Bidders to resubmit:

- Incremental Technical and Commercial bids, or
- Complete Technical and Commercial bids once again.

LIC can repeat this normalization process several times at after each submission and subsequent evaluation of the technical submission, till LIC is satisfied. By responding to this RFP, the Bidders have agreed that they have no reservation or objection to the process & conditions of normalization and will participate in the normalization process and extend their cooperation to LIC during this process.

27. Commercial Bid Evaluation process

- a) Only those Bidders who qualify in Eligibility and Technical evaluation would be shortlisted for commercial evaluation via Reverse Auction.
- 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 the amount in words and figures, the amount in words will prevail.
- e) **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.
 - a. 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.
 - b. Discounting rate to be used : 10%
 - c. 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.

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

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

- a. When the number of Technically Qualified Bidders is more than Five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all technically qualified bidders for all items in aggregate.
- g) The total Bid Price for this clause will be bid price exclusive of all taxes.
- h) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.
- i) The specifications (Technical and Commercial Bids format) shall be submitted in the formats as per the respective Annexures specified in this RFP.

28. Online Reverse Auction:

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

- a) LIC shall provide web based E-tender system for reverse auction.
- b) The technically qualified bidders subject to provisions of Price Variation Factor and H1 Elimination clause(refer point 27(f) 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.
- 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 27(e) above.
- d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote of that bidder.
- f) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder subject to clause 28(y) notification criteria below.
- g) After the close of online reverse auction, subject to clause 28(y) notification criteria below ,the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 business days (excluding Saturdays, Sundays and Holidays under NI Act. as applicable in Maharashtra), failing which LIC reserves the right to reject the bid.
- h) The commercial figure quoted will be an all-inclusive figure including out of pocket expenses, traveling, boarding, permits and lodging, but excluding all applicable taxes such as local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc.
- 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, to participate in the Online Reverse Auction.
- 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 price once finalized through online reverse auction or negotiation will be termed as the "approved price".

- k) LIC will determine the Start Price and other parameters for the Reverse Auction –
 - i. on its own and / or
 - ii. by evaluating the price band information available in the (indicative) commercial bids of the technically qualified bidders
 - iii. Based on the lowest quote received in the (indicative) commercial bids.
- l) Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.)
- m) **The bidder with the L1 Quote, post the Online Reverse Auction and Commercial evaluation will be declared L1 Bidder**(subject to clause 28(y) notification criteria below). **However, if the prices discovered as a part of the Online Reverse Auction are felt to be unrealistic for the products offered or beyond LICs budget estimates, to give a fair chance to the bidder, LIC shall call the bidder along with the OEM for a price negotiation. Post this only, the commercial bid process will be termed as complete.**
- n) 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.
- o) **The final outcome of the bidding process will be published on the LIC website.**
- p) The bid price shall be in Indian Rupees.
- q) The bidder would need to provide all costs in Annexure-IX Commercial bid details. The cost summary from these will flow into the Summary sheet of Annexure IX Commercial bid details.
- r) 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.
- s) In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid.
- t) The selected L1 bidder will be informed about the selection and the result will be notified on the LIC website **www.licindia.in** and the bidders are advised to visit the above website for any information in reference to this RFP.
- u) In the event the Bidder has not quoted or has omitted any product or service, then it will be deemed that the Bidder shall provide the same product and/or service at no additional cost to LIC.
- v) At the end of warranty period, the contract may be renegotiated as mutually agreed by both parties. The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.
- w) At this stage, the bank guarantee of the unsuccessful Bidder (s) shall be returned to their bankers. LIC will send a letter to such Bidders inform them of the returning of bank guarantee.
- x) The bidder with the lowest quote at the end of the reverse auction process will become the successful bidder(subject to clause 28(y) notification criteria below).
- y) Notification Criteria:

LIC will award contract to the Successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose bid has been determined to be responsive,

and is the lowest price bid at the end of online reverse auction subject to Guidelines on Public Procurement Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II)-Part(4)Vol.II dated 19.07.2024 will be applicable for this RFP and allotment will be done in terms of said Order as under:

- a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
- b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.

In case the L1 bidder fails to fulfill any of the obligations under the RFP within the timelines defined, LIC reserves the right to cancel his selection and declare the L2 bidder (bidder with the second lowest commercial bid after Online Reverse Auction) as successful bidder provided this bidder agrees to match the commercial bid of the L1 bidder.

29. Technical Negotiations

Technical Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Bidder to improve the Terms of the RFP. LIC and the Bidders will finalize the Terms of the RFP, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Purchase order /Contract as —Description of Services. Special attention will be paid to clearly defining the inputs and facilities required from LIC to ensure satisfactory implementation of the assignment. LIC shall prepare minutes of negotiations which will be signed by LIC and the Bidder.

30. Availability of Professional Staff/Experts

Having selected the Bidder on the basis of, among other things, an evaluation of proposed Professional staff, Bidder will be required to assure LIC that these proposed Professional staffs will actually be available for the project implementation as per this RFP at the time of contracting. LIC will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Bidder

may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and any changes will require an approval from LIC at the time of contracting.

Bidder has to deploy sufficient nos. of professionals to work on this project and will simultaneously train the internal staff of LIC to work in a collaborative manner. Bidder will furnish the details of their personnel along with their qualification, certification, experience etc. deployed for this project.

31. Award Criteria

LIC will declare a bidder who is evaluated as eligible, qualified and commercially lowest as the successful bidder. LIC will notify the successful bidder to enter into the contract in writing through a letter of Notification of Award.

32. Request to extend validity period by LIC

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

33. Notification of Award

After Online Reverse Auction, LIC will notify the successful bidder in writing, that its proposal has been accepted and send the Bidder the Contract Form and/or issue Purchase Order 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.

34. Performance *Guarantee and Contracting*

i. Performance Guarantee

The selected bidder will provide an unconditional and irrevocable Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 5% **of the total Contract Value**. The Bank Guarantee should be as per the format given as **Annexure-X** and should be executed by a Nationalized/ Scheduled bank acceptable to LIC and having Branches in Mumbai.

The unconditional and irrevocable Performance Guarantee should be valid for the entire contract period of 3 years and an additional 4 months from the date of notification. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion may cancel the notification placed on the selected bidder without giving any notice.

LIC shall invoke the unconditional and irrevocable performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor 's negligence in carrying out the project implementation as per the agreed terms & conditions.

ii. Contracting

LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC.

- a. LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions.
- b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so.
- c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.

iii. Signing of Contract

LIC shall enter into a contract with the successful bidder and/or issue Purchase Order to the successful bidder, incorporating all clauses of RFP, all clarifications and the response to the RFP of the successful bidder.

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 RFP or submission of a bid not responsive to the RFP in every respect will be at the Bidder's risk and may result in rejection of his bid. While LIC 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 Building, S.V. Road, Santacruz – West, Mumbai-400054.
3. LIC may waive off any minor non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiving does not prejudice or affect the relative ranking of any bidder.
4. Bid with insufficient information 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 bidder 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:

The Terms & Conditions mentioned in this section will be applicable to the Selected Bidder (Vendor) with whom LIC contracts as an outcome of this RFP process.

2.1. Contract period

The contract tenure will be for 36 months, from the date of signing the contract/issue of PO unless otherwise mutually agreed upon between LIC and the selected Bidder, broken down as follows:

- Total 16 weeks for delivery, configuration, migration and GO LIVE
- For Exadata system(X11M HC Quarter Rack) and one OASG server(Oracle Advanced Services Gateway Server E6-2L), one year warranty period from date of delivery followed by next 2 years ATS/AMC.
- 3 years comprehensive warranty for the 4 Staging servers.
- Warranty period will start from the date of installation of hardware.

2.2. Option to extend contract period

LIC may request for an extended period of 2 years after the contract period for the Services, Software and/or Hardware support.

- i) The Contract Period may be extended by LIC for further period(s), on the terms and conditions mutually agreed by both the parties, by giving 30 days' notice to the Vendor in writing.
- ii) Any extension exercised in accordance with the contract takes effect from the end of the then current Contract Period.
- iii) Reference will be made to General Financial Rules, 2005 APPENDIX - 15 [See Rule 204 (vii) (b)] FORMULA FOR PRICE VARIATION CLAUSE (http://finmin.nic.in/the_ministry/dept_expenditure/gfrs/GFR2005.pdf).

2.3. Service location

Obligation to provide Services: The vendor offers to provide the Services to LIC at Mumbai , Bangalore and / or at such locations as may be required by LIC.

2.4. General obligation of the Parties

The Selected vendor will, at all times:

1. Act reasonably in performing its obligations;
2. Diligently perform their respective obligations' and work together with LIC in a collaborative manner.
3. The Vendor will supply the Services:
 - a. With due skill and care and to the best of the Vendor 's knowledge and experience;
 - b. In accordance with relevant Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards, leading practice and guidelines;
 - c. Using the Specified Personnel;
 - d. In accordance with all applicable Laws;

- e. In accordance with any reasonable directions in relation to the Services given by LIC from time to time;
 - f. So as to meet the Milestones and other project plan requirements, and where no Milestones or project plan requirements are specified, promptly and without delay;
4. The Vendor will be responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
 5. The Vendor will be obliged to work closely with LIC's staff, act within its own authority and abide by directives issued by LIC and undertake implementation activities.
 6. The Vendor will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated.

2.5. Warranties

The Vendor will have to represent and warrant that:

- a) It has the right to enter into the Contract resulting this RFP;
- b) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
- c) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services;
- d) The Services will be complete, accurate and free from material faults; and
- e) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.

2.6. Access to LIC'S Premises

LIC will provide the Vendor necessary access, to its premises as and when required and is deemed reasonable.

2.7. Conduct at LIC's Premises

The selected Bidder will, if using or accessing LIC's premises or facilities, comply with all reasonable directions and procedures relating to occupational health and safety and security in operation at those premises or facilities whether specifically drawn to the attention of the Vendor or as might reasonably be inferred from the circumstances.

2.8. 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 LIC's prior express consent.

2.9. Documentation

2.9.1 Provision of Documentation

The Vendor will provide LIC the comprehensive and complete documentation of and as specified in the Scope of Work in the format and at the times specified in the Scope of Work.

2.9.2 Documentation requirements

The documentation must at the time of delivery:

- i. Be current and accurate.
- ii. Adequately explain key terms and symbols.
- iii. Be in English.

2.10. Varying the services in the Scope of Work

2.10.1 Variations proposed by LIC

LIC reserves the right to make any changes in the scope of contract. Any change in the general scope will be informed to the vendor in writing.

If LIC wants to vary the Services mentioned in the scope of work:

- a. LIC will communicate the Vendor in writing setting out the proposed variations within 15 days after receiving LIC's communication or within another period mutually agreed, the Vendor must respond in writing to LIC specifying what impact those variations will have on:
 - i. the Service Charges; the Services or Deliverables, including any particular Deliverable;
 - ii. the Vendor's ability to perform its obligations under current Contract (including its ability to meet Milestones) and with respect to the change of scope proposed;
- b. After receiving the Vendor's response, within a period mutually agreed, LIC will give the Vendor a written notice accepting or rejecting the proposal.

2.10.2 Effective Date of Variation

Any variation in the service will take effect from the date on which the parties execute a Change Order. In such a case, the Contract will be amended to give effect to the Change Order.

2.10.3 Change Order

If any such change causes an increase or decrease in the cost of, or the time required for, the vendors' performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the vendor for adjustment under this clause will be asserted within fifteen (15) days from the date of the vendor's receipt of LIC's change order.

It should be understood that payment under this clause will be made only if Change orders are exercised and approved by LIC and delivered by the Vendor.

2.10.4 Change Requests

The following would constitute a Change request

- a. Any work which has not been specifically mentioned in the scope of work of the RFP, the annexure and the pre-bid queries.
- b. Any changes in the deliverables post approval by LIC.

In such a case, the additional effort estimated by the bidder and its costs would be discussed and finalized in discussions with the Bidder. The basis of this cost would be as quoted by the bidder in the **Annexure IX Commercial Bid**.

It should be understood that payment under this clause will be made only if Change requests are exercised and approved by LIC and delivered by the Vendor.

2.11. Co-operation with Personnel and entities interacting with LIC

The Vendor, will, in the performance of the Services:

- o Fully co-operate with LIC's Personnel and any other entity interacting with LIC, and Use its best efforts to coordinate its activities so as to support and facilitate, in LIC's best interests, the timely and efficient completion of all work and other activities to be performed for LIC by any person.

2.12. Monitoring Progress

2.12.1 Progress Meetings

Regular review meeting will be held between vendor and LIC to discuss any issues in relation to the provision of the Services. The frequency of such progress meeting will be weekly during the implementation phase and monthly thereafter unless any other frequency is agreed to by LIC in writing.

2.12.2 Reporting

The Vendor must provide LIC with reports in accordance with the Scope of Work.

2.13. Performance Assessment

2.13.1 Assessment of Services

Each element of the Services is subject to assessment by LIC against the relevant Performance Criteria.

2.13.2 Notice of non-compliant Services

- a. If LIC considers that all or part of the Services does not meet the specifications, LIC will notify the Vendor within seven Business Days of assessing the Services against the specifications.
- b. LIC will include reasons for the Services not meeting the specifications in the notice given under clause (a).

2.13.3 Rectification of non-compliant Services

If LIC notifies the Vendor that all or part of the Services does not meet the Performance Criteria, the Vendor will:

- a) Take all necessary steps to ensure that the Services are promptly corrected within the period as requested by the bidder or period as mutually agreed upon by both the parties.
- b) Give notice to LIC when the Services have been corrected; and
- c) Allow LIC to repeat the assessment of all or part of the Services against the specifications, within five Business Days after the date of the notice or such other time as agreed mutually in writing.

2.14. Personnel

2.14.1 Use of Specified Personnel

- a) The Vendor will provide the Services or any part of the Services to which their particular experience relates, with the active involvement of, and using the skill of the Specified Personnel
- b) Ensure that each of the Specified Personnel is aware of and complies with the Vendor's obligations in providing the Services.

2.14.2 If the Specified Personnel are not available

Where one or more of the Specified Personnel is or will become unable or unwilling to be involved in providing the Services, the Vendor will notify LIC immediately.

The Vendor will:

- o If requested by LIC, provide a replacement person of suitable ability and qualifications, having appropriate technical qualifications and experience equivalent or more than the replaced person, at no additional charge and at the earliest opportunity; and
- o Obtain LIC's written consent prior to appointing any such replacement person.

2.14.3 LIC may Request Replacement of Personnel

LIC may at any time request the Vendor to remove from work any of the Specified Personnel. The Vendor must promptly arrange for the removal of such Personnel and their replacement in accordance with the process outlined above in 2.14.2

2.15. Non-Disclosure Agreement (NDA):

During the contract period, the Personnel of Bidder will have access to confidential information of LIC of India such as IP addresses, server configuration, server security design, architecture, etc. The Bidder 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 Bidder may use the information only for serving LIC's interest and restrict disclosure of information solely to those employees of Bidder 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 Bidder 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.

2.16. Confidentiality and privacy

2.16.1 Confidential Information not to be disclosed

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 persons 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 Bidder including but not limited to its personnel, its partners, agents and associates is bound by the conditions of the Non-Disclosure Agreement submitted by the Bidder in response to the RFP as per **Annexure VII- NDA.**

During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/third party the information so received. The bidder will:

- i. Use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP,
- ii. Advise each such employee, before he or she receives access to information, of the obligation of bidder under this agreement and require such employees to honour these obligations. The Bidder will treat as confidential all data and information about LIC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of LIC.

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

2.16.2 Exceptions to obligations

The obligations on the parties under this clause will not be taken to have been breached to the extent that Confidential Information:

- a) is disclosed by a party to its advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract;
- b) is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;
- c) is disclosed by LIC;

- d) is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/ Assembly;
- e) is authorized or required by law, including under the contract, under a license or otherwise, to be disclosed; or
- f) Is in the public domain otherwise than due to a breach of this clause 2.16.
- g) lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential
- h) independently developed by the Recipient without use or reference to such Confidential Information

2.16.3 Obligations on disclosure

Where a party discloses Confidential Information to another person:

- a. Pursuant to clauses a) and b) of 2.16.2 above, the disclosing party must: notify the receiving person that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential; or
- b. Pursuant to clauses c) and d) of 2.16.2 above, the disclosing party must notify the receiving party that the information is Confidential Information.

2.16.4 Additional confidential information

- a. The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract.
- b. Where the parties agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the Contract, this documentation is incorporated into, and becomes part of the contract, on the date by which both parties have signed this documentation.

2.16.5 Period of confidentiality

The obligations under this clause 16 continue, notwithstanding the expiry or termination of the contract:

- a. Any item of information, for the contract period and one year thereafter; and
- b. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information.

2.17. Performance Bank Guarantee:

The successful bidder is required to submit a separate unconditional and irrevocable 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-X. No interest shall be payable on the PBG amount.

The Performance Bank Guarantee shall be submitted within 10 days from the date of intimation/ letter issued for selection as Vendor. Failure to do so may attract a penalty of Rs.5,000/-per day, subject to maximum penalty of Rs. 25,000/-.

The PBG should be of a Scheduled Commercial Bank only and should be valid for the period of 40 months (including the claim period of additional four months, that is up to 40 months from the date of submission of PBG).

The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP, including refusal to take up AMC for the equipment covered under AMC.

In case where PBG is invoked, the bidder shall replenish the used portion of PBG immediately through additional PBG within 15 days' time period from the invocation.

In case the selected bidder fails to submit performance bank guarantee even after the elapse of 20 days from the time stipulated, LIC, at its discretion, may cancel the allotment and it will be treated as vendor has backed out and award 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. In case the tenure of servicing is extended beyond three years, the selected Bidder will be required to extend validity period of the PBG or submit a fresh PBG.

2.18. Issue of Purchase Order:

Post submission of Performance Guarantee by the successful bidder, Life Insurance Corporation of India will issue a purchase order in favour of successful bidder, incorporating references to this RFP, corrigendum, all clauses, pre-bid clarifications and the proposal of the bidder.

2.19. Transportation and Insurance:

The Bidder is required to deliver the products and services at the destinations as informed in this RFP, for execution. Transportation and Insurance of goods shall be arranged and paid for by the Bidder at no extra cost to LIC.

The goods supplied shall be fully insured by the Bidder for and from transit period till 30 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 Bidder 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.

2.20. Road Permit:

Road/entry permit etc. which may be required for entry into a State for supply of the equipment to the locations mentioned in this RFP will have to be obtained by the Bidder, without any additional cost to LIC. If required, on receiving a written request from Bidder, a declaration (to whomsoever it may concern) may be given by LIC to the Bidder 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 Bidder has to take care of all other

formalities which may be required for obtaining the Road-Permit / Entry permission. LIC will not sign on any form issued by respective State Authority in this regard.

2.21. Dispute:

- 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 first to Executive Director (IT/DT) with 15 days of any such matter arising. Executive Director (IT/DT) on receipt of such communication will get it investigated and then call a meeting of the Vendor and the LIC team and get the matter resolved with mutual agreement.
- b) In the event of any dispute or disagreement over the interpretation of any of the terms in this bid document or claim of liability not getting resolved through above mutual discussion, , the same shall be referred in writing to a person to be nominated 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 Arbitrations and Conciliation Act 1996. The venue of arbitration shall be Mumbai. The courts in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.
- c) 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.
- d) The Bidder 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.

2.22. Termination

2.22.1 Right to terminate:

If Bidder fails to comply with the Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving the Bidder written notice of 15 days.

2.22.2 Termination and reduction for convenience:

- a) LIC may, at any time, by a prior written notice of 30days, terminate the contractor and / or reduce the scope of the Services.
- b) On receipt of a notice of termination or reduction the Bidder must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.
- c) If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.

- d) If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.
- e) LIC is not liable to pay compensation under clause ('C') supra, if the amount, in addition to any amounts paid or due, or becoming due, to the Bidder under the contract, exceeds the total service charges payable under the Contract. The Bidder is not entitled to compensation for loss of prospective profits.
- f) The systems that are complete and ready for delivery within 30 days after the Bidder's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and /or to cancel the remainder and pay to the Bidder an agreed amount for partially completed systems and for materials and parts previously procured by the Bidder.

2.22.3 Termination by LIC for default:

LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part if the Bidder fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Bidder fails to perform any other obligation(s) under the Contract.

In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered from third party, and the Bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated.

2.22.4 Termination for Insolvency:

LIC may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.

In case of termination under this clause, LIC is liable to pay for all the services performed by the Bidder till the effective date of termination.

2.22.5 After termination:

On termination of the contract the Bidder must:

- a. Stop work on the Services;
- b. Deal with LIC Material as directed by LIC; and
- c. Return all LIC's Confidential Information to LIC

2.23. Survival

The following clauses survive the termination and expiry of the contract:

- a) (Intellectual Property Rights);
- b) (Indemnity);

- c) (Insurance);
- d) (Confidentiality);
- e) (Protection of personal information);
- f) (Security);
- g) (Knowledge transfer);
- h) (Non disclosure agreement)

2.24. Severability

If for any reason whatever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared void by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties shall negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the dispute resolution procedure set forth under this Agreement or otherwise.

2.25. Consequences of Termination of contract with the Selected Bidder:

In the event of termination of contract with 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 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.

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 or 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.

2.26. Knowledge transfer

Subject to any qualification or provision to the contrary in the Scope of Work, the Vendor must provide the following assistance to LIC on termination or expiration of the contract:

- a. Transferring or providing access to LIC to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract; and
- b. Making Specified Personnel and Vendor Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the



sole discretion of LIC, provided that any matter discussed is not considered to reveal any Commercial-in- Confidence' information of the Vendor.

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

2.27. Notices and other communications

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

2.27.1 Service of notices

A Notice must be:

- a) In writing, in English and signed by a person duly authorized by the sender; and
- b) Hand delivered or sent by prepaid post to the recipient's address for Notices, as varied by any notice given by the recipient to the sender.

LIC's Address for notices:

Executive Director (IT / DT)
Life Insurance Corporation of India,
Central Office, IT Department,
6th Floor, West Wing, "Yogakshema",
Nariman Point, Mumbai – 400021.

Bidder's Address for notices:

Notices served at any address other than above shall not be treated as served or delivered.

The successful bidder shall provide the contact details of their officials for similar communication from LIC.

2.27.2 Effective on receipt

A Notice given in accordance with the contract takes effect when it is taken to be received (or at a later time specified in it) and is taken to be received:

- i. If hand delivered, on delivery;
- ii. If sent by prepaid post, on the second Business Day after the date of posting (or on the seventh Business Day after the date of posting if posted to or from a place outside India);

2.28. Force Majeure Condition:

- a) For purposes of this clause, "force majeure" means an event beyond the control of the Bidder and does not cover events involving supplier's/ OEM faults such as lack of funds for any reason, strike, lockout or labour disputes etc. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- b) In case a Force Majeure situation arises, the Bidder shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days identifying the effect the situation will have on its performance. The Bidder will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract. Unless otherwise directed by LIC of India in writing, the Bidder 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.

FORCE MAJEURE OR UNFORESEEN EVENTS

1. Occurrence of unforeseen event

LIC or the vendor is excused from performing its obligations under the Contract to the extent it is prevented by circumstances beyond its reasonable control (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only), including but not limited to acts of God, natural disasters, acts of war, riots and strikes outside that party's organization.

2. Notice of unforeseen event

When the circumstances described in the contract arise or are reasonably perceived by the affected party as an imminent possibility, the affected party will give notice of those circumstances to the other party as soon as possible but within 2 calendar days, identifying the effect they will have on its performance. An Affected Party will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract.

3. Consequences of termination

If the Contract is terminated:

- i. Each party will bear its own costs and neither party will incur further liability to the other;
- ii. Where the Vendor is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of intervention of the circumstances described in the contract.

2.29. Limitation of liability:

Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC, the Supplier/Bidder shall not be liable to LIC, 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 the supplier/Bidder to pay liquidated damages to LIC. The aggregate liability of the supplier/Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the

total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

2.30. Confidentiality:

The contents of this RFP and the supporting documentation are confidential to LIC 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 award of any subsequent order or contract to the bidder.

2.31. Copyright Violation and Patent Rights:

The Bidder shall indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the bidder. The Bidder 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 Bidder should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. IF THE BIDDER IS NOT ABLE TO COMPLY WITH THIS CONDITION, THE BID WILL BE TREATED AS NON-RESPONSIVE.

2.32. Fraud and Corrupt Practices:

The bidder, its employees 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, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable / restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full PBG, as the case may be for, inter alia, time, cost and effort of

LIC, with regard to the RFP, including consideration and evaluation of such Bids and such Bidder/Bidder may not be allowed to participate in any RFP issued by LIC, for a period which will be decided by LIC, from the date such Bidder is found by LIC to have directly or through an agent, engaged or indulged in corrupt / fraudulent / coercive / undesirable / restrictive practice, as the case may be. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

(a) "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.

(b) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process;

(c) "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

(d) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2.33. Ambiguities within the Document:

In case of ambiguities or discrepancies within this RFP, the following principles shall apply:

- (a) 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;
- (b) 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
- (c) as between any value written in numerals and that in words, the value in words shall prevail.

2.34. Conflict of interest:

The Bidder 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.

2.34.1 Warranty that there is no conflict of interest

The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the contract.

- a. A Vendor will not have a conflict of interest that may affect the Services
- b. LIC requires that the Vendor provides professional, objective, and impartial services and at all times hold LIC's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Vendor shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.
- c. Without limiting the generality of the above, a Vendor shall be deemed to have a Conflict of Interest, if there is a conflict among this and other assignments of the Vendor (including its personnel and other members, if any) and any subsidiaries or entities controlled by the Vendor or having common controlling shareholders. The duties of the Vendor will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Vendor shall not take up any assignment that by its nature will result in conflict with the present assignment;

2.34.2 Notification of a conflict of interest

The Vendor shall make a disclosure to LIC as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days and any breach of this obligation of disclosure shall be construed as Conflict of Interest. LIC shall, upon being notified by the Vendor under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Vendor within a period not exceeding 15 (fifteen) days.

2.35. Protection of Personal information

2.1. Application of the clause

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

2.2. Obligations

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

2.36. Roles and responsibilities (Define roles of LIC, Bidder and OEM)

Role of LIC

1. LIC to provide necessary rack space and infrastructure at Data centers.
2. LIC shall provide seating arrangements with Internet access and network LAN connectivity to target servers for 5 persons or for such numbers as agreed jointly with the bidder. However, bidder is required to ensure proper laptops with software tools and other requirements for their team members.
3. Review the project implementation and migration strategy proposed by the selected bidder.
4. LIC shall deploy project coordinator, to ensure:-
 - a) Conduct review meetings, on daily schedule to ensure project progress according to the targeted mile stones.
 - b) Review the delivery and installation of supplied hardware and software solutions.
 - c) Do the GAP analysis, to see whether all requirements specified in tender have been completed.
 - d) Provide required information to Bidders for understanding the existing architecture to enable a smooth migration of data and project implementation.
 - e) LIC to ensure active participation from the LIC users/stakeholders/internal IT sections of the project. LIC to ensure co-ordination with the internal stakeholders of the project.
 - f) To coordinate with the Datacenter for providing access and schedule for hardware installation and commissioning at specified locations. Co-ordinate with LIC networking team/Data center team to identify LAN network issues, port enabling at core switch level etc.
 - g) LIC to review the security measures and documents.
 - h) LIC to perform security audit and performance audits.
 - i) Do end user testing (UAT), to see that all requirements as per scope of work are being delivered and correctly met.
 - j) Do the acceptance of the supplied system hardware, software and developed applications.
5. Report problems/ bugs in solution to the selected bidder for immediate action and rectification.
6. Prioritize the change requests as per project objectives.
7. Nominate personnel for trainings to be conducted by Bidder as per the terms.
8. To approve and oversee the proposed training plan.
9. Review the project documentation provided by the Bidder and verifies that it conforms to the requirements.
10. To monitor the overall progress of the project
11. Review and approval of payment as per payment schedule as mentioned in section of this RFP subject to the payment terms.
12. Review and approve the payments/deductions to/from the bidder as per SLA.

13. Any other help/ assistance required by SI, and acceptance/ co-ordination required for the successful implementation and operations of the work/ project.

Role of bidder/OEM

1. The role of Bidder is that of a System Integrator.
2. The bidder should have back-to-back support with the OEM and not mere re-seller of OEM. Bidder should be an authorized partner of the OEM.
3. OEM should provide all necessary support, warranty, services for the products.
4. OEM should bring in the recommended best practices and the best practices followed in the industry.
5. The role and responsibilities of Bidder and OEM has been exhaustively mentioned in Scope of work sections of the RFP.
6. Bidder has to formulate a Project team for the project responsible for end to end coordination and execution of the project. To identify and appoint nodal officer for facilitating the project execution. After award of contract, the bidder needs to deploy a project team and a project manager with required resources and tools for implementation of the upgrade of ODS Exadata Systems.
7. Bidder has to conduct review meetings at defined regular intervals to monitor the overall progress of the project.
8. Bidder to provide the complete solution on turnkey basis and fulfill the requirement of the RFP.
9. Bidder shall hand over the system passwords of all other hardware and root/system administrator passwords of the Servers, operating system, database and all other software to LIC from day 1 of commissioning of the systems or when required by LIC.
10. The bidder should ensure that all the licenses, peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper/fibre), cables, software, licenses, tools etc. should also be provisioned according to the requirement of the solution. If the bidder has not provisioned some components, sub-components, assemblies, sub-assemblies as part of bill of material in the bid , the bidder will have to provide the same to meet the solution requirements at no additional cost and time implications to the LIC.
11. To deliver and install the hardware and software as per RFP scope of work subject to all terms and conditions.
12. To take steps to mitigate any potential risks that might surface during the course of the project
13. To ensure smooth hand over of the systems and solutions , fully functional environments to the LIC Developers and providing handholding during the implementation, development and warranty period.
14. To ensure that the quality, security and performance audit are successfully completed when instituted by LIC and remedial action required are attended by the bidder.
15. To conduct training and knowledge transfer to LIC .
16. Bidder has to size the hardware and software, wherever required for the initial deployment, and has to provide additional hardware, software, storage, customer care, etc. required to meet the mentioned growth rate in the sizing details for the expected usage. The anticipated hardware, other equipments, customer care and software will be delivered to meet the SLA requirements mentioned in the RFP. All items need to be quoted in the rate schedule for the commercial bid.
17. Handle change management requests.

18. Set up an administration and escalation mechanism for the smooth administration of project.

2.37. Rights reserved by LIC:

- (a) 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 reject its bid and / or 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 PBG in part or full.
- (b) LIC reserves the right to accept or reject any bid and annul the RFP process and reject all bids, at any time prior to award of contract 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 its sole discretion.
- (c) 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.
- (d) 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 its estimation.
- (e) 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 its best interest. However, this will be done before opening of the commercial bid(s).
- (f) LIC may call for any additional information /document by way of clarification before the finalization of this tender process.
- (g) Procurement of any equipment/components outside this tender.
- (h) In case of any unforeseen issues, LIC will decide the course of action based on merits of each case. The decision taken by LIC will be final and binding on all the bidders/ selected bidder.
- (i) LIC may terminate the agreement if it determines at any time that the Bidder or its representative(s) were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the agreement, even if the concerned Bidder has taken timely and appropriate action satisfactory to LIC to remedy the situation.
- (j) The decision of LIC in all matters will be final and binding on all bidders participating in this bid.

2.38. Change in Constitution

Any Change in the constitution of the firm, etc. shall be notified forth with by the Bidder in writing to LIC within 15 days of such change and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

2.39. Intellectual Property Rights

2.39.1 Third Party Material:

The 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/PO.

2.39.2 LIC ownership of Intellectual Property Rights in Contract Material:

- a) All Intellectual Property Rights in the Contract Material shall vest in LIC;
- b) to the extent that LIC needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants

to, or must obtain for LIC, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.

2.39.3 Rights in Bidder's Pre-existing IPR

There shall be no assignment or transfer of any Bidder's pre-existing IPRs (including any amendments, modifications or enhancements thereto) pursuant to this Agreement.

2.39.4 IPR Warranty

The Bidder will warrant that:

- a) The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and
- b) It has the necessary rights to vest the Intellectual Property Rights and grant the licenses as provided

2.39.5 Remedy for breach of warranty

If someone claims, or LIC reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, the Bidder will, in addition to the indemnity clause in this RFP and to any other rights that LIC may have against it, promptly, at the Bidder's expense:

- a) Use its best efforts to secure the rights for LIC to continue to use the affected Warranted Materials free of any claim or liability for infringement; or
- b) Replace or modify the affected Warranted Materials so that the Warranted Materials or the use of them does not infringe the Intellectual Property Rights of any other person without any degradation of the performance or quality of the affected Warranted Materials.
- c) The Bidder will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Bidder's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.

2.39.6 Patent Rights and other litigation costs

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, the Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Bidder of such claim, if it is made, without delay as when received.

2.40. Security

1. Compliance with LIC requirements / Regulatory Compliance

The Vendor will ensure that its Personnel comply with:

- i. All relevant security and other requirements specified in LIC's Information Security Policy, if the same has been made aware by LIC;

- ii. Any other security procedures or requirements notified, in writing, by LIC to the Vendor. The Vendor must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five Business Days of receipt of the notice.
- iii. Any regulatory guidelines about IT security issued by Regulator.

2. Security clearance

- i. LIC may, from time to time, notify the Vendor of the level of security or access clearance applicable to the Vendor's Personnel, and the date from which, or the period during which, that clearance will be effective and the Vendor must comply with and ensure its Personnel act in accordance with that notice.
- ii. LIC is responsible for all costs associated with obtaining security clearances.

3. Removal of LIC Data

The Vendor will not, and will ensure that its Personnel do not:

- i. Remove LIC Data or allow LIC Data to be removed from LIC's premises; or
- ii. Take LIC Data or allow LIC Data to be taken outside of offices premises of LIC.

2.41. Moral Rights

1. Obtaining consents

To the extent permitted by applicable Laws and for the benefit of LIC, the Vendor will:

- i. give, where the Vendor is an individual; and
- ii. Use its best endeavours to ensure that each of the Personnel used by the Vendor in the production or creation of the Contract Material gives, genuine consent in writing, in a form acceptable to LIC, to the use of the Contract Material for the Specified Acts, even if such use would otherwise be an infringement of their Moral Rights.

2. Specified Acts

In this clause, Specified Acts means:

- i. Crediting the authorship of any Contract Material, or any content in the Contract Material (including without limitation literary, dramatic, artistic works and cinematograph films within the meaning of the Copyright Act, 1957);
- ii. Materially altering the style, format, colours, content or layout of the Contract Material and dealing in any way with the altered Contract Material;
- iii. Reproducing, communicating, adapting, publishing or exhibiting any Contract Material; and
- iv. Adding any additional content or information to the Contract Material.

2.42. Indemnity

Bidder will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or

other entity (including LIC) attributable to the Bidder's negligence or willful default in performance or non-performance under the contract. If LIC promptly notifies Bidder in writing of a third party claim against LIC that any Service provided by the Bidder infringes a copyright, trade secret or Indian patents of any third party, Bidder will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Bidder will not indemnify LIC, however, if the claim of infringement is caused by:

- LIC's misuse or modification of the service;
- LIC's failure to use corrections or enhancements made available by the Bidder;
- LIC's use of the Service in combination with any product or information not owned or developed by Bidder;
- LIC's distribution, marketing or use for the benefit of third parties of the Service; or
- Information, direction, specification or materials provided by LIC or any third party contracted to it.

If any Service is or likely to be held to be infringing, Bidder will at its expense and option, either:

- a) Procure the right for LIC to continue using it,
- b) Replace it with a non-infringing equivalent,
- c) Modify it to make it non-infringing.

The foregoing remedies constitute LIC's sole and exclusive remedies and Bidder's entire liability with respect to infringement.

The indemnities set out shall be subject to the following conditions:

- a) LIC as promptly as practicable informs the Bidder in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
- b) LIC will, at the cost of the Bidder, give the Bidder all reasonable assistance in the Defence of such claim including reasonable access to all relevant information, documentation and personnel provided that LIC may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence;
- c) If the Bidder does not assume full control over the Defence of a claim as provided in this Article, the Bidder may participate in such Defence at its sole cost and expense, and LIC will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of LIC will be included in losses to be indemnified by the Bidder;
- d) LIC shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Bidder;
- e) All settlements of claims subject to indemnification under this Clause will:
 - i. Be entered into only with the consent of LIC, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and

- ii. Include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
- f) LIC will account to the Bidder for all awards, settlements, damages and costs (if any) finally awarded in favour of LIC which are to be paid to it in connection with any such claim or proceedings;
- g) LIC will take steps that the Bidder may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
- h) In the event that the Bidder is obligated to indemnify LIC pursuant to this Article, the Bidder will, upon payment of such Indemnity in full, be subrogated to all rights and defences of LIC with respect to the claims to which such indemnification relates; and
- i) If a Party makes a claim under the indemnity set out as mentioned above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

2.43. Insurance

Obligation to Maintain Insurance

In connection with the provision of the Services, the Vendor must have and maintain for the Contract Period, valid and enforceable insurance policies for: public liability; either professional indemnity or errors and omissions; workers' compensation as required by law.

2.44. Dispute Resolution

2.44.1. Reconciliation Process

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 ---.

2.44.2. Notification

A party claiming a Dispute has arisen must give the other parties to the Dispute notice setting out details of the Dispute.

2.44.3. Parties to resolve Dispute

During the 30 days after a notice is given under clause (clause no.) (Or longer period if the parties to the Dispute agree in writing), each party to the Dispute must use its reasonable efforts through a meeting of Senior Executive (or their nominees) to resolve the Dispute. If the parties cannot resolve the Dispute within that period 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 modifications, Rules, or enactments thereof. Each party shall appoint its

Arbitrator and the two respective arbitrators appointed by each party shall appoint presiding arbitrator to adjudicate the dispute, difference, or claim between the parties. The arbitration proceedings shall be conducted in English Language and the venue of the arbitration shall be Mumbai. The parties agree that the award passed by the arbitrators shall be final and binding upon the parties. The parties hereby further agree to submit themselves to the exclusive jurisdiction of the courts in Mumbai. The cost of arbitration shall be borne by the parties in such manner, as the arbitrator shall decide in the arbitral award.

2.45. Varying the Contract

The contract may be varied only in writing signed by each party.

2.46. Approvals and consents

Except where the contract expressly states otherwise, a party may, in its discretion, give conditionally or unconditionally or with hold any approval or consent under the contract.

2.47. Assignment and Novation

A party may only assign its rights or novate its rights and obligations under the contract with the prior written consent of the other party.

2.48. Further action

Each party must do, at its own expense, everything reasonably necessary (including executing documents) to give full effect to the contract and any transaction contemplated by it.

2.49. Waiver

Waiver of any provision of or right under the contract:

- a. must be in writing signed by the party entitled to the benefit of that provision or right; and
- b. is effective only to the extent set out in any written waiver.

2.50. Relationship

- a. The parties must not represent themselves, and must ensure that their officers, employees, and agents do not represent themselves, as being an officer, employee, partner or agent of the other party, or as otherwise able to bind or represent the other party.
- b. The contract does not create a relationship of employment, agency or partnership between the parties.

2.51. Announcements

- a. The Vendor must, before making a public announcement in connection with the contract or any transaction contemplated by it, obtain LIC's written agreement to the announcement.

- b. If the Vendor is required by law or a regulatory body to make a public announcement in connection with the contract or any transaction contemplated by the contract the Vendor must, to the extent practicable, first consult with and take into account the reasonable requirements of LIC.

2.52. Governing law and jurisdiction

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 of the courts of the jurisdiction specified in the Contract Details and hence, any legal dispute will come under the jurisdiction of Mumbai High Court only.

2.53. Performance Guarantee

The proceeds of the performance guarantee shall be payable to LIC as compensation for any loss resulting from the Vendor 's failure to complete its obligations under the Contract.

The performance guarantee will be discharged by LIC and returned to the issuing Bank with intimation to the Vendor not later than 60 days following the date of completion of the Vendor 's performance obligations including any warranty obligations under the contract/claim period.

In the event of any contract amendment the Vendor shall within seven days of receipt of such amendment furnish the amendment to the Performance guarantee rendering the same valid for the duration of the Contract.

In the event of any replacement of defective systems during the warranty period, the warranty for the replaced material shall be extended to a further period of 1 year and the unconditional and irrevocable Performance Bank Guarantee for proportionate value shall be extended by 60 days over and above the extended warranty period.

2.54 Right to Audit & Access

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

2.55 Bidder's Business Continuity Plan (BCP) readiness

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

Section-E: Scope of Work

1. Scope of Work

- The existing Exadata X7-2 Quarter Rack and Exadata X5-2 One-Eighth Rack systems at the Primary Site, Vile Parle DC, Mumbai, were procured in 2019 and 2015 respectively. Both systems have reached End of Support and are currently covered under Extended Support (ATS) until 10 July 2026.
- Accordingly, there is a requirement to upgrade and replace the existing Exadata X7-2 and X5-2 systems at the current primary site (Vile Parle DC) with a latest-generation Exadata X11M – HC Quarter Rack, featuring 2.25 TB RAM and 240 TB usable storage, to be installed at the new Primary Data Center at Yotta DC, Mumbai.
- The primary databases currently running on Exadata X7-2 and X5-2 must be migrated to the new Exadata X11M – HC Quarter Rack.
- The existing staging servers hosted at Vile Parle DC, Mumbai and CTRLS DC, Bangalore, along with the OASG server hosted at Yotta DC, Mumbai, were procured in 2015 and have reached End of Support, with Extended ATS coverage until July 2026.
- There is a requirement to install and configure two (2) staging servers at CTRLS DC, Bangalore, and to install and configure two (2) staging servers and one (1) OASG server (Oracle Advanced Services Gateway Server E6-2L) at the new Data Center at Yotta DC, Mumbai.
- LIC requires the Bidder to carry out the above activities as detailed in the subsequent sections of this document.

Activities to be performed at Vile Parle DC, Mumbai

- De-installation, transportation, Relocation of the Oracle ZS9-2 Backup Appliance, Quantum LTO-9 Full-Height Tape Library, two Dell switches, Commvault Media Server, and Far-Sync Server from Vile Parle DC, Mumbai to Yotta DC, Mumbai in co-ordination with existing service provider.
- De-installation, transportation, installation, and configuration of two Dell unified switches from the existing Vile Parle DC to the new site at Yotta DC, Mumbai in co-ordination with existing service provider.
- Dismantling and removal of two existing staging servers from racks at Vile Parle DC.
- Dismantling and relocation of one server rack from Vile Parle DC to Yotta DC Mumbai

Activities to be performed at Yotta DC, Panvel, Mumbai

- Setting up the Rack relocated from Vile Parle DC to Yotta DC , Mumbai
- Supply, installation, configuration, and commissioning of a new Exadata X11M – HC Quarter Rack system with 2.25 TB RAM per node and 240 TB usable storage at the new Primary Site, Yotta Data Center, Mumbai.
- Supply, installation, configuration, and commissioning of two (2) staging servers and one (1) OASG (ASR) server (*Oracle Advanced Services Gateway Server E6-2L*) at Yotta Data Center, Mumbai.
- Installation and configuration of two (2) Dell unified switches relocated from Vile Parle DC, Mumbai to Yotta Data Center, Mumbai.
- Relocation and reconfiguration of the existing Far-Sync server from Vile Parle DC, Mumbai to Yotta Data Center, Mumbai, including IP address and database reconfiguration in coordination with the existing service provider.
- Migration of existing databases running on Exadata X7-2 and Exadata X5-2 to the new Exadata X11M – HC Quarter Rack, hosted on separate virtual machines at Yotta Data Center, Mumbai.

- Establishment of Oracle Active Data Guard (OADG) replication for the primary production database between Yotta DC, Mumbai and CTRLS DC, Bangalore via the Far-Sync server.
- Establishment of Data Guard (DG) replication for UAT and SMS databases between Yotta DC, Mumbai and CTRLS DC, Bangalore.
- Rack installation and Reconfiguration of the existing Commvault Media Server relocated from Vile Parle DC, Mumbai to Yotta Data Center, Mumbai, including IP changes and backup configuration updates, in coordination with the existing service provider.
- Rack installation and Reconfiguration of the Oracle ZS9-2 Backup Appliance relocated from Vile Parle DC, Mumbai to Yotta Data Center, Mumbai, including IP changes and backup configuration updates, in coordination with the existing service provider.
- Rack installation and Reconfiguration of the existing LTO-9 Tape Library (Quantum Scalar i6, Full-Height Drives) relocated from Vile Parle DC, Mumbai to Yotta Data Center, Mumbai, including IP changes and backup configuration updates, in coordination with the existing service provider.
- Reconfiguration of the backup solution at Yotta DC, Mumbai after relocation, in coordination with the existing service provider.
- Installation of Oracle software and creation of a new Catalog Database on one of the newly installed staging servers at Yotta DC, Mumbai. The existing catalog database shall be migrated to the new catalog database, which shall be deployed on a separate virtual machine created on new staging server.
- Installation and configuration of the latest version of Oracle Enterprise Manager (OEM) on a virtual machine provided by LIC from its private cloud. The OEM database shall be migrated from the existing OEM server to the new server. The Bidder shall configure monitoring for all target systems, set up alerts and thresholds, and deploy required agents on all monitored hosts.

Activities to be performed at CTRLS-Bangalore DC

- Dismantling and removal of the existing two (2) staging servers from racks.
 - Supply, installation, configuration, and commissioning of two (2) new staging servers at CTRLS Data Center, Bangalore.
 - Installation of Oracle software and creation of a new Catalog Database on one of the new staging servers at Bangalore DC, including migration of the existing catalog database to the new server. The Catalog Database shall be deployed on a separate virtual machine.
 - Configuration and verification of Oracle Active Data Guard (OADG) replication for the primary production database between Yotta DC, Mumbai and CTRLS DC, Bangalore, via the Far-Sync server.
 - Configuration and verification of Data Guard (DG) replication for UAT and SMS databases between Yotta DC, Mumbai and CTRLS DC, Bangalore.
-
- The Bidder shall arrange logistics and transit insurance for the relocation of equipment.
 - The Bidder shall supply all required hardware necessary to implement the solution strictly in accordance with the technical specifications. The specifications provided are minimum requirements; bidders may propose equivalent or higher specifications to meet LIC's needs. However, no additional weightage will be given for higher configurations.
 - The Bidder shall provide and install all network accessories, including networking cables, connectors, compatible patch cords, and related components, and configure the network for optimal throughput. Cabling shall adhere to structured cabling standards, including color coding, cable labeling, and proper documentation.

- The Bidder shall ensure end-to-end connectivity between Exadata systems, staging servers, and the LIC network for application and database communication.
- The Bidder shall configure the Exadata servers for high availability, integrate them with LIC's network and security infrastructure and web applications, tune the appliances as per LIC's requirements, and document the complete solution. The Bidder is expected to deliver a comprehensive end-to-end solution as outlined above.

i. Delivery of hardware

1. The successful bidder shall be responsible to arrange for successful delivery of the required hardware and software components at both the DC and DR locations. The new primary DC location is at Yotta DC , Mumbai and the DR location is at CTRLS Bengaluru COLO.
2. Physical Inspection and preliminary testing of the product/s shall be done at the DC and DR locations, in the presence of representatives of the Bidder and will comprise of the following:
 - Physical verification of equipment as per purchase order.
 - Physical inspection of the equipment for any physical damage.
 - "Power on self-test" to ascertain that no product/s is dead on arrival.
 - Physical verification of Licenses, Software media, technical documentation as per purchase order.
 - Registering the Hardware & Software License with OEM for validation and desired technical support.

ii. Detailed list of work, activities and services (to be done by Oracle CSS only):

Oracle CSS personnel shall carry out the installation and all associated **CSS** services onsite. Personnel must be physically present at a data center; any remote access is permitted only through the internal LAN. The use of internet-based, online, or third-party remote-access tools (including WebEx) is strictly prohibited.

Advanced Configuration of Exadata X11M- HC Quarter Rack system from Oracle CSS team.

- 1) Installation and setting up of Exadata X11M- HC Quarter Rack system
- 2) Installation and setting up of OASG server(Oracle Advanced Services Gateway Server E6-2L)
- 3) Enable 80 cores out of 384 cores in the Exadata X11M – HC Quarter Rack system.
- 4) Deploy the system with the latest Oracle Enterprise Linux version available with Exadata X11M – HC Quarter Rack.
- 5) Create the required ASM disk groups.
- 6) Configure the Oracle RAC framework.
- 7) Create Oracle Homes required for ODS Databases (version 19c).
- 8) Load data migrated from Exadata X7-2 (existing production system) to the new virtual machine created on X11M – HC Quarter Rack.
- 9) Load data migrated from the UAT database on X5-2 system to the new virtual machine on X11M – HC Quarter Rack.
- 10) Load data migrated from the SMS database on X5-2 system to the new virtual machine on X11M – HC Quarter Rack.
- 11) Configure required mount points for /opt, /var, /var/log, /var/log/audit in compliance with IS Audit and Regulatory Cybersecurity/CAVA guidelines.

- 12) Configure Oracle Database parameters based on documented best practices.
- 13) Run standard RAC verification tests on the created database.
- 14) Review the network configuration worksheet and plan a configuration consistent with Exadata configuration and support guidelines.
- 15) Install the required Oracle software patches.
- 16) Upon LIC's approval, install and configure Oracle Configuration Manager (OCM).
- 17) Perform post-configuration verification checks.
- 18) Install the required Enterprise Manager (EM) and OMS agents for OEM and OASG Platinum support.
- 19) Verify High Availability (HA), failover, and load balancing. Configure database disk groups with required redundancy.
- 20) Configure ACFS mount points on database servers for staging servers.
- 21) Ensure application of the latest patch sets and firmware in accordance with Exadata best practices.
- 22) Prepare final summary report, including handover process documentation.
- 23) Installation and configuration of Huge Pages, tuning of OS kernel parameters (taking into account the transaction volume and memory utilization on servers).
- 24) Configuration of OS hardening on Exadata servers as per the best practices in industry /suggestions from OEM.
- 25) Preparation of System configuration document (SCD for the hardening done as per industry best practices)
- 26) Post migration, suggesting and implementing the remediation solutions for the security vulnerabilities and gaps reported by LIC Security team on database servers.
- 27) Post configuration and Pre GO-LIVE checking of server health through Exachk report and resolving the non-complied items.
- 28) Configuration of all newly added components to Automated Service Request (ASR server) settings for Oracle platinum support services.
- 29) Adding OEM agents, OMS agents and configuring OEM monitoring of Exadata servers and Catalog database servers.
- 30) Configuration of new IPs of newly configured DNS and NTP servers in Exadata Machines (both for new X11M - HC Quarter rack system (new Primary) and existing standby (X9M-2 system)
- 31) Reconfigure the far-sync servers after relocations.
- 32) Ensure the data replication using OADG with far-sync servers for PRODS database and DG for UAT and SMS databases.
- 33) Pre GO-LIVE conducting at least one switch over and switch back from Primary to Standby.
- 34) Conducting one Switch over and switch back from primary to standby site within 2 months from GO-LIVE.
- 35) Configuration of all network related activities required on Exadata servers and Infiniband/ROCE switches. Update firmware on Infiniband/ROCE switches and PDUs. Configuration of network IP addresses hostnames etc. on all related servers and devices.
- 36) System Integrator has to make provision for all the required accessories required for data migration activities.
- 37) Configuring relocated Oracle ZS9-2 backup appliance with ROCE switches for mounting on DB servers.

- 38) Configure ACFS mount points on database servers for new staging servers at both sites(Yotta DC and CTRLS Bangalore).
- 39) Configure TDE (Transparent Data encryption) on the migrated databases on new Exadata X11M - HC Quarter rack system.
- 40) System Integrator shall ensure that there is no single point of failure in any of the component configurations made.
- 41) System Integrator should adhere to the best practices recommended by OEM/Industry.

Configuration Services from Oracle CSS

Oracle CSS shall install and configure the following as per the scope of work below:

1. Configuration of X11M - HC Quarter rack Exadata using OVM or Bare Metal (Location -- Yotta DC, Mumbai).
2. Configure a RAC in X11M - HC Quarter rack Exadata (Location -- Yotta DC, Mumbai).
 - a. Configure Oracle RAC framework.
 - b. Create Oracle Homes required ODS Databases.
 - c. Configure Oracle Database parameters
 - d. Run Standard RAC verification tests on the created database
3. Migrate ODS Databases(PRODS, UAT and SMS) from existing X7-2 quarter Rack and X5-2 quarter rack to X11M - HC Quarter rack Exadata quarter rack
 - a. Plan for final cut-over of database to X11M- HC Quarter Rack Exadata
 - b. Backup the PRODS database from Current X7-2 Exadata server and restore it in new X11M - HC Quarter rack Exadata server
 - c. Backup the UAT database from Current X5-2 Exadata server and restore it in new X11M - HC Quarter rack Exadata server
 - d. Backup the SMS database from Current X5-2 Exadata server and restore it in new X11M - HC Quarter rack Exadata server
 - e. Configure OADG between X11M - HC Quarter rack and X9M-2 database (ODS) for PRODS database
 - f. Configure DG between X11M - HC Quarter rack and X9M-2 database (ODS) for UAT and SMS databases
 - g. Sync the database on X7-2 with X9M-2
4. Configure TDE (Transparent Data encryption) on the migrated databases on new Exadata X11M - HC Quarter rack system.
5. Configuring thresholds, alerts on OEM servers for all Exadata servers (new Exadata X11M - HC Quarter rack system and existing X9M-2 systems) and other monitored oracle infrastructure components.

iii. Installation and Configuration to be done by System integrator on other supplied associated servers.

Particulars	Location	Configurations to be done on servers
New Staging Server-1	Yotta DC	<ul style="list-style-type: none"> o Installation of latest OS (RHEL) o Configuration of DNS and NTP/Staging server. o To be deployed as DNS/NTP/Staging server. o To be mapped to ACFS mount points. o Creation of Virtual machine and Installation of Oracle database and migration of catalog database

New Staging server -2	Yotta DC	<ul style="list-style-type: none"> ○ Installation of latest OS (RHEL) ○ To be deployed as staging server ○ To be mapped to ACFS mount points.
New Staging Server-1	CTRLS Bangalore	<ul style="list-style-type: none"> ○ Installation of latest OS (RHEL) ○ Configuration of DNS and NTP/Staging server. ○ To be deployed as DNS/NTP/Staging server. ○ To be mapped to ACFS mount points. ○ Creation of Virtual machine and Installation of Oracle database and migration of catalog database
New Staging Server-2	CTRLS Bangalore	<ul style="list-style-type: none"> ○ Installation of latest OS (RHEL) ○ To be deployed as staging server ○ To be mapped to ACFS mount points
New OASG server(Oracle Advanced Services Gateway Server E6-2L)	Yotta DC	<ul style="list-style-type: none"> ○ Installation of latest version of OEL required by Platinum support team ○ OS and patches to be upgraded as per recommendations from Platinum/Oracle
OEM server (on Virtual Machine provided by LIC)	Yotta DC	<ul style="list-style-type: none"> ○ Latest version of Enterprise Manager to be installed on Virtual server. ○ To be deployed as Enterprise Manager Server.

Note :

- **As the size of database to be migrated from Existing Exadata X7-2 and X5-2 systems to the new X11M- HC Quarter rack is around 60 TB, system integrator should provision at his cost all appliances like compatible NAS storage or other devices and accessories etc. required for the migration. Please note that, transfer of backup files over LIC network will not be possible due to network bandwidth limitations.**
- **The staging servers must be installed with the latest version of Red Hat Enterprise Linux (RHEL). LIC holds a corporate license for RHEL; therefore, bidders shall not quote or supply separate RHEL licenses.**

iv. Professional and Technical Services (to be done by bidder):

- Services should necessarily include all activities required to meet the desired objectives of moving the existing Database with its associated systems to a New High Performance and Capacity System and upgraded hardware.
- Management, maintenance and support for the supplied components for the period of three years.
- Upgradation of Operating system , application of OS patches on staging servers on a quarterly basis.
- Upgradation and application of OS patches on OEM servers on a quarterly basis.
- Upgradation and application of OEM and Database patches on quarterly basis.
- Upgradation and application of Database patches on Catalog servers at both locations.
- Bidder with the associated OEM should commit to provide all necessary resources and expertise to resolve any issue and carry out required changes, optimizations and modifications so that entire project work is carried out according to the specified requirements and satisfaction of LIC.
- Bidder has to coordinate and provide support for integration of Backup solution (which will be shifted from existing Vile Parle site , Mumbai to Yotta DC) with new Exadata X11M - HC Quarter rack quarter rack machine at Yotta, DC, Mumbai

- De-couple two Dell unified switches at DC site Vile Parle Mumbai prior to logistics and coordinate with LIC network team to configure the same in Yotta DC in co-ordination with existing service provider.

v. Relocation of Media server, Backup appliance and Tape library, Dell unified switches, far-sync server from Vile Parle DC , Mumbai to Yotta DC, Mumbai

- Lift & Shifting of the equipments involve un-mounting/mounting, Poweroff/Power-on, packaging/unpacking, marking/labelling, transportation, transit insurance, un-installation/installation, labour charges and other such obligations of the equipment at respective DC location.
- The bidder to note that, the LIC will not be able to provide any manpower for the physical activity. The bidder has to share complete Plan of Action co-ordinating with existing system integrator and inform the dependencies to LIC before execution of migration activity.
- Proof of insurance and OEM support is to be submitted to the purchaser before commencement of actual shifting of items.
- The vendor has to consider all necessary permissions required for shifting & movement of IT equipment like e-way bills, traffic rules for vehicle entry time, permits and permission etc.
- Back-to-back OEM support for equipment: Co-ordinate with OEM for back-to-back support for relocation of equipment's and warranty continuation.
- The insurance value of items to be relocated (for arranging Transit insurance) :
 - Oracle ZS9-2 backup appliance is Rs. 2.30 crores
 - The insurance value of Quantum(Sacalar i6) Tape library is Rs.2.04 crores
 - The insurance value of Media Server is Rs. 23.40 lakhs
 - Insurance value of Far-sync server is 31.24 lakhs
 - Insurance value of Dell Unified switches is 26.96 lakhs
- Bidder to follow OEMs recommendations (such as cooling time before physically moving the equipment and rest time before restarting).

vi. Configuration to be done by System integrator on existing relocated appliances /devices.

The following activities are to be carried out in co-ordination with existing service provider:

Particulars	Relocated to	Configurations to be done on servers
Far-sync server	Yotta DC	<ul style="list-style-type: none"> ○ Reconfiguration of IP ○ Reconfiguration of database components like listener, Database parameters etc. ○ Ensuring OADG replication thru far-sync server
Backup solution: Oracle ZS9-2 Media Server Tape library	Yotta DC	<ul style="list-style-type: none"> ○ Reconfiguration of Oracle ZS9-2 IPs and other configuration ○ Reconfiguration of backup media server ○ Reconfiguration of Tape library
Dell Unified Switches	Yotta DC	<ul style="list-style-type: none"> ○ Reconfiguration of Dell switches at Yotta DC after relocation

vii. Relocation services

A. Assessment, Planning and Approach Designing :

1. Visit at Source location.
2. Assess, plan, design and manage every detail from shutdown, dismantling, de-staging, packaging, transporting, reinstallation, power on and testing.
3. Review elements from each infrastructure group to include high level review of server, storage, and network configurations at source and target.
4. Assess & understand the network connectivity, IP configurations for the servers/SAN switch.
5. Preparation of migration schedule.
6. Review migration strategy with key stakeholders.
7. Migration option risks.

B. Execution :

1. Labeling of the equipment and cables.
2. Perform the migration as per the event, phases and schedule created.
3. Visit the new site before the assets are moved to check everything is alright and to check site readiness.
4. Confirm target site readiness.
5. Perform pre relocation health of the hardware at source site
6. Perform graceful shutdown of the hardware
7. Keep ready all the hardware for packing and movement.
8. Transit of equipments to destination site with transit insurance.
9. Staging of the equipment at new data center.
10. Visit once equipment are received at new site.
11. Unpack the hardware at new site data center.
12. Mounting and installation of the equipment at the new site
13. Network re-configuration for the switches / SAN at new site.
14. Power on the hardware

C. Post Migration activity :

1. Verify health status of all hardware.
2. Check if OS is booting fine
3. Server and management IP re-configuration
4. All documentation, requirements of the activity to be shared with LIC.
5. Knowledge Transfer and Sign-off.

viii. Project Management.

The bidder shall designate a TAM/Project Manager who shall be solely responsible for

- Project management associated with this project till the go-live period and
- Direction of services provided by Bidder/OEM. Bidder/OEM shall provide required services only under the direction of such project manager, who shall make all decisions in connection with anything relating to project management and direction of the project.
- Weekly Review meeting to be conducted by bidder, OEM with LIC till Go-Live.

ix. Closure of observations:

The selected bidder shall ensure prompt compliance and closure of all observations, findings, recommendations, queries, and advisories arising from any Audit, Concurrent Audit, Management Audit, Information Security Audit, External Audit, Inspection, IT Risk Management review, IT Compliance review, Comprehensive Security Review, or any audit or review conducted

by LIC or any regulatory authority, from time to time, in respect of the solutions provided and the solution setup.

x. Documentation

- Detailed documentation on installations and configurations, Startup and shutdown procedures of racks and servers, switch over procedures, RMAN backup strategy, backup procedures and procedures for restoration and recovery in different scenarios etc. should be provided.
- Documents for high level design, detailed design, configuration of individual features set on various appliances including screen-by-screen configuration steps, general testing, scenario based fail-over testing, Standard Operating Procedure, best practices etc. along with the Comprehensive Product User Manual shall form the complete set for fulfilling the documentation criteria.
- Bidder shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied.
- Installation report should contain the part numbers of all the components supplied.

xi. Maintenance & Support to be provided by Bidder

Support plan: The Bidder should provide a detailed plan on the support (for a period of 3 years for Exadata systems and 3 years for Servers) for the Exadata to maintain the system uptime of at least 99.95% computed on quarterly.

Support process requirements:

- a. Bidder has to ensure onsite support is provided as and when requested (On-call) on the same day.
- b. Routine maintenance / health check of the Exadata.
- c. Update of software to the latest versions at all the locations, whenever decided by LIC. The procedures have to be documented and submitted to LIC before carrying out any such activity.
- d. Root cause analysis of any incident / event has to be done on request and proper corrective action with information to LIC officials, based on which improvements to policies and configurations are to be recommended by the Bidder.
- e. Provide advice and guidance for Enterprise Solutions - has to provide all services support required for the installation and configurations and use of the products and services.
- f. Deployment Assistance for Enterprise Solutions - has to provide assistance during the deployment of the Enterprise Solution(s) - assist in LIC's governance and support planning for the products

The Bidder has to provide support during and beyond LIC's office hours throughout the contract period. The roles and responsibilities of on-call support are as mentioned above.

xii. Deliverables

- The Bidder has to specify the Name of the OEMs with the product name in the Technical specification.
- The servers' hardware configuration has to be done by the bidder. The hardware should not have any single point of failure.

Sl. No	Description	Location	Qty
1	Exadata Database Machine X11M High Capacity (HC) Quarter Rack with 2.25 TB per node (with 1 year warranty followed by next 2 years ATS support)	Yotta DC	1
2	Staging servers with 3 years comprehensive warranty	Yotta DC	2
3	OASG server (Oracle Advanced Services Gateway Server E6-2L) with 1 year warranty followed by next 2 years ATS support	Yotta DC	1
3	Staging servers with 3 years comprehensive warranty	CTRLS DC, Bangalore	2
4	Relocation services (for Media server, far-sync server, Tape library and Oracle ZS9-2 Backup appliance, two Dell unified switches) from Vile Parle DC to Yotta DC, Mumbai		
5	Documentation		
6	Installation, Implementation , configuration services from Oracle CSS		
7	Support and Maintenance		

DC Location:

LIC of India, Jeevan Seva Annex., S V Road, opp. Santacruz Bus Depot, Santacruz (West) Mumbai 400054.

DR Location: Bengaluru COLO,

CTRLS Datacenters Limited, 15/A, 2nd Main Road, Veer Sandra, Electronic City, Bengaluru-560100, Karnataka.

Yotta DC, Mumbai (New DC location):

Yotta Data center private limited center, 1st, 2nd and 3rd level, Edinberg building, Survey no:34, 2A Part, Pannel, Bhokarpada, Maharashtra 410207.

xiii. General Specifications

- All the hardware and software components (including the OS, database) supplied should be of 64-bit architecture.
- All servers and components and software must be compatible with latest Oracle Enterprise Linux Operating System.
- All hardware, software and associated peripherals and accessories should be designed with resiliency to maintain 7 X 24 X 365 availability.
- The System is to be designed with no single point of failure, with appropriate levels of redundancy.
- The bidder should chose appropriate rack dense equipment with suitable form factors for optimizing space in the datacenter.
- Bidder should provide detailed Hardware specifications. Bidder is to provide detailed bill of material and specification that would be adequate to meet the performance requirement in highly available and Scalable mode.

- The Bidder must provide an integral solution after due consideration about the compatibility issues between the various components.
- The above list is not comprehensive list of components. The bidder is free to add any additional components that he feels would benefit the solution as whole.
- Vendor should supply all the accessories that are essential for installation, commissioning, and making operational all the hardware and devices.
- All the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used.
- The proposed delivered Bill of Material should integrate with our existing infrastructure and work seamlessly. Any equipment / consumable / services or any other things than the one quoted by the vendor / bidder required to make the solution work will be provided by the OEM and/or OEM Partner (bidder) at no additional cost to LIC.

xiv. Bill of Material:

The following Bill of Material is required to be supplied:

1) Bill of Material for Oracle Exadata X11M – High capacity(HC) and one OASG (Oracle Advanced Services Gateway Server E6-2L)

Line #	Description	Quantity
1	Exadata Database Machine X11M: model family	1
1.1	Exadata Storage Server X11M High Capacity (HC) plus Network Fabric (for factory installation)	3
1.2	QSFP28 passive copper cable: 3 meters, 30 AWG	10
1.3	QSFP28 passive copper cable: 1 meter, 30 AWG	8
1.4	One Cisco 9336C RoCE networking fabric switch v2 (for factory installation)	2
1.5	Exadata Database Machine: expansion switch kit for Network Fabric v2 (for factory installation)	1
1.6	One Cisco 9348 management switch v2 (for factory installation)	1
1.7	Two 1-phase high voltage 22 kVA PDUs with 2P3W-IP44 plugs for EMEA and APAC, except Japan and Taiwan (for factory installation)	1
1.8	Engineered Systems 1 RU filler panel v2	28
1.9	Exadata Database Machine X11M: Oracle Linux software image for database server (for factory installation)	1
1.1	Exadata Database Machine X11M: Oracle Linux software image for storage server (for factory installation)	1

1.11	Power cord: India, 2.5 meters, NBR14136 plug with ground, IEC60320-1-C13 connector, 10 A	2
1.12	Oracle 10/25 GbE Dual Rate SFP28 Short Range (SR) Transceiver	12
1.13	Oracle Dual Port 25 Gb Ethernet Adapter v2	2
1.14	Oracle Advanced Support Gateway Server E6-2L (for field installation)	1
1.15	Exadata Database Machine X11M Rack: two 2.25 TB memory database servers plus Chassis for factory installation)	1

- **Sufficient Exadata storage software licenses are available under existing Exadata X5-2 and X7-2 systems. Exadata software licenses required for X11M HC Quarter Rack shall be reused from existing Exadata storage software licenses .**
- **OASG/ASR gateway server should be loaded with latest version of OEL or Version of OEL recommended by Oracle platinum support.**

Staging servers

Sr No	Item	Total Quantity	Yotta DC,Mumbai	CTRLS BangaloreDC
1	Staging servers	4	2	2

The staging servers must be installed with the latest version of Red Hat Enterprise Linux (RHEL). LIC holds a corporate license for RHEL; therefore, bidders shall not quote or supply separate RHEL licenses.

Bill of Material for each Staging Server (Total quantity of Servers required –4)

Bill of Quantity (BoQ) – Per Server		
Sr. No.	Component Description	Components per Server
1	2U Rack-Mountable Server Chassis with minimum 10 × 2.5" Hot-Swap SAS/SATA Drive Bays	1
2	Dual Intel Xeon 4th/5th Gen Silver/Gold Processors, 16 Cores each, ≥2.5 GHz	2
3	16 GB DDR5 ECC Registered Memory Module	8
4	Enterprise SAS/SATA Backplane Kit for 2.5" Drives	1
5	300 GB 10K/15K RPM 2.5" SAS Enterprise HDD (for OS – RAID 1+0)	4
6	1 TB 7.2K RPM 2.5" SAS Enterprise HDD (for Data – RAID 5)	6
7	Hardware RAID Controller with minimum 4 GB Flash-Backed Cache (RAID 0,1,5,6,10)	1
8	RAID Cache Backup Module (Battery/SuperCap based)	1

9	Dual-Port 32 Gb Fibre Channel Host Bus Adapter	2
10	Dual-Port 10 Gb Ethernet Adapter	2
11	10 Gb SFP+ SR Optical Transceiver	4
12	Dedicated 1 GbE Remote Management Port (Integrated)	1
13	Hot-Plug Redundant Power Supply Unit, Minimum 1000 W, Platinum Efficiency	2
14	Redundant Hot-Plug Fan Kit for 2U Server	1
15	Advanced Embedded Remote Management License with 3 Years Support	1
16	Secure Firmware & Silicon Root of Trust Enablement (Integrated)	1
17	TPM 2.0 Security Module	1
18	Bezel Locking Kit with Chassis Intrusion Detection	1
19	High-Performance Heat Sink Kit for 2U Rack Server	2
20	Zero-Touch Provisioning & REST API Enablement (Integrated)	1
21	Installation and Startup Service	1
22	Startup & Configuration Service	1
23	Integrated Server Management & Monitoring Software	1
24	3 Years Warranty with 24x7 Support and 4-Hour Call-to-Repair (CTR)	1

Section-F: Payment Terms

Payment terms for Hardware and Software items and services:

- 60% of the cost of Hardware items of the Commercial Bid (Indicative) Format at Annexure-IX shall be paid after delivery of entire solution at the specified locations mentioned in the PO.
- 30% of the cost of Hardware items and shall be paid on Go-Live date.
- Go-Live will be reckoned as the implementation date of Exadata, other associated servers after successful Installation and integration, acceptance testing and documentation of entire solution and services at the locations specified as per the scope of work mentioned in Section-E above.
- 10% of the cost of Hardware items of the Commercial Bid Form at Annexure-IX shall be paid after one months of Go-Live date and after submitting documentation on any Configuration changes/ modifications done after Go-Live.
- 100% of the cost of items under Item No. 4, 5 and 6 of Annexure-IX-Indicative Commercial Bid shall be paid after one month from GO-LIVE date.

Payment terms for AMC support of Exadata X11M- HC Quarter Rack System and Gateway server E6-2L:

- Payment for the Managed services, ATS/AMC of **Exadata X11M - HC Quarter rack System and OASG server E6-2L will be made quarterly in advance.** If

there is any instance of unsatisfactory performance, the penalty will be deducted from next quarter AMC payment and for any unsatisfactory performance in last quarter of AMC, penalty will be recovered from PBG (Performance Bank Guarantee).

Documents to be produced for release of payment, as applicable: -

- Invoice (with reference of Purchase Order, description of services delivered, quantity, unit price, total amount)
- The proof of payment of GST/taxes (wherever applicable)
- Delivery Challans duly acknowledged "Proof of Delivery" in original
- Delivery Certificates for Software licenses
- Verification of above deliverables by Authorized LIC official not below the rank of Assistant Secretary at CO IT Department, Mumbai
- Licenses and proof of warranty /maintenance and support from OEM
- User Acceptance Test – sign-off certificate signed by an Official not below Secretary (IT/DT) of LIC, in writing.
- Handing over of the complete documentation to LIC as mentioned in documentation clause above.
- Completion of quarterly Configuration, Review, Health Check & Support Services

In addition to the above, the following general terms will also apply:

- No advance payment will be made by LIC.
- Payments will be made only on vendor completing all activities for that Phase as per the agreed project plan and phase completion sign off for the same from LIC.
- LIC reserves the right to temporarily withhold payments and impose penalty, if it is not satisfied with progress made during that period or if there is a delay in activity timelines.
- LIC shall make payments in Indian Rupee (INR) on receipt of invoices, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.
- The payment will be released by the IT /DT department, Central Office. Payment related objections, if raised after 3 months from the date of release of payment, would not be entertained. Such objection must be raised in writing.
- The vendor is also duty bound to report to LIC about any short recovery of taxes, cess, etc. at source. Such reporting to LIC should also happen at the earliest. In case, vendor fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC will have the right to recover all short recoveries of tax, related cess and surcharges, interest and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.
- The vendor shall be solely responsible to make payment to OEM Vendors.
- Payment towards any additional/Change orders for onsite will be due only if any change orders is exercised & approved by LIC and delivered by the Vendor .
- The Amount against Penalties, if any, will be recoverable from the Payment OR from any other payment due to the Vendor OR from performance Bank Guarantee.
- The payment will be released from IT department, Central Office, LIC of India, Mumbai.
- If Components are not delivered within the time schedule for delivery and installation, penalty will be applicable as per SLA.
- The total penalty for delivery and installation shall not exceed the total PO Value.
- Payment will be subject to deduction of TDS, penalties (if any), etc.
- Sign-off from LIC for completion of each phase of each activity.

- No other payment of any kind will be made other than the Contract Value.
- Expenses: It may be noted that LIC will not pay any amount/ expenses/ charges/ fees/ travelling expense/ boarding expenses/ lodging expenses/ conveyance expenses/ out of pocket expenses other than the —Agreed Contract Value.

The Amount against Penalties, if any, will be recoverable from any payment due to the Bidder **OR** from the Performance Bank Guarantee.

Obligation to pay

LIC will pay to the Vendor for the deliverables & Services, subject to:

- a. this clause (Section F) and
- b. The deliverables & Services meeting the SLA.

Liquidated Damages

The delivery & installation of the entire system consisting of software and services will be as per the Schedule of Service Level Agreement mentioned in this RFP; failure to do so will attract penalties. If, at any time during the performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the systems and/or Services, the Vendor shall promptly notify LIC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Vendor's notice, LIC shall evaluate the situation and may, at its discretion, extend the Vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

There shall be a penalty for non-adherence to the time schedule as per section H – Service Level Agreement (SLA). The total penalty will be capped at 5% of the total contract value.

Penalties: All activities as per agreed timelines: 0% of the total contract value per week of delay or part thereof for the first 16 weeks.

Thereafter, the rate of penalty will be 0.1% of the total contract value per week or part thereof.

If the penalties are beyond 5% of the total contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and costs of the Bidder. The Bidder may be debarred for applying in future assignments.

The Vendor will ensure that all services and systems perform without defect or interruption as per the SLAs specified in the RFP. The vendor will make all-out effort to ensure that all systems perform without defect or interruption.

Due Date for Payment

LIC will make payment of a correctly rendered invoice on undisputed work within 30 working days after receiving the invoice.

Expenses

The Vendor will not be entitled to charge LIC for any other fees, charges or expenses (including travel and accommodation, document reproduction, transportation and courier

charges, and telecommunications charges, etc.) in addition to the Charges mentioned in the Payment Schedule.

LIC is under no obligation to pay any amount in excess of the Charges mentioned in the Payment Schedule.

Incorrect Invoices, under/over Payment

If an invoice is found to have been rendered incorrectly after payment, any underpayment or over payment will be recoverable by or from the Bidder, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by LIC to the Bidder under the contract.

Prices and Taxes:

Prices

Prices payable to the Bidder will be fixed as derived from the Final L1 quote after Online Reverse Auction and will be exclusive of GST, Taxes and Octroi/LBT. Prices once fixed will be valid throughout the entire contract period.

Escalation of Costs: The Bidder 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.

Taxes and Duties

Bidders will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., except GST, and Octroi/LBT incurred until delivery of the contracted services to LIC.

GST and Octroi/LBT, if any, will be reimbursed only at actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the Bidder.

Deduction of Taxes at Source

LIC will deduct taxes from the amounts due and payable to the Bidder wherever applicable. LIC will provide Bidder with the statement of any taxes deducted by LIC on payments under the contract. The Bidder agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the Bidder.

Contract Amendments

No variation in or modification of the terms of the contract shall be made except by written amendment signed by both LIC and the Bidder. Any changes in law, taxes and policies shall be governed through the provision of above under the head "Prices and Taxes".

Section-G: Warranties

- The offer must include on-site product replacement warranty for one year from the date of delivery of the systems and 4 years AMC thereafter. The warranty will also include supply of all updates and upgrades.
- All appliance, software to be supplied/ delivered and installed must be of the latest version

(or as decided by LIC) and should form part of the OEM's current product line and should not be End of Sale on the date of RFP submission and End of Support during the duration of the maintenance & support period.

- The bidder should also ensure that the solution proposed shall be technically compliant to perform satisfactorily as per requirements mentioned in the Technical specification and deliverables.
- LIC shall promptly notify the Vendor in writing of any claims arising under this warranty.
- Period or correction of defects/issues during the warranty period shall be as per SLA which will include holidays.

Maintenance during Warranty Period:

- The Bidder shall attend to calls and arrange to solve the problems within the stipulated time lines as mentioned in the SLA.
- LIC may at its discretion extend the contract for support for a further period of 3 years from the expiry of the AMC period on the same terms and conditions.
- LIC reserves the right to terminate the contract earlier, as specified in Clause 2.22 of Section D "Terms and Conditions". In case of Bidder being discontinued for deficiency in service, the contract may be terminated and the Bidder may be blacklisted and may not be allowed to participate in future tenders of LIC for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG), will be imposed as penalty on the Bidder to make good the losses suffered by LIC in terms of business loss and for making alternate arrangements. Spares and support for the appliances should be available for a minimum period of five years from the date of delivery of the appliances irrespective of whether the equipment is manufactured by the Bidder or procured from any other OEM. The entire responsibility will rest on the Bidder for servicing and proper functioning of the equipment. During this specified period, if it is found that spares or support is not available, the Bidder will have to replace the appliances with equivalent or higher model subject to evaluation by LIC, at no extra cost to LIC.
- In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.
- Warranty shall include software upgrades, patches, hot fixes and service support without charging any additional cost to LIC.
- LIC reserves the right to shift the appliances procured under this RFP from one location to another within India. In case of shifting of any appliance supplied by the Bidder to any new location, wherever the appliance has to be shifted from one location to another, the Bidder is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.
- Complaint(s) will be deemed to be resolved if the following record is available with LIC:
 - a) Customer Call Report (CCR) signed by both the service Personnel and LIC's Authorized official, confirming that the complaint is resolved.
 - b) Date and time of resolution of the complaint shall be indicated clearly.
 - c) Record of down time for hardware will be maintained by LIC and will be binding on the Bidder.
- Service Personnel/ Representatives of Bidder shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Personnel of the Bidder shall have access to the servers only after obtaining clearance from LIC's authorized officials. No component of the System/data/ log information will be taken out of

LIC's premises without clearance from LIC's Authorized Officials.

- LIC will provide the Bidder necessary access, to its premises as and when required and is deemed reasonable.
- The selected Bidder will, if using or accessing LIC's premises or facilities, comply with all reasonable directions and procedures relating to occupational health and safety and security in operation at those premises or facilities whether specifically drawn to the attention of the Bidder or as might reasonably be inferred from the circumstances.

Project Implementation Period:

The Bidder should note that all hardware & software products should be delivered within 6-8 weeks of the date of acceptance of the Purchase Order. However, the Bidder has to submit confirmation of having placed order for appliance with the proposed OEM within two weeks of acceptance of the Purchase Order. All the activities mentioned in Section E i.e. Scope of Work should be completed within maximum 16 weeks from the date of acceptance of the Purchase Order.

- The details of information required from LIC for preparation of the implementation plan should be sought within 2 weeks from the date of receipt of Purchase Order from LIC. The successful bidder may physically verify the sites involved.
- HLD and LLD to be submitted within 4 weeks from the date of acceptance of the Purchase Order.
- The project planning and implementation should be done keeping in view the normal working hours in LIC offices at Mumbai.

Time Schedule for Delivery & Installation

Sl. No.	Purchase Order for	Delivery Schedule
1	Place order with OEM	2 Weeks (from Date of Acceptance of Purchase Order)
2	Submission of HLD and LLD	4 weeks (from Date of Acceptance of Purchase Order)
3	Delivery of Exadata X11M-HC QR System in Yotta DC, Mumbai and Staging servers and OASG server(Oracle Advanced Services Gateway Server E6-2L) in Yotta DC & CTRLS DC , Bangalore	6-8 Weeks (from Date of Acceptance of Purchase Order)
4	Completion of all the activities mentioned in Section E i.e. Scope of Work Date of implementation of last device shall be taken as date of installation of all devices.	16 Weeks (from Date of Acceptance of Purchase Order)
5	Post Implementation On-Call Support	Same Day Onsite On-Call
6	Post Implementation Mandatory once a Quarter Performance Audit, Configuration and Health Check. Firmware upgrades when desired by LIC.	Once in a Quarter. Firmware upgrades when desired by LIC.

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

SNR (Site Not Ready) clause:

To the extent that a material failure of performance of the obligations attributable solely to an act or omission of LIC (example SNR), causes the Vendor to fail to meet a time schedule for delivery and installation, the Vendor shall be entitled to a day-for-day extension of the applicable delivery and installation date caused as a result of LIC's delay.

Section-H: Service Level Agreement (SLA)

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

1. Delivery of all equipment should be within 6-8 weeks from date of placing of order. In the event of the any or all equipment(s) not being delivered, installed, tested and commissioned within a period of 16 weeks from date of Purchase Order, a penalty of 0.10% of the total cost for each week or part thereof the delay, subject to maximum amount of 5% percent of the total cost will be charged to Bidder. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware.
2. During the term of the contract, the Bidder will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
 - a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the Bidder will provide these services.
 - b) The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment as and when required on 24x7x365 basis. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the Bidder are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the Bidder shall replace such parts, at no extra cost to the LIC, with brand new parts or those equivalent to new parts in performance. For this purpose the Bidder shall keep sufficient stock of spares at LIC's premises and at the premises of the Bidder.
 - c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Bidder's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 2 hours.
 - d) The Bidder shall ensure that all faults and failures reported by LIC through authorized communication channels (email/telephone/helpdesk portal) are acknowledged immediately and service restoration is completed within four (4) hours from the time of logging of the complaint, on a 24x7 basis. Where replacement of any component is required for permanent resolution, the Bidder shall provide such replacement no later than the Next Business Day, defined as a working day of LIC excluding declared holidays. The Bidder shall ensure adequate availability of spares to meet this requirement.

- e) In the event of failure to meet the above service levels, LIC shall levy a penalty at the rate of 0.10% of the applicable annual Warranty/AMC/Support charges for each additional day of delay, subject to a maximum cap of 10% of the annual Warranty/AMC/Support charges under the Contract. Delays arising from manpower shortages, logistics issues, or non-availability of spares shall not be considered as valid reasons for exemption from penalties. Repeated or chronic SLA breaches may, at LIC's discretion, lead to escalation and/or termination of the Contract as per applicable terms.
- f) The Bidder shall ensure that the full configuration of the equipment is available to the LIC in proper working condition viz. uptime of 99.95% of the time on a 24 x 7 x 365 basis.

Penalty on cost of the AMC for Exadata Systems

Uptime for all hardware components is to be provided by the vendor is tabulated in Table-1 below. If the desired uptime is not achieved, penalty as given below will be applicable.

Table-1 :

Working Hour Window	24 * 7 (365 days in a year)
Site	Hardware located at a location – Data Center, Yotta, Mumbai and DR site at CTRLS Bangalore
QMC (Quarterly Maintenance Charges)	The amount payable to the vendor for their services will be on quarterly basis QMC = Annual Maintenance Charges (AMC) / 4
Backup solution related AMC cost	For calculation of penalty, the AMC amount for the quarter will be considered.
Formula for the Systems Uptime Calculation (Quarterly): Systems Uptime (%) =	$\frac{\text{Total working hours during the Quarter (Less) Total downtime during the Quarter}}{\text{Total working hours during the Quarter}} \times 100$
## Down-time/Loss of service of due to any faults arising out of supplied Exadata X11M - HC Quarter rack System and Servers and any other supplied associated accessories will be counted in Quarterly total down-time during the quarter and Penalty will be calculated on Quarterly AMC amount of the contract.	

Site-uptimes to be provided by the vendor are tabulated in Table-2 below. If the desired uptimes are not achieved, penalty as given below will be applicable.

Table-2 :

Required System-Uptime and Penalties applicable if the desired system uptimes are not met

Required Uptime of solution/service on Quarterly basis	99.95%
Percentage System-up time(rounded to nearest)	Penalty Applicable (on quarterly basis) (% on Quarterly AMC amount)
99.95% and above	nil
< 99.95% up to 98.95%	5% of Quarterly AMC amount
< 98.95% up to 97.95%	7% of Quarterly AMC amount
< 97.95% up to 97%	9% of Quarterly AMC amount

< 97%	9% of Quarterly AMC bill + 0.10% of AMC amount , for every additional hour of downtime thereof
-------	---

Please note that:

- a) Hardware uptime Reports etc. will be generated by the tools deployed by LIC.
- b) SLAs will be applicable based on the reports generated by the LIC's Service-Desk/ Module. (if applicable)
- c) Site uptime will be calculated on Quarterly basis.
- d) The QMC will be settled by the Central Office, Mumbai location only for the Hardware serviced under their jurisdiction.
- e) Penalty cap for a quarter shall be a maximum of 10% of the Total AMC Bill for a quarter. Penalty will be deducted from any amount payable to the Vendor or if AMC amount is not sufficient, by invoking the performance Bank Guarantee.
- f) If the uptime falls below 97% in a quarter twice during a year, contract /order may be cancelled and LIC may deduct liquidated damages of additional 1% of contract value from PBG
- g) Penalties under the Response Time / Call-to-Repair SLA and the Quarterly System Uptime SLA shall be independent, as they measure different service parameters.
- h) The vendor shall ensure **99.95% uptime**, calculated on a quarterly basis, excluding planned maintenance, force majeure events, and periods during which the system is operational in degraded / workaround mode.
- i) However, for the same system downtime period, penalties shall not be levied twice. In such cases, only the penalty applicable under the Quarterly System Uptime SLA shall apply for the overlapping downtime duration.

In rare cases where the penalties imposed require any reconsideration due to some genuine reasons which will be represented by the vendor, the matter will be decided by LIC of India, Central Office, Mumbai. LIC's decision will be final in this matter.

Formula	Calculation
Uptime (%) will be calculated as indicated in the adjoining column	Uptime (%) = (Sum of total hours during Quarter – Sum of downtime hours during quarter)/ Sum of total hours during quarter x 100. Total hours during the quarter = 24x days in the quarter
Measurement Interval	Quarter

Please note that Site uptime will be calculated on Quarterly basis.

- o The Bidder shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days. Additional Penalty of Rs. 1,00,000/- per instance.
- o Post GO-LIVE , during the contract period , if LIC desires to shift the equipment to a new site and install it thereof urgently, the Bidder shall be informed of the same immediately. LIC shall bear the charges for such shifting and the Bidder shall provide necessary arrangement to LIC in doing so. The terms of this agreement after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the Bidder.

- On account of any negligence, commission or omission by the engineers of the Bidder and if any loss or damage caused to the Equipment, the Bidder shall indemnify/pay/reimburse the loss suffered by the LIC.

Exclusion from Downtime calculations.

The following events/incidents will be excluded from the downtime calculation for meeting the required uptimes:

- a)** Scheduled downtime on account of preventive maintenance, system testing and acceptance test, system upgrades etc.
- b)** All failures due to LIC's network unavailability, source power unavailability and power conditioning, UPS failure etc. beyond control of Vendor Managed Services. However, onus of proof will be with the vendor and LIC's authorized officials will verify the authenticity of the claim made by the servicing Vendor.
- c)** Any period of delays from the side of LIC will not be taken in Penalty calculation. Any delay arising out of non-availability of Network, time taken for extraction and upload of log files etc. will be excluded from the calculation of resolution time.
- d)** Force Majeure conditions defined (as per Force Majeure clause) or any condition not foreseen but which will be mutually agreed by both the parties.
- e)** No breakdown charges will be deducted if the complaint is resolved within the resolution time specified in the above Table-2. In case the breakdown complaint is not resolved within the resolution time stated in Table-2 above, penalty for breakdown for various Hardware items mentioned in Chart of Penalties as per Tables-1 and Table-2 above will become chargeable.
- f)** If the complaint is not resolved within the resolution time specified in the above table, penalty as per Chart of Penalties Table-2 will be charged from the time of lodgment of the complaint. In that case, 1 day means the completion of 24 hours from the time of lodgment of the complaint for the first day, but any part of the day thereafter will be considered as a full day.
- g)** Any system downtime due to reasons not attributable to the Vendor. However, the onus of proving the same would be on the Vendor.
- h)** The penalties as applicable will be recovered from any payment due to the Vendor. If no payment is due then the same will be recovered by invoking the Performance Bank Guarantee of the servicing AMC Vendor.

Executive Director (IT/DT)

Section-I: Annexures

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, Santacruz (West),
Mumbai 400 054

Sir,

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

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, installation, integration, commissioning, maintenance of Exadata in conformity with the said RFP documents in accordance with 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 ____ January, 2026 and also subsequent modifications / clarifications / corrigenda.

We understand that,

- 1) 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 and notification of award shall constitute a binding contract between us.
- 2) If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Documents.
- 3) We agree to abide by this Tender Offer for 6 months from date of Tender (Eligibility & Technical Bid) opening and our offer shall remain binding on us and may be accepted by LIC at any time before expiry of the offer.
- 4) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- 5) We agree that LIC is not bound to accept the lowest or any Bid that LIC may receive and LIC may reject any bid, or accept or entrust the entire work to any Bidder without assigning any reasons or giving any explanation whatsoever.
- 6) We certify that we have provided all the information requested by LIC in the format requested for. We also understand that LIC has the exclusive right to reject this offer in case LIC is of the opinion that the required information is not provided or is provided in a different format.
- 7) We will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Bidder's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.
- 8) We confirm that the contents of the CDs/DVDs/Pen Drive submitted are the same as provided in the hard copies submitted by way of bid response under this RFP.

Dated at _____ this _____ day of _____ 2026

Thanking you,

Yours faithfully
Authorized Signatory,
For _____(Company name)

Annexure-II: Company profile and other information**Company Profile**

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

1	Name of the Company	
2	Whether OEM, System Integrator or Authorized Channel Partner of OEM with Gold/Tier-1 or Silver/Tier2 partnership with the proposed product OEM(Partnership level to be stated)	
3	Company Registered as [Public Limited/Private Limited]	
4	Date of Incorporation	
5	Address of Corporate/ Registered Office	
	Line 1	
	Line 2	
	Name Of City	
	State	
	Postal Code	
	Email id	
	Phone no./ FAX no.	
6	GST Registration No. and Date of registration	
7	Names of the States for which the bidder has GST Registration No. (including all Billing offices) (Attach registration Certificates)	
8	PAN No. (Attach certified copy of PAN)	
9	Turnover of the Company:	
	Financial Year : (INR in Crores)	
	2022-2023	
	2023-2024	
	2024-2025	
10	Profit of the Company after Tax	
	Financial Year : (INR in Crores)	
	2022-2023	
	2023-2024	
	2024-2025	
11	Details of Projects undertaken	
	Details of Projects/PO's executed for implementation of Exadata in last three Financial years: (Multiple Purchase Orders from the same customer in the same year can be clubbed.)	

	Financial year	Names of the clients	Name and contact details of Sr. officer representing the client for the purpose of reference	Approximate Order Value (INR in crores)	Whether the Project has been successfully executed as on date of bid submission (Date of completion of the Project)
	2022-2023	1			
		2			
	2023-2024	1			
		2			
	2024-2025	1			
		2			
12	Bidder's Address for communication :				
	Line 1				
	Line 2				
	Name Of City				
	State				
	Postal Code				
	Email id				
Phone no./ FAX no.					
13	Bank Details				
	Name of Bank				
	Branch				
	MICR Code				
	Type of A/C				
	Account No.				
IFSC Code					
14	Bidder's Official Web Site (URL)				
15	Any other relevant information not covered in the above points :				
16	We hereby confirm that we, M/s _____ have not been debarred / banned by Govt/LIC/Leading Pvt Sector, as on date of submission of the bid.				
Enclosures:					
a) GST Registration, PAN, Certificate of Incorporation, Profit & Loss Statement, Audited Balance sheet, and latest IT Returns and Sales Tax duly signed/ attested by the authorities mentioned in the Tender.					
b) Attested Copies of the Purchase Orders or Certificate from customers					
c) Power of Attorney or the copy of the Board Resolution appointing the Authorized Signatory					
d) Cancelled cheque-leaf of the mentioned Bank Account.					

Date:
Place:

Signature of the Authorized Signatory
Name:
Designation:
Name & Address of the company:
Seal of the Company

Annexure-III: Customer reference in India where supply / upgrade of Exadata Machine in last 3 years

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

Information on implementations of Oracle Exadata Systems done in last 3 Financial Years and references for engagement of onsite CSS team for Exadata implementations :

Sl. No.	Financial year	Name of the customer where implementation was done	Project details	OEMs	Name, designation and contact details of official representing the customer for the purpose of reference
1					
2					

I certify that the above mentioned information is true and correct.

Authorized Signatory
Name:

Designation:

Mobile No. :

Date :

E-mail ID :

Place:

FAX No.

Official Seal of the company

Annexure-IV: Declaration regarding non-Blacklisting

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

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 RFP Reference No: **LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026**, For Supply, Installation, Integration, Commissioning and Onsite Maintenance of Exadata at 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:

Authorized Signatory

Date: ____/ 2026

Place:

Company Seal

**Annexure-V: Authorization for signing all the documents related to RFP
[Either (a) or (b) on bidder's letterhead]**

(a) To be signed by the bidder company's Board / Director / Managing Director

Date:

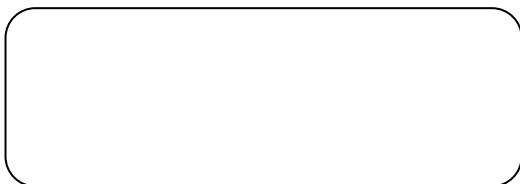
To,
The Executive Director (IT/DT),
Life Insurance Corporation of India,
Central Office, Information Technology - DT Department,
2nd Floor, South Wing, "Jeevan Seva Annexe",
Santacruz (W), S.V.Road, Mumbai – 400054.

Sir,

**Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)
Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.**

I / We, _____ (name & designation), by the powers vested in me / us, hereby authorize Mr./ Mrs./ Ms. _____ to sign the documents to be submitted for participation in the above referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company.

The signature of Mr. / Mrs./ Ms. _____ is as below.



(Sample Signatures of the Authorized Signatory)

Dated at _____ this _____ day of _____ 2026.

Yours faithfully,

Signature(s):
Name(s):
Designation:
Name & Address of the company:

Seal of the Company

Contd.....

(b) To be signed by the bidder's Company Secretary

Date:

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

Sir,

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

Mr./ Mrs./ Ms. _____ has been authorized by our Company Board/ Director/ Managing Director to sign the documents to be submitted for participation in the above referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company. The copy of our board resolution is enclosed herewith.

The signature of Mr. / Mrs./ Ms. _____ is as below.



(Sample Signatures of the Authorized Signatory)

Dated at _____ this _____ day of _____ 2026.

Yours faithfully,

Signature(s):

Name(s):

Designation:

Name & Address of the company:

Enclosures:

Annexure-VI: Statement of Assumptions/Deviations (on technical only) from RFP

Date:

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India,
Central Office,
Information Technology Department,
2nd Floor, Jeevan Seva Annexe,
S. V. Road, Santacruz (West),
Mumbai- 400 054.

Dear Sir/Madam,

Following are the deviations and assumptions (**on technical only**) to the contents of Request for Proposal for **Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)**

These deviations and assumptions are exhaustive. Except these deviations and assumptions, the entire work shall be performed as per RFP requirements and documents.

Sl. No.	Page No	Clause No	Brief Narration	Statement of Deviations and assumptions	Remarks

Witness:
Signature:
Name and Address:

Bidder:
Signature:
Name and Address:

Date:

Date:

Annexure-VII: Non-Disclosure Agreement format (To be submitted only by the selected bidder)

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 Six (2026)

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. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026**, 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 and consortium partners 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 unauthorized disclosure of LIC's Confidential Information.

The Respondent shall ensure that in no case its employees or representative uses any USB or connectivity device in the hardware systems of LIC without 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.

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 agree 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 agree and acknowledge that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LIC in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LIC or a commitment by LIC to enter into any business relationship with the Respondent or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

The Respondent agree that during the existence of the term of this NDA and for a period of 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 centres) and Information-Technology department of Zonal offices.

Respondent agree 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 Authorized officers or representatives.

The Respondent understand and agree 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 agree and undertake 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

Authorized Signatory

Name:

Designation:

Date:

Place:

Office Seal:

Annexure-VIII: Technical Bid Format

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

Technical specifications of X11M- High Capacity(HC) – Quarter Rack

Sr.No.	Technical & Functional Specifications	Confirmation (Y/N)
	ODS Database (Exadata X11M Quarter Rack for DC Site)	
1	The Proposed Integrated Systems should deliver at least 5-nines availability in a Maximum Availability Architecture (MAA) configuration and OEM/Bidder must appear in the IDC AL4 fault-tolerant market segment.	
2	The Bidder shall propose the pre-packaged, tested, integrated system combining with Database Servers, Exadata Storage and related Networking components together in a single Industry standard 42U rack.	
3	Have capability to run mixed workloads including Online Transaction Processing (OLTP), Data Warehousing (DW), In-memory Analytics, Artificial Intelligence (AI) and consolidation of various workloads.	
4	Be a highly available with redundant components for seamless failover.	
5	The proposed system should have single Bidder support for - Hardware, Software, Networking and Oracle Database.	
6	The Proposed Oracle Exadata X11M solution should allow multiple generation server and storage to be deployed seamlessly into existing Exadata Database Machines rack to ensure further scalability.	
7	Bidders must ensure that Database server connects with storage server/Controller over high speed, low latency fabric with minimum 100Gbps network interconnect.	
8	The Proposed Exadata Machine should have an option to configure as a bare metal or Virtualize.	
9	The Proposed system should support KVM based Oracle Virtual Machine with Unbreakable Enterprise Linux Kernel and hypervisor at Database compute Server.	
10	The Proposed System should provide Linear scalability in terms of performance and storage capacity.	
11	The Proposed System should provide Linear scalability in terms of performance and compute capacity.	
12	The proposed system should be based on Grid Architecture, and each Storage Server/Array must be physically isolated unit, having its own Storage Controller, CPU, Memory, Disk, and Flash and RDMA interconnect ports.	

13	Shall provide hybrid storage capability and intelligently use both PCIe Flash card and Disks Storage.	
14	The proposed storage must support RAID1 (2 and 3 ways mirroring).	
15	The System should provide data mirroring to protect against disk or storage server/Array failures.	
16	Capability of future expansion and upgrades without Database Services downtime.	
17	Capability of future expansion and upgrades without Storage Services downtime.	
18	The Proposed system must propose Hardware Layer of RDBMS with –	
	a) Oracle Enterprise Linux Operating System (OS) supporting unlimited user	
	b) Online update for Kernel and User space libraries while OS is running without downtime for highest availability, Security features	
19	Support patching and software upgrades in rolling fashion.	
20	Wizard driven installation and configuration mechanism, which allows easy installation and configuration of Software, Services, Patches and best practices usage.	
21	Wizard driven installation and configuration mechanism, which allows easy installation and configuration of Software, Services, Patches and best practices usage.	
22	The Proposed Exadata rack must be pre-configured in Industry Standard 42U Rack with minimum 2 Qty of Exadata X11M Database Servers, 3 Qty of Exadata X11M Storage Servers, 2 Qty of ROCE Switches, 6 Qty of 25GB Ethernet Adapters and 2 Qty of Redundant Power Distributions Units (PDU).	
23	The Proposed System should have redundant Power Distribution Units and have option to connect to either Single Phase or 3 Phase power sources.	
24	The Proposed System should be configured and supplied with at least 2 Nos of ROCE Switches.	
25	Each database server should be populated with minimum of 2 latest generation processors with minimum 96 cores of AMD or higher with minimum clock speed 2.6 GHz or higher.	
26	Each database server must have minimum 2.25 TB memory per node (DDR5).	
27	The database server should support Enterprise Linux 8.x OS or higher version with the Unbreakable Enterprise Kernel (UEK).	
28	Each database server should have minimum 6 x 10G/25G Ethernet SFP28 Ports for client connectivity.	
29	Each Database Server should have minimum 1 x 1/10GbE Ethernet ports for management connectivity.	

30	Each Database Server minimum 2 x (100Gb/s) ROCE ports or more ports for internal connectivity and should have at least 1 ILOM Ethernet port for remote management.	
31	Each database server should have minimum 2 x 3.84 TB NVMe Flash SSD (hot swappable) local storage.	
32	The proposed system should be configured with 36x 22TB of Disk Data Capacity (raw).	
33	The proposed system should be able to achieve high I/O operations it must support up to 1500 GB/s of SQL Flash Bandwidth, up to 7.5TB/Hr of Data load rate, up to 5,600,000 of SQL flash read IOPS and up to 3,000,000 of SQL flash write IOPS. All IOPS metric must be considering 8K IO request running SQL.	

Technical specification of OASG server(Oracle Advanced Services Gateway Server E6-2L)

Technical Description	Complied (Y/N)
Architecture	
Oracle Advanced Services Gateway Server E6-2L / Version 1.1	
Processor	
One (1) AMD® 9j15 32-core processor, 3.4 GHz	
Main Memory	
Four (4) × 32 GB DDR5-6400 RDIMMs	
Interfaces – Standard I/O	
Quad 10-Gigabit Ethernet (RJ45 10,000Base-T) PCIe adapter	
One (1) USB 3.1 port	
One (1) 1GbE 100/1000BASE-T RJ-45 Ethernet port	
9-slot PCIe card back panel supporting up to nine half-height PCIe cards	
Support for LP-PCIe cards (Ethernet, InfiniBand, FC, FCoE, SAS HBAs)	
Storage	
NVMe storage: 4-drive bay front panel	
SAS storage: 12-drive bay front panel	
Support for 9-slot PCIe card back panel or full-height PCIe back panel	
Two (2) × 3.84 TB NVMe PCIe 4.0 SSDs installed	
Security	
One Root-of-Trust (RoT) card back panel slot	
Graphics	
Embedded VGA 2D graphics controller with 8 MB dedicated memory	

Resolution up to 1600 × 1200 × 16 bits @ 60 Hz via rear VGA	
Remote resolution 1024 × 768 via Oracle ILOM	
Systems Management – Interfaces	
Dedicated 1GbE RJ-45 Oracle ILOM service processor port	
In-band, out-of-band, and side-band management access	
RJ-45 serial management port	
Service Processor (Oracle ILOM)	
Remote keyboard, video, and mouse (KVM) redirection	
CLI, IPMI, and browser-based remote management	
Remote media support (USB, DVD, CD, ISO)	
Advanced power management and monitoring	
Active Directory, LDAP, and RADIUS support	
Dual Oracle ILOM flash	
Direct virtual media redirection	
FIPS 140-2 mode using OpenSSL FIPS certification (#1747)	
Monitoring	
Comprehensive fault detection and notification	
SNMP monitoring v1, v2c, and v4 (in-band, out-of-band, side-band)	
Syslog and SMTP alerting	
Automatic Service Request (ASR) for hardware faults	
Software	
Oracle Advanced Services Gateway operating system support	

Technical specifications for Staging servers (Total qty required -4)

Server Specifications	Complied (Y/N)
Chassis	
2U Rack Mountable chassis	
Processor (CPU)	
2 × Intel Xeon 4th or 5th Generation Silver/Gold processors	
Minimum 16 cores per processor (Total 32 cores)	
Base clock speed ≥ 2.5 GHz	
Minimum 30 MB cache per processor	
Chipset	

Latest Intel chipset compatible with selected CPU generation	
Memory (RAM)	
128 GB DDR5 ECC RAM	
Expandable up to at least 1 TB RAM	
Storage – OS / Application	
4 × 300 GB 10K/15K RPM SAS HDD	
RAID 1+0 configuration	
Minimum usable capacity of 600 GB	
Storage – Data	
SAS HDD based storage	
RAID 5 configuration	
Minimum usable capacity of 5 TB	
Drive Bays	
Minimum 10 × 2.5-inch hot-swap SAS/SATA drive bays	
RAID Controller	
Embedded or PCIe hardware RAID controller	
Minimum 4 GB flash-backed write cache	
Supports RAID 0, 1, 5, 6, 10	
Supports SAS and SATA drives on same controller	
Expansion Slots	
Minimum 4 × PCIe 5.0 slots	
Network Interfaces	
2 × Dual-Port 10 GbE network adapters	
2 × Dual-Port 16/32 Gb Fibre Channel HBA	
I/O Interfaces	
Minimum 4 USB ports (front/rear/internal)	
Dedicated 1 GbE management port	
Power Supply	
Hot-plug redundant power supplies	
Minimum 1000 W per power supply or suitably sized	
Cooling	
Redundant hot-plug system fans	
Industry & Standards Compliance	
ACPI 6.3 compliant	
PCIe 5.0 compliant	
PXE boot support	
Energy Star compliant	
SMBIOS 3.2	
UEFI 2.7	
Redfish API support	

IPMI 2.0	
SNMP v3	
TLS 1.2	
DMTF SMASH-CLP	
Active Directory integration	
ASHRAE A3/A4 compliance	
System Security	
UEFI Secure Boot and Secure Start	
Digitally signed firmware updates	
Immutable Silicon Root of Trust	
Firmware rollback capability	
FIPS 140-2 compliance	
Secure erase of storage devices	
TPM 2.0 support	
AES and 3DES encryption support	
Chassis intrusion detection	
Bezel locking kit (optional)	
Secure firmware recovery to known-good state	
Operating System Support	
Microsoft Windows Server	
Red Hat Enterprise Linux (RHEL)	
SUSE Linux Enterprise Server (SLES)	
VMware ESXi	
Canonical Ubuntu	
Oracle Linux / Oracle VM	
Provisioning & Automation	
RESTful API-based server provisioning	
Script-based deployment using PowerShell/Linux tools	
One-to-many server provisioning support	
Embedded Remote Management	
Browser-based graphical remote console (Java-free)	
Virtual media support (USB/ISO)	
Remote firmware and OS deployment	
Power capping and historical reporting	
Multi-factor authentication	
Agentless out-of-band management	
Hardware and configuration change monitoring	
Shared remote console for up to 6 users	
Console replay functionality	
RESTful API integration	
Server Management Software	

Centralized dashboard for server health	
Role-based access control	
Zero Touch Provisioning (ZTP)	
Integration with VMware vCenter & vROps	
Integration with Microsoft System Center & Admin Center	
Predictive failure alerts for CPU, memory and disks	
Automated case creation	
Firmware baseline compliance dashboard	
Remote BIOS, firmware and driver updates	
Management software from same OEM as server	
Support Portal	
Centralized portal for asset and warranty tracking	
Device and group health visualization	
On-premise and cloud deployment options	
Warranty & Support	
3 Years warranty	
24x7 support	
4-hour Call-to-Repair (CTR)	

Annexure-IX: Indicative Commercial Bid**Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)****Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.**

Indicative commercial bid format

Sr No	Items	Qty	Year-1-Cost(A)	Year-1 AMC/ATS (B)	Year-2 AMC/ATS (C)	Year-3 AMC/ATS (D)	Total cost =A+B+C+D	NPV cost = (A+B) + (C*0.90909) + (D*0.82645)
1	Exadata X11M - HC Quarter rack System with premier support	1						
2	OASG Server(Oracle Advanced Services Gateway Server E6-2L)	1						
3	Staging servers	5		X	X	X		
4	Oracle CSS charges for implementation, configuration charges etc.	1		X	X	X		
5	One time implementation costs, configuration charges etc.	1		X	X	X		
6	One-time Relocation charges, transit-insurance etc.	1		X	X	X		
7	Managed services	1						
	Total							

Grand Total Cost - Figures will be used for Comparison as per RFP point No SECTION C- 27- f: INSTRUCTIONS TO BIDDERS i.e. Price Variation Factor and H1 Elimination clause.

Note: Bidders are requested to note the following:

1. Every cost quoted should be exclusive of GST.
2. LIC would reimburse GST to the vendor at the actual rate.
3. **Online Reverse Auction will be on the basis of NPV.**
4. All the payments will be made by LIC, Central Office Mumbai electronically through RTGS / NEFT by crediting the same in vendor's bank a/c as per details furnished in the Company Profile i.e. **Annexure II.**

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

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

(To be submitted only by the selected bidder)

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

This Deed of Guarantee executed by the _____ (Bank name) (hereinafter referred to as "the Bank") in favour of Life Insurance Corporation of India, having its corporate office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 (hereinafter referred to as "LIC") for an amount not exceeding Rs. _____ (Rupees _____ only) at the request of (Supplier's Name & Address) _____ (hereinafter referred to as the "Supplier").

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, upto a total amount of Rs. _____ (Rupees _____ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).

LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

This Bank Guarantee will be valid for a period up to _____ (for a period of 40 months from the date of submission including 4 months claim period)

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

Dated at _____ this _____ day of _____ 2026

Annexure – XI(a): Manufacturer’s Authorisation Form (for Oracle Exadata X11M - HC Quarter rack System)

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

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/Madam

WHEREAS Oracle Corporation Singapore Pte Ltd, a subsidiary of Oracle Corporation having its corporate address at 1 Fusionopolis Place, Level 12 Galaxis, Singapore 138522 do hereby authorize _____ having its office at _____ to submit a bid and subsequently negotiate with you for resell of the following Products, for the quantities, specifications and delivery schedule called for in the above invitation for bids / Tender:

Product names –

- Exadata X11M - HC Quarter rack Quarter Rack Machine with 2.25 TB RAM per node
- Oracle Advanced Services Gateway Server E6-2L

Subject to the above, we hereby extend our warranty in accordance with our standard program warranty, for the aforesaid Products offered for supply by the Bidder against the above-mentioned tender. The Products mentioned above will be supported as per the Oracle Hardware and Systems Support Policies set out in the

URL: <http://www.oracle.com/us/support/policies/index.html>

Thank you.

Yours sincerely,
Oracle Corporation Singapore Pte Ltd

Authorised SignatoryName:
Designation:

Annexure – XI(b): Manufacturer’s Authorisation Form (for Staging Servers)

(to be executed by OEM of Servers)

Re.: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026.

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 _____ (Equipment) having factories/Depot at _____ and _____ confirms that, M/s _____ (Name and address of bidder) herein after referred as “Partner” wishes to participate in the Bid or Project stated above and has entered into an agreement for the purchase and resale of _____ (OEM) Products and/or Services. The Partner is entitled and authorized to do the following:

- a) Resell and/or distribute _____ (OEM) products and/or services in India to end users within that Territory.
- b) Bid, negotiate and conclude a contract with LIC of India for the above products/services manufactured or supplied by _____ (OEM).

_____ (OEM) will, within the scope of its agreement with its Authorized channels, provide product warranty services and support for _____ (OEM) products obtained through its Authorized channels for a period mentioned in the RFP referred above, from the date of installation at LIC of India.

_____ (OEM) certify that, the equipments being sold would not be declared End of Support (EoS) in the next 6 Years 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 three 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 three years. It would be the highest level of support provided by the OEM and would be able to meet the SLA parameters.

If you need any additional information, please contact Mr./Ms. _____ at _____ (Mobile no.) or _____ (e-mail ID).

Yours faithfully,
Name of person
For and on behalf of M/s _____

Designation
Contact Details

Date:

Place: (Name of Original Equipment Manufacturer - OEM) (Seal of the OEM)

Annexure –XII : Pre contract Integrity pact

(To be printed on stamp paper of Rs.500/-)

Re: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.:: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2026., between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s represented by Shri..... .(Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

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

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

NOW, THEREFORE,

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

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

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

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

1.Commitments of the BUYER

- 1.1** The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 1.2** The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3** All the officials of the BUYER will report to the **“Chief Vigilance Officer”** of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

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

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

advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

- 3.3** Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERs or associates.
- 3.4** BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5** The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6** The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7** The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
- 3.8** The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9** The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

- 3.10** The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11** The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12** If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13** The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
- 3.14** The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

- 4.1** The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
- 4.2** The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

- 5.1** Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such

cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

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

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

6. Independent Monitors:

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

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

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

B. Shri Sanjay Kumar Srivastava, IAS (Retd.), C-II, 2475, Vasant Kunj, New Delhi-110070, E-mail: srivastava.sk001@gmail.com

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

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

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

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

6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The

Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

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

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

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

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

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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

9. Other Legal Actions:

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

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

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

10. Validity:



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

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

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

BUYER
Executive Director (IT-DT)
LIC of India

BIDDER
CEO:

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider Stores/equipment/item/serviceBidding process/ bid evaluation/process of availing services. Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause)

Annexure –XIII : Land Border Declaration

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

Re: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.:: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026

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

Dear Sir,

I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions for procurement from a bidder from a country which shares a land border with India.

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

Dated at _____ this ____ day of _____ 2026

Authorized Signatory (Bidder /OEM)

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the of the company by the Bidder and OEM duly signed by an authorized signatory)



Annexure –XIV : Make in India Certificate

(Separate Make in India Certificate to be filled in by respective OEMs and bidder – if the total contract value is above 10 crore, certificate from statutory auditor of OEM to be submitted)

Re: Upgrade of existing Exadata X5-2 & X7-2 Machines, 4 Staging servers and one OASG server(Oracle Advanced Services Gateway Server E6-2L)

Ref. No.:: LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026

Bidder’s Reference No._____

Date.....

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

Dear Sir/Madam,

(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)

In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020, gguidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II)-Part (4) Vol. II dated 19.07.2024 will be applicable and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., ____% against LIC Tender No..... dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows:

_____.

1. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
2. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Place:
Date:

[Signature of Authorized Signatory of OEM]

Name:
Designation:
Seal:

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