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

Request for Proposal (RFP)

For

Installation , Commissioning and Maintenance of Alternate MPLS Network

[Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 02/03/2026]

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Section-A: INTRODUCTION

1. *Definitions :*

LIC	Means without limitation the "Life Insurance Corporation of India" (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956) having its Central Office at "Yogakshema", JeevanBimaMarg, Mumbai - 400 021.
Agreement	The written contract signed between the LIC and the Selected vendor and all the attached documents. The "Agreement" includes the RFP, subsequent mutually agreed modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
Authorized Signatory	The person Authorized by the company's Board/ Managing Director/ Director through a proper authorization for the purpose of bid submission and signing the bid documents on behalf of the company
Acceptance of RFP	Means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this RFP.
Bid	The Bidder's written submissions in response to the RFP signed by his Authorized signatory
Bidder/Vendor	Means the Firm or the company fulfilling eligibility criteria and participating in this RFP by submitting a proposal in response to this RFP, in its individual capacity.
Contract	An Agreement signed between the LIC and the Selected vendor and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP issued by LIC, response of the selected vendor to the RFP and the agreement document itself.
Cost of Hardware / Software item	Cost of the Hardware and its peripheral /Software quoted by bidder should be inclusive of all the charges/duties/levies etc. but, Exclusive of GST.
Clarifications	Means Addenda, corrigenda and clarifications to the RFP
Day	Calendar Day
L1 quote	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction
L1 Bidder/Successful bidder/Vendor	Means the Bidder who is found to be the L1 (lowest) bidder after the evaluation of commercial bids.
Order/PO	Means the purchase order issued in favour of the selected bidder.
Contract Value	The value of lowest commercial bid made by the successful vendor during online reverse auction and/or price negotiation if applicable.
"**Solution"/ "Services"/ "Work"/ "System"/ "IT System"**	Means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the implementation/ development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligation of the Supplier covered under this RFP.
Working Day	Shall be construed as a day excluding Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies or State Governments or Central Government of India as applicable to the Concerned LIC office.
Eligibility Bid	This RFP process is based on two bid procedure (Technical and Commercial). Where the words "eligibility bid" appears the same should be read and understood as "response to eligibility conditions criteria".
Party or Parties	Each of the parties i.e. LIC and Selected bidder are collectively referred to as the 'Parties' and individually as a 'Party'.

RFP	This Request for Proposal Ref:LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026 including any clarifications/corrigenda/addenda that may be issued by LIC.
Law	Shall mean any Act, notification, byelaws, 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.
Timelines	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
Invitation to Bid	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.

2. ***Abbreviations:***

Abbreviation	Description	Abbreviation	Description
#	Serial Number	**MSA**	Master Service Agreement
ACL	Access Control List	**MTNL**	Mahanagar Telephone Nigam Limited
AD	Active Directory	**MPLS**	Multi-Protocol Label Switching
AS (IT/DT)	Assistant Secretary (IT/DT), LIC	**NOC**	Network Operations Centre
BFSI	Banking Financial Services & Insurance	**NDA**	Non-Disclosure Agreement
BG	Bank Guarantee	**NI ACT**	Negotiable Instrument Act
BO	Branch Office	**NMS**	Network Management System
DT	Business Process Reengineering	**NPV**	Net Present Value
BSNL	Bharat Sanchar Nigam Limited	**OEM**	Original Equipment Manufacturer
CCA	Comptroller of Certifying Authority	**OS**	Operating System
CCR	Customer Call Report	**PAN**	Permanent Account Number
CD	Compact Disk	**P2P**	Point to Point
CO	Central Office	**PBG**	Performance Bank Guarantee
Co-Lo	CO Location	**PC**	Personal Computer
CV	Curriculum Vitae	**PDCA**	Plan Do Check Act
DC	Data Centre	**PO**	Purchase Order
DD	Demand Draft	**POC**	Proof Of Concept
DO	Divisional Office	**POP**	Point of Presence
DOA	Dead On Arrival	**POST**	Power-On Self-Test
DOT	Department Of Telecommunications	**PSU**	Public Sector Unit
DDoS	Distributed Denial of Service	**QoS**	Quality of Service
DR	Disaster Recovery	**RAM**	Random Access Memory
DS (IT/DT)	Deputy Secretary (IT/DT), LIC	**RBI**	Reserve Bank of India
ED (IT/DT)	Executive Director, Department of Information Technology /Digital Transformation	**RF**	Radio Frequency
EMD	Earnest Money Deposit	**RFP**	Request for Proposal
GOVT	Government	**RW**	Read Write
GST	Goods and Services Tax	**SI**	System Integrator
HA	High Availability	**SLA**	Service Level Agreement
HLD	High Level Design	**SNMP**	Simple Network Management Protocol
HQ	Head Quarter	**SO**	Satellite Office
HTML	Hyper Text Markup Language	**SP**	Service Provider
INR	Indian National Rupee	**SOP**	Standard Operating Procedure

IPR	Intellectual Property Right	**SOW**	Scope of Work
IS	Information Security	**TOC**	Tender Opening Committee
IT	Information Technology	**TSP**	Telecom Service Provider
ILL	Internet Leased Line	**URL**	Uniform Resource Locator
JV	Joint Venture	**VPNoBB**	Virtual Private Network over Broad Band
L1	Level 1	**VSAT**	Very Small Aperture Terminal
L2	Level 2	**WAN**	Wide Area Network
LBT	Local Body Tax	**WIMAX**	Worldwide Interoperability for Microwave Access
LLD	Low Level Design	**ZO**	Zonal Office
MAF	Manufacturer Agreement Form		
MEC	Minimum Eligibility Criteria		

Disclaimer

- The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of LIC or any of its employee or advisors, is subject to the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.
- This RFP is not an Agreement and is neither an offer by LIC, but an invitation to receive responses from the eligible Bidders. The information is not as exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
- The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own research, investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice/clarifications. LIC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- LIC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this RFP.
- LIC also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- The Bidder is expected to examine all instructions, forms, terms, and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- The issue of this RFP does not imply that LIC is bound to select a Bidder or subsequently to award the contract to the shortlisted Bidder, as the case may be, for the project and the LIC reserves the right to reject all or any of the Bids or Bidders without assigning any reason.
- The information contained in this RFP is subject to update, expansion, revision, and amendment prior to the last day of submission of the bids at the sole discretion of the Purchaser. In case any major revisions to this RFP are made by the Purchaser within seven

days preceding the last date of submission of the Proposals, the Purchaser may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Purchaser nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.

- Subject to any law to the contrary, and to the maximum extent permitted by law, LIC and its employees, contractors, agents, and advisors disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees, contractors, agents or advisors. All Information processed by the Bidder during solution deployment and maintenance belongs to LIC. By having the responsibility to maintain the infrastructure, the Bidder does not acquire implicit access right to the information or right to redistribute the information.

3. ***Invitation to Bid***

Invitation to Bid The Life Insurance Corporation of India, hereinafter referred to as LIC, a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai–400021, hereby invites sealed tenders (hereinafter referred to as "Bids") in two bid system, towards this Request for Proposal (RFP) from all eligible bidders for Installation , Commissioning and Maintenance of Alternate MPLS Network for a period of FIVE (5) years for about 3600 plus existing select offices and upcoming offices of LIC, spread across the country.

- Any modification/Clarification /corrigenda related to bid document issued by LIC will be in the form of an addendum published on LIC and Government website. Prospective respondents are expected to visit the website frequently during the pendency of this RFP process in order to keep themselves updated with any changes/modifications etc. in this regard.

- LIC Business Hours: The business hours may be generally taken to be 7 hours and 30 minutes from Monday to Friday from 10.00 a.m. to 5.30 p.m. excluding holidays, Saturdays, and Sundays. The vendor however should recognize the fact that they may be required to work beyond the business hours and holidays on need basis. The existing business hours in LIC may change in future, but it can be assumed to be about 48 hours per week.

- 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 RFP 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 does 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 specifications 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.

- 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.

Online bids are hereby invited for the scope of works mentioned 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/epublish/app) and*
- *E-tendering System portal website (https://tenderwizard.com/LIC)*

The online bid (along with the hard copies of bid as mentioned below in clause 13(e) of section C) submission to this RFP shall be made only through E-tendering System portal website (https://tenderwizard.com/LIC). 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 does 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.

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.

4. ***Qualification Criteria / Pre- Contract Integrity Pact***

i. This RFP is issued on the condition that only those bidders, who submit a signed Pre-Contract Integrity Pact with LIC, on a stamp paper of Rs.500/-, would be eligible to participate in the bidding.

ii. The "Pre Contract Integrity Pact" should be submitted in the proforma given in **Annexure-XIII.**

iii. As per CVC Circular No. 04/06/23 having Reference 015/VGL/091 dated 14/06/2023 of Revised Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02/2.04 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP is signed by both the parties till the completion of contract. After award of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them."

iv. Only the bidders who meet all the qualifications mentioned in Section "Minimum Eligibility Criteria" of this RFP are eligible to bid

5. ***Activity Schedule***

RFP Reference	**Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 02/03/2026**
Release of RFP	**02/03/2026**
Bid Processing Fee	➢ Non-Refundable fee of Rs. 10,000/- + GST (Currently 18% GST). Total Rs. 11,800/- (Rupees Eleven thousand and eight hundred Only) to be paid to Life Insurance Corporation of India using NEFT ("Bid processing fee") The detail of bank account in given below. ‣ Name of Bank: Union Bank of India ‣ Account No- LIC9NETW , ‣ IFSC- UBIN0996335, ‣ A/C Holder Name-"Life Insurance Corporation of India" ➢ Bid Processing Fee exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs) order 2012 issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate valid as on the date of last date of bid submission as mentioned in this RFP document.
Pre-bid queries on the RFP (through e-mail) :	Any query related to the RFP/Bid should be sent through e-mail on co_itnetworkrfp@licindia.com latest by **09/03/2026** (by 15:30 Hrs.)
Pre-Bid Meeting	**10/03/2026** 11:30 Hrs. At the address given below
Mode of submission	Online (www.tenderwizard.com/LIC) through Tender Wizard as well as Physical Copies
Last Date for Bid Submission	**08/04/2026** latest by 15:30 Hrs.

Eligibility and Technical Bid opening date & time	**08/04/2026** latest by 16:00 Hrs.
Earnest Money Deposit (EMD)	➢ Rs. 1,50,00,000/- (Rupees One Crore Fifty lakhs only)in the form of Bank Guarantee issued by a nationalized or scheduled bank, having its office in Mumbai and valid for 1 year from the last date of bid submission. ➢ EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy (MSEs) order 2012 issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document.
Commercial Bid opening date & time	Will be intimated to the Technically qualified Bidders at a later date.
Online Reverse Auction	Will be intimated to the Bidders who qualify in Eligibility/Technical evaluation.
Address of Communication/Receipt/submission/opening of Bids	The Executive Director (IT/DT), LIC of India, Central Office, IT/DT Department, 3rd Floor, Jeevan Seva Annexe Building, S.V. Road, Santa Cruz (W), Mumbai – 400 054
Contact details	Assistant/Deputy Secretary (IT/DT) Telephone No.: 022 – 67090503 / 67090500 E-mail ID: co_itnetworkrfp@licindia.com
Web page Address	Please refer to the Tenders Section of https://www.licindia.in **&** http://www.tenderwizard.com/LIC

The above schedule is tentative only and subject to change. Any changes will be notified through website. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder(s) will be entirely at the discretion of LIC and its decision shall be final and no correspondence seeking clarifications on the decision shall be entertained.

Bidders in their own interest are requested to check the website regularly to know the updates.

6. ***Current Setup:***

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

- Corporate Office (also called as Central Office) : Mumbai
- Zonal Offices: 8 (CZO-Bhopal, EZO-Kolkata, SZO-Chennai, SCZO-Hyderabad, NCZO-Kanpur, NZO-Delhi, WZO-Mumbai, ECZO-Patna)
- Zonal training Centers: 9 (Bhopal, Kolkata, Guwahati, Chennai, Hyderabad, Agra, Gurgaon, Pune and Jamshedpur)
- Management Development Centre: 1 (Mumbai)
- Divisional Offices: 113 offices spread all over the country
- Pension & Group Scheme Units : 72 offices spread all over the country
- Branch Offices: 2048 offices spread all over the country.
- Other offices such as MASH centers/STCs/Customer Zones etc.
- Satellite/other Offices: Approx.1600 offices spread all over the country.
- 1 primary Data center at Vile Parle, Mumbai(Maharashtra)
- 4 Datacenter Co-Los at Rabale (Maharashtra), Noida (Uttar Pradesh), Hyderabad (Telangana) and Bhubaneswar (Odisha), 1 Data Recovery Centre at Bengaluru (Karnataka).
- 1 more Data center at Navi Mumbai (Maharashtra) and 1 Data Recovery Centre at Bengaluru (Karnataka) for Digital Innovation project.

As on date, all offices of LIC are networked using, MPLS links procured from BSNL and other Alternate Service Provider (M/s Bharti Airtel Ltd.) with appropriate bandwidth.

7. ***Brief on the Scope of Work:***

The scope of work includes total responsibility for installation, commissioning and maintenance of Alternate MPLS Network across all offices of the corporation. The scope of work should be read along with the technical specifications to ensure complete compliance to the scope of work .The vendor should provide the architecture, configuration templates, routing aspects for seamless integration of the alternate MPLS Network with the existing network. Supply, install and commission the various components required for commissioning the links at the various sites in LIC .Document the solution, train & certify candidates nominated by LIC. This is not an all-inclusive list. The Bidder is expected to provide the end to end solution and vendor is expected to absorb any other cost of material / services if any not particularly listed in the RFP. *The Bidder should establish their MPLS Network across all offices of the corporation and make it workable to run the day to day operations of LIC.*

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

Section-B: ELIGIBILITY CRITERIA

1. Minimum Eligibility Criteria (MEC):

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

Sl.No	Eligibility Conditions	Documentary Evidence Required
1.	a) The bidder should be a registered entity in India. or b) A company/statutory body owned by Central/State Govt.	Certificate of incorporation/registration Valid GST registration certificate Note: For Statutory bodies/Govt. undertakings proof of ownership by Authorized personnel.
2.	The bidder should be a Telecom Service Provider, other than BSNL and MTNL, and should have a valid Indian Government License. The license should be valid on the date of submission of bid and should be valid during the entire contract period. In the event of license expiring during the term of the project; the bidder should produce a copy of the renewed license, before the expiry of the existing license.	Copies of the license to be provided along with self-attestation by the authorized signatory with company seal. If the license is expiring during the term of the project an undertaking as mentioned duly signed by the authorized signatory.
3	The Bidder should either be a layer 3 MPLS VPN Service Provider under the License of Government of India or a National Long Distance (NLD) / Basic Service Operator Having own MPLS VPN network.	Copies of the license to be provided along with self-attestation by the authorized signatory with company seal.
4.	The bidder must be a telecom service provider in India at least for the last 5 years having MPLS VPN / National Long Distance/Basic Service Operator license.	Documentary proof (purchase order/customers certificates/self-declaration, etc.) should be submitted with self-attestation by the authorized signatory with company seal along with the bid.
5	The bidder should have own access network license for providing the last mile from the competent regulatory authority for providing terrestrial links in India. The certificate should have the validity of at least 5 years from the date of RFP. In the event of license expiring during the term of the project; the bidder should produce a copy of the renewed license, before the expiry of the existing license.	Attested copy of the appropriate license (Unified access Service provider License) by the authorized signatory to be submitted along with the company seal
6	The bidder Must possess certification such as TL 9000/ISO 27001 certification as on the date of submission of the Bid and during the entire contract period.	Copies of the certificate to be provided along with self-attestation by the authorized signatory with company seal.
7	The bidder must be a Tier – I provider/Category-A (class-A)/UASL License Holder from DoT, Government of India.	Copies of the license to be provided along with self-attestation by the authorized signatory with company seal/any other document supporting the condition
8	The bidder should produce the validity of TRAI license with documentary proof or any proof that the service provider is listed on the TRAI website as enrolled vendor for providing these services	Copies of the license/Relevant printouts to be provided along with self-attestation by the authorized signatory with company seal/any other document supporting the condition

9	The bidders should have their own nation-wide high availability MPLS network backbone. The bidder's core MPLS backbone should be fully meshed.	Self-declaration signed by the authorized signatory along with Name and Seal in Annexure-III
10	All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipment's, links, power, backhaul connectivity etc.	Self-declaration signed by the authorized signatory along with Name and Seal in Annexure-III
11	Bidder should have 100+ POPs (Layer 3) across India.	Self-declaration signed by the authorized signatory along with Name and Seal in Annexure-III
12	The vendor should have a clear Disaster Recovery and Business Continuity Plan in place for support services	Self-declaration signed by the authorized signatory along with Name and Seal in Annexure-III
13	Bidder should have its own NoC (Network Operation Centre) & NMS with round the clock operations; to monitor the provisioned Services (MPLS, P2P & ILL links etc.) and to resolve operational issues. Access to Web based NMS Portal shall be provided at customer locations for live monitoring of links and reports access. The NOC should have been operational in India since last 5 years with all ticketing tools and support infrastructure.	Self-declaration signed by the authorized signatory along with Name and Seal in Annexure-III
14	The bidder should have executed minimum three orders each for different customers of 2000+ network installations (links) in India in the last five years. Out of the three orders mentioned above one order should be for commissioning and maintenance of 500 MPLS VPN based links for different locations in India which should include Tier II and Tier III locations.	Documentary proof (purchase order/customers certificates, etc.) should be submitted along with the bid. The bidder should submit details like name of contact person along with his phone number for above projects to be submitted (for verification) as per format under Annexure-V.
15	Bidder must have had a minimum turnover of Rs. 500 Crores in each of their last three financial years preceding the date of this RFP.	Details to be submitted in Annexure-II and attested copies of Audited Balance Sheet and Profit and Loss account for the relevant years, duly signed by Authorized signatory of the Company along with Name and Seal. Rupees. in Crores with 3 decimals.
16	The bidder so selected should have the proven capability to perform the entire scope of the assignment and should be capable of maintaining it for a period of 5 years	Self-declaration signed by the authorized signatory along with Name and Seal in Annexure-III
17	The bidder should not have been blacklisted (within last 3 years from the date of floating of this RFP) 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 RFP, it shall provide details of the action(s).	A certificate in original from the Authorized signatories should be attached as compliance to this condition. Refer Annexure-IV

Note-Any wrong or incorrect information or suppression of facts will lead to disqualification

1. List of enclosures with Eligibility bid :

The Eligibility bid document should contain the following:

a) Letter for Authorized Signatory-**Annexure-VI**.
b) Covering letter, application form and details asked as per **Annexure-I** and **Annexure-II**.
c) Copy of Certificate of registration/incorporation.
d) Copy of GST registration certificate (central/state).
e) Attested & authenticated copies of audited Balance sheet and Profit and Loss account for the last three financial years preceding the date of this RFP. (*Please do not attach annual report booklets*).
f) Self-declarations as per **Annexure-III**
g) Declaration about non-blacklisting as per **Annexure-IV**
h) Documentary evidence like certificate from customers or copies of Purchase Orders etc. or certificate as per **Annexure-V**
i) EMD: Rs.1,50,00,000/- (Rupees One Crore Fifty Lakhs only) in form a Bank Guarantee as per **Annexure-VII**.
j) Soft copy of the entire eligibility-bid document as well as indicative commercial bids and all supporting documents on one Read-Only Pen Drive.

k) Pre-contract Integrity Pact as per enclosed format **Annexure-XIII**.
l) This list is not exhaustive but only indicative. The bidder should refer to the bid document for all requirements to be submitted with the eligibility bid. The annexures should be as per format only. The bid may be rejected in case of non-adherence to above instructions.
m) Bid may be rejected if bids are not signed by the Authorized signatory and designated official(s), as asked in the respective clauses/annexure of the RFP or if instructions are not followed.

Section-C: INSTRUCTIONS TO BIDDERS

1. *General Instructions*

i. The Bidder may download the RFP documents from the websites mentioned below:
   a. LIC Website – Tenders Section(https://licindia.in/web/guest/tenders)
   b. Central Public Procurement Portal of GOI (https://eprocure.gov.in/)
   c. https://www.tenderwizard.com/LIC
ii. 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.
iii. 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.
iv. 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.
v. 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.
vi. 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.
vii. 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.
viii. Response to this RFP by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any.
ix. All the terms and conditions and the contents of the RFP along with the 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.
x. 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.
xi. 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:
   a. Include all required Documents, Certificates, etc. specified.
   b. Follow the format provided and respond to each element in the order as set out
   c. Comply with all requirements as set out.
xii. LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and the contract entered pursuant to the RFP and may request for additional information, if required from the Bidder. Failure on the part of the bidder to submit any additional information as required by LIC, may render the bidder as non-responsive and the bid submitted is liable to be rejected.
xiii. 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.

2. *Partner / Consortium*

- No consortium or joint bid or sub-contracting is allowed.
- Bidder needs to fulfill all the eligibility criteria in their individual capacity unless mentioned otherwise.

3. *Qualification Criteria*

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

4. *Issue of Corrigendum*

i. LIC will endeavor to provide timely response to all queries in utmost good faith. However, LIC at its discretion may choose not to respond to the query which is not under purview of this RFP.
ii. 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.
iii. The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on LIC's website https://www.licindia.in under "Tenders" section and also on Central Public Procurement Portal of GOI under the link https://eprocure.gov.in/ .
iv. Any such corrigendum shall be deemed to be incorporated into this RFP.
v. 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.
vi. Any change in the timelines as decided by LIC will be posted in LIC website and Central Public Procurement Portal of GOI. The Bidders, in their own interest are requested to check both websites regularly to know the updates.
vii. In case a query raised by a bidder through mail for corrigendum and is not responded by LIC, the old provisions pertaining to the subject will prevail.

5. *Terms and Conditions*

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

6. *Cost of Bidding*

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

7. *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.

8. *Information provided in the RFP*

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. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. 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.

9. *Bid Processing Fee*

- Eligible and interested bidders shall download the soft copy of the bid document containing all the Annexure from www.licindia.in and submit the Bid Processing Fee (non-refundable) of Rs.10,000/- + GST (Currently

18% GST). Total Rs. 11,800/- (Rupees Eleven thousand and eight hundred Only) to be paid to Life Insurance Corporation of India using NEFT ("Bid processing fee") The detail of bank account in given below.
Account No- LIC9NETW ,
IFSC- UBIN0996335,
A/C Holder Name-"Life Insurance Corporation of India".

- Any bid submitted without Bid Processing Fee will be summarily rejected.

- Bid Processing Fee exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs) order 2012 issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate valid as on the date of last date of bid submission as mentioned in this RFP document.

10. *Pre-Bid Clarifications:*

a. Clarifications if any, regarding the terms & conditions of this RFP, any error, omission or discrepancy found in this RFP document have to be obtained by the bidder through the pre-bid queries only. Thereafter, no representations/queries will be entertained in this regard. Later on if any issue(s) arise, LIC will consider the matter on merits and decide the same, prior to opening of commercial bids.
b. The Bidder is expected to examine all instructions, statements, terms, and specifications in the RFP document as amended from time to time. LIC has made considerable effort to ensure that accurate information is provided in this RFP and the information is given solely to act as guidelines for Bidders.
c. The bidder who meets the pre-qualification criteria and technical criteria as specified in this document will be short-listed.
d. Interested entities are advised to study this RFP document carefully before submitting their bids in response to the RFP. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this RFP with full understanding of its terms, conditions, and implications.
e. LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and may request for additional information, if required, from the bidders. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to Bidder or any other person or party.
f. This document should not be construed as Tender.
g. Submission of the bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his bid. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent short listing of the successful bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.
h. Failure to furnish all information required by the bidding documents or submission of a bid not responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
i. Furthermore, during the RFP process, LIC has disclosed or will disclose in the RFP and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda.
j. If deemed necessary, LIC may seek clarifications on any aspect from the bidder and response must reach LIC within 6 (six) working days by email/ hard copy. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give a presentation for the purpose of clarification of the bid submitted by him.
k. The Bidder requiring any clarification of the bidding documents should submit written/ email queries within timelines indicated in this document.
l. At any time prior to the deadline for submission of bids, LIC may modify the bidding document by amendment.
m. Any clarification issued by LIC will be in the form of an addendum/ corrigendum. The amendment will be binding on all bidders. LIC, at its discretion, may extend the deadline for submission of bids to allow prospective bidders reasonable time to take the amendment into account. Verbal requests for clarification will not be entertained.
n. In case any bidder does not attend pre-bid meeting, it will be assumed that the bidder(s) has/ have no points in the RFP document that need clarification.
o. Any clarifications/ queries/ suggestions regarding the RFP should be conveyed to LIC by the bidder only

by email on or before the date mentioned in the activity schedule. LIC may accept or reject the suggestions offered by the bidder.

p. Queries not received within the time specified may not be entertained by LIC.

q. LIC may seek clarification/ additional information or document(s) from any bidder related to this RFP and bidder's response must reach LIC within 6 (six) working days by email/ hard copy. All such information and document(s) provided by the bidder will be taken to form part of his/her response.

r. If any clarification(s)/ document(s) called by LIC are not submitted by the bidder within six (6) working days or incomplete response is received from the bidder, it may lead to rejection of his bid and no further correspondence in this matter will be entertained. However, LIC reserves the right to take a final decision in this regard.

s. The queries for pre-bid meeting should necessarily be submitted 1 day prior to pre-bid meeting in the following format to the email id co_itnetworkrfp@licindia.com, the file size per e-mail should not exceed 1MB. No other form of communication shall be entertained.

[Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated:27/02/2026]			
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.			

t. 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.

u. 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.

v. 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.

w. 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 https://www.licindia.in(TenderSection).

x. In order to provide prospective bidders reasonable time for taking the modifications into account, LIC may, at its discretion, any time prior to the date of bid submission extend the date for the submission of Bids.

y. Requests for clarification on telephone will not be entertained.

11. *Pre-bid meeting:*

A Pre-bid meeting will be held with all the interested bidders as per the details given in the activity schedule.
Issue of Corrigendum i.e. modifications to RFP document

- At any time prior to the last date for receipt of bids, LIC may, for any reason, modify the RFP Document by issuing corrigendum.
- The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on websites mentioned in RFP.
- Any such corrigendum shall be deemed to be incorporated into this RFP.
- Bidders in their own interest are requested to check the website regularly to know the updates.

12. *Earnest Money Deposit:*

a) The bidder should submit (except Micro and Small Enterprises) to LIC a total of Rs. 1,50,00,000 (Rupees One Crore Fifty Lakhs only as EMD along with the Bid documents in the form of a unconditional and irrevocable Bank Guarantee which should be executed by a Nationalized/ Scheduled Bank in favour of 'LIC of India' payable at Mumbai as per **Annexure-VII.**

b) EMD should be valid for a period of 1 year from the last date of BID submission of this RFP.

c) Bids submitted without EMD or submitted with an EMD not conforming to above criteria, will be treated as non-responsive and will be summarily rejected by LIC.

d) LIC will not pay any interest on the EMD for any period in any case.

e) EMD will be returned to the issuing Bank under intimation to the selected Bidder in lieu of the performance bank guarantee submitted by it.

f) EMD, without interest, will be returned to the qualified vendor after acceptance of Purchase Order and/or Signing of the Contract(s) by the vendor and submission of required Performance Bank Guarantee (PBG). No interest will be

paid on the EMD.

g) EMD, without interest, will be refunded/returned to the unsuccessful bidders, within **45** days after the date of placing Purchase Order to the selected bidder.

h) The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, after providing the bidder a fifteen days cure period in writing, if;

i. The successful bidder backs out of L1 Quotes after declaration of the result of the RFP or if the Bidder fails -
   - To sign the Contract; or
   - To furnish unconditional and irrevocable Bank Guarantee towards the Performance Guarantee as mentioned in this RFP or
   - To furnish Non-Disclosure Agreement (NDA) as per LIC's format (**Annexure-VIII**).

ii. The Bidder withdraws or amends its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or

iii. The Bidder makes any written statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contractor

iv. In case the bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP or

v. Bidder does not respond to requests for clarification of its Proposal.

vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or

vii. The soft copies of the item specifications (eligibility and commercial) are not submitted or not readable or only blank Pen Drive is submitted.

viii. The commercial bid format is found to be without password or with different password.

ix. In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails;

a) To sign the Contract within the stipulated time.

i) In exceptional circumstances, LIC may seek the Bidders' consent for extension of the period of validity of bids. The request and the responses thereto shall be made in writing. In such a case, the EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its EMD unless it is the shortlisted bidder who has been notified by LIC that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid.

j) The EMD of the unsuccessful Bidders as per the commercial evaluation, will be returned to the Bank of the Bidder without interest:

i. after the process under this RFP is over,
and

ii. The contract between LIC and the Successful Bidder gets executed or the purchase order issued by LIC with respect to this RFP is honored by the Successful Bidder.

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

13. *Instructions for Bid Submission*

a) E-Tendering Online bids are hereby invited for the services mentioned through online e- Tendering System portal https://www.tenderwizard.com/LIC from the intending bidders.

b) This is an E - Tender and hence Bids must be submitted "ONLINE". Bid is to be submitted online through e procurement portal. All documents are to be scanned and uploaded. Please refer to Annexure-XII for Online Tendering Guidelines

c) The bidder should not respond to this RFP / quote for this requirement in consortium with any other partner. All such consortium bids will be summarily rejected.

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

e) ***Hard copy of the bids in sealed envelopes is to be submitted in the following manner within two working days of from the date of online submission.*** In case, the online bid is submitted on the last date of bid submission, then the corresponding hard copies are to be submitted on the same day before the bid submission closing time. The bidders are required to adhere the guidelines and submit the relevant documents as specified in Annexure-XII (*e*Tendering guidelines). :-***Hard copy of the bids in sealed envelopes are mandatorily to be submitted within the Stipulated Time Period of Bid Submission of the RFP.***

f) If the bid is not submitted online, but the hard copy of the bid is submitted, then the submission will be considered as non-submission and the submitted hard copy of the bid will NOT be processed further.

g) The original Bid shall be typed on 8.27" by 11.69" (A4 size) paper in indelible ink.

h) **The content of the soft copies uploaded, and the contents of the hard copies submitted must be exactly the same. If not, the BID MAY BE REJECTED.**

i) All the envelopes and covers should indicate the name, address, telephone & mobile number, E-mail ID and fax

number of the bidder clearly.

j) The **Hardcopy** of the signed Pre-Contract Integrity Pact on a stamp paper of INR 500. The Bid Processing Fee (non-refundable) of Rs.11,800/- (Rupees Eleven Thousand Eight Hundred Only) inclusive of GST through online mode in Account No- LIC9NETW , IFSC- UBIN0996335, A/C Holder Name-"Life Insurance Corporation of India". Earnest Money Deposit (Bank Guarantee drawn on any Nationalized/scheduled bank payable at Mumbai for Rs. 1,50,00,000/-) and Authorized signatory document should be submitted in a sealed envelope super scribed as: "Bid Price, EMD, authorized signatory document and PRE-CONTRACT INTEGRITY PACT for RFP for Installation , Commissioning and Maintenance of Alternate MPLS Network for LIC of India Ref: CO/IT-DT/NW/RFP/2025-26/04 dated 27/02/2026

k) Two-bid system (Eligibility-Technical and Commercial) will be followed by LIC for this RFP.

l) Eligibility and Technical bid documents should be submitted in a separate envelope (along with pen drive for technical bid) which should be sealed and super-scribed as "ELIGIBILITY& TECHNICAL BID for RFP Installation , Commissioning and Maintenance of Alternate MPLS Network for LIC of India Ref : CO/IT-DT/NW/RFP/2025-26/04 dated 27/02/2026

m) The prices must not be indicated in the Technical Bid, failing which the Bid may be rejected.

n) Commercial bid should be submitted in a separate envelope (along with PEN DRIVE for commercial bid) which should be sealed and super-scribed as "COMMERCIAL BID for RFP Installation , Commissioning and Maintenance of Alternate MPLS Network LIC of India Ref : CO/IT- DT/NW/RFP/2025-26/04 dated 27/02/2026

o) The indicative prices are ONLY to be quoted in the commercial bid.

p) The above two envelopes containing the Eligibility, Technical-Bid and Commercial-bid should be placed inside another (third) envelope with the superscription as "BID for RFP for Installation , Commissioning and Maintenance of Alternate MPLS Network for LIC of India. Ref: CO/IT-DT/NW/RFP/2025-26/04 dated 27/02/2026

q) The Bid processing fee, EMD and Pre-contract Integrity Pact (duly filled and signed) should be submitted separately in a sealed envelope bearing the name and address of the bidder.
As per CVC Circular No. 04/06/23 having Reference: 015/VGL/091 dated 14.06.2023 of Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02/2.04 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP is signed by both the parties till the completion of contract Bidders submit Pre-Contract Integrity Pact, EMD (Earnest Money Deposit) Bank Guarantee with submission of Bid.

r) Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the RFP document. Sealed Bids should be addressed to THE EXECUTIVE DIRECTOR (IT/DT) and should be deposited in the tender box at the address and date as given in the activity schedule.
No consideration will be given to a bid received after the date and time stipulated by LIC and no extension of time will be permitted for submission of Bids.

s) The Corporation will not be responsible for non-receipt of bids/quotations within the specified date and time due to any reason.

t) The hardcopies of the bid (all documents and Annexure submitted as a part of bid or called for by the LIC) must be spirally bound, serially numbered, duly signed and stamped on each page of the bid document. Bid shall be signed by the duly Authorized signatory of the bidder. The person signing the bid shall sign all pages of the bid, except for an un-amended printed product literature/technical data- sheet available in the public domain.

u) The technical specifications sheets and commercial-bid format/sheet in the spreadsheets will be password protected by LIC. The password used on the spread sheets will be validated by LIC for checking the authenticity of the file. If the password does not match, EMD OR A PART THEREOF MAY BE FORFEITED and BID MAYBE REJECTED.

v) By submitting a signed bid, the bidder's signatory certifies that in connection with this RFP:
   I. The bidder's organization or an agent of the bidder's organization has arrived at the technical offer and prices in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,
   II. 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.
   III. 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.

w) The bid may be rejected if:
   I. Bid is not signed by the duly Authorized signatory or
   II. Bid submitted is unsigned or partially unsigned or
   III. An image of signature found pasted on pages instead of wet signature or
   IV. Scanned bid is submitted.
   V. Pre-contract Integrity Pact (duly filled and signed), **EMD and Bid processing fee not enclosed.**
   VI. Bids are not submitted in respective envelopes as stipulated above.

Please Note that Prices must not be indicated in the Technical Bid but should only be indicated in the

Indicative Commercial Bid failing which the Bid may be rejected.

x) Language of Bid :

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LIC shall be in English language. As far as numbers are concerned the same should be in English Numerals.

y) Bid Currencies :

Prices for all the components shall be quoted in Indian Rupee. The Bids in currencies other than INR will not be considered.

z) Ordinarily the bid shall contain no overwriting. Any interlineations, erasures or overwriting shall be valid only if the person signing the bid countersigns them. Overwriting/correction in the commercial bids are not permitted and any such overwriting in commercial bid will lead to its rejection.

aa) The specifications (Technical and Commercial Bids format) shall be submitted in the spread sheets as per respective Annexures specified in this RFP.

bb) The contents of the Soft copies submitted in a READ-ONLY pen drive (Separate pen drive for Technical and Commercial Bid in respective sealed envelopes) and the contents of the Hard copies shall be exactly the same. However contents of Hard Copy will prevail.

cc) The technical specifications sheets and commercial-bid format/sheet in the spreadsheets will be password protected by LIC. The password used on the spread sheets will be validated by LIC for checking the authenticity of the file. If the password does not match, EMD OR A PART THEREOF MAY BE FORFEITED and BID MAYBE REJECTED.

dd) It may be carefully noted by all the participating bidders that it is likely if the password protected sheet is opened in any another software for e.g. open office, the password protected sheet may lose the password. Therefore care has to be taken to open the spreadsheet only in an application for e.g. MS Excel where it will not lose its password when edited. It may also be informed that the softcopy of the Technical and Commercial bids provided in the PEN DRIVE will be checked at the time of opening of the Technical and Commercial bids. In case the spreadsheet is submitted to LIC without the password protection or with password that does not match, the BID MAY BE REJECTED.

ee) During Technical Bid evaluation if any deviation is observed, LIC may call for clarifications and may decide to accept any deviation at its discretion and decision of LIC in this matter will be final. However, this will be done before opening of commercial bids.

ff) Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the RFP document. Sealed Bids should be addressed to The Executive Director (IT/DT) and should be deposited in the RFP box at the address as per the date and time given in the activity schedule.

gg) No consideration will be given to a bid received after the date and time stipulated by LIC and no extension of time will be permitted for submission of bids.

hh) The Corporation will not be responsible for non-receipt of bids within the specified date and time due to any reason.

ii) Please note that if the sub envelope containing technical bid is found to contain commercial Bid also, then that bid will be rejected outright.

jj) Please Note that Prices must not be indicated in the Technical Bid, failing which the Bid may be rejected.

kk) The bidder should not respond to this RFP / quote for this requirement in consortium with any other partner. All such consortium bids will be summarily rejected.

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

mm) The Bidder should certify that the contents of the Pen drive are the same as that provided by way of hard copy. The format of the letter to be submitted is given in Annexure -. In the event of a discrepancy, the hard copy details would prevail.

nn) The Bidders should submit their Bid along with required Bank guarantee towards the EMD, Annexure -I, other required documents and Certificates as stated in the RFP.

oo) All hardcopies of the bid must be spirally bound and pages serially numbered.

pp) During scrutiny of technical bid, if any technical specification/s of any item is/ are changed by mutual consent to meet our requirement, all the Bidders will be informed of the same and asked to submit fresh quotation for that/ those item/s if any, in a separate cover duly sealed and super-scribed "REVISED BID for RFP Ref: CO/IT-DT/NW/RFP/2025-26/04 dated 27/02/2026".

qq) **Non-Disclosure Agreement (NDA)** only by selected bidder:

a. The selected bidder shall submit along with the Bid, a duly notarized Non- Disclosure agreement on a stamp paper of Rs.500 (Rupees five hundred only) or of an appropriate value applicable in the relevant state/ Union Territory as per the format given in '**Annexure-VIII**' duly which should be signed by the Authorized Signatory of the Company.

rr) Prices

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

ss) Taxes and Duties
a. Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., except GST incurred until delivery of the contracted services to LIC; however LIC will provide requisite letters for road permits.
b. GST, if any, will be reimbursed only in actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the vendor.

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

uu) Arithmetical errors :
The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

vv) Disqualifications :
LIC may, at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:
a. Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements;
b. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
c. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
d. Failed to provide clarifications related thereto, when sought;
e. Submitted more than one Proposal;
f. Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
g. Submitted a Proposal with price adjustment/variation provision.

14. *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 RFP (*including modifications, if any, issued subsequently*) and mentioning list of all the enclosures.
(ii) Technical specification compliance sheet as per **Annexure-IX** *(to be given separately in an Excel sheet).*
(iii) Complete bill of material to be submitted along with technical bid.
(iv) Technical details/brochures of the product(s) as given in the Technical bid. No indications as to price aspect **or** financial stipulations are to be given in the technical bid, failing which the bid shall be rejected.
(v) Soft copy of the complete Technical bid *(along with all its annexure)* in a separate READ-ONLY Pen Drive with all documents.
(vi) No indication to price aspect is to be given in the technical bid, failing which the bid shall be rejected.

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

15. *Commercial Bid (Indicative Price)*

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

a) All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per **Annexure-X** under the heading "Format of commercial bid (indicative) for Installation, Commissioning and Maintenance of Alternate MPLS Link Ref: CO/IT-DT/NW/RFP/2025-26/04 dated 27/02/2026".
b) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per Annexure-X
c) For each component, the prices quoted should be inclusive of all costs except the GST
d) Taxes will be payable wherever applicable at the place of delivery, will be paid extra on actual basis by LIC, subject to production of original documents / receipt issued by appropriate authority.
e) It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules / regulations / orders of any government/non-government / regulatory authority in force.
f) The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labour rates etc.
g) Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.
h) The Bidder should have the capability to implement and maintain the project during the contract period of 5 years. The vendor should also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years.
i) The vendor should propose only one product/solution for each of the requirements (Hardware, Software and Appliance) and quote for the same. If a vendor for any one of the stated technical requirements quotes multiple products/solutions, LIC will disqualify the entire response to the RFP by the vendor.

16. *Clarification on Bids*

During evaluation of bids, LIC may, at its discretion, ask the Bidder for clarifications on its bid and response must reach LIC within 6 (six) working days by email/ hard copy. The request for clarification and the response shall be in writing.

17. *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.

18. *Compliant Bids / Completeness of Response*

a) The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support. Information should be submitted in the same format as per the Annexure(s) attached.
b) Bidders are advised to study all instructions, clarifications, terms, requirements, appendices/ Annexures and other information in this RFP document carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
c) Failure to comply with the requirements as set out within the RFP and failure to submit the bid as detailed in the RFP may render the bid non-compliant and the Bid may be rejected.

19. *Revised commercial bid (If applicable):*

LIC may call for any additional information/document by way of clarification etc. before the finalization of the technical bid. Also, during scrutiny of technical bid, if any technical specification/s and/or scope of work is/are changed or if there is a need of normalization for hardware/software to meet LIC's requirement, all the vendors will be informed of the same and asked to submit fresh commercial quotation in a separate cover, duly sealed and super scribed "REVISED COMMERCIAL BID for Installation, Commissioning and Maintenance of Alternate MPLS Link LIC Ref:CO/IT-DT/NW/RFP/2025-26/04 dated 27/02/2026".

During technical evaluation if any deviation is observed, LIC may decide to accept any deviation at its discretion and decision of LIC in this matter will be final and binding. However this will be done before opening of commercial bids.

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

20. *Bid Validity Period*

Bids shall remain valid for 1 year 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

Note-The terms of the RFP including price shall remain valid for a period of Sixty months from the date of start of the contract period and can be extended by another Thirty Six months at the existing rates.

21. *Contract Period*

Unless terminated in accordance with the terms and conditions of this RFP, the duration of the contract period will be five years from the date of signing of contract between LIC and the selected Bidder extendable by a further period of three years (renewable annually based on the performance of the vendor) on the same terms and conditions at LIC's discretion.

In case of the Termination/expiry of the contract whichever may be the earlier, the subsequent onboarding of the New Telecom Service provider the existing vendor is obligatory to extend the service on the existing terms and conditions till the commissioning of the new links for the respective locations.

22. *Late Bids:*

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

23. *Procedure for opening of the bids:*

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

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

24. *Bid Evaluation:*

a) LIC will evaluate the Bids submitted in response to the RFP and all supporting documents / documentary evidences as per the requirements stated in the RFP documents and its subsequent modifications (if any).
b) LIC may ask for meetings with the Bidders to seek clarifications on their bids.
c) Evaluation of the responses to the bids and subsequent selection of the successful bidder(s) will be entirely at the discretion of LIC and will be binding on the bidders. LIC"s decision shall be final and no correspondence seeking clarifications about the decision shall be entertained. (Formatting numbering)

25. *Rejection of non-compliant bid:*

a) LIC reserves the right to reject any or all bids on the basis of any deviation(s).
b) Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.

26. *Technical Bid Evaluation process:*

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

a) Only those bids which have been found to be in conformity of the eligibility terms and conditions will be taken up for further evaluation.
b) LIC reserves the right to evaluate the bids on technical and functional parameters including visit and witness demos of the system and verify functionalities, etc.
c) Only those bidders should quote whose proposed network can seamlessly integrate with the existing network of LIC and through links procured through future RFPs. Failure to do so may lead to bid being rejected and forfeiture of EMD/PBG.
d) LIC may request for demonstration of interoperability of the various solutions provided. These demonstrations may be done at LIC Vile Parle or at vendor's premises in Mumbai.
e) To assist in Technical Evaluation, LIC reserves the right to call for any clarification from any/all bidder during the evaluation of the bids. Such clarifications should be submitted only in writing or by e-mail within six days. However, no other correspondence on bids will be entertained.

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 conducted by LIC's Authorized e-Procurement service provider.
b) The Bidder has to specify both in figures & words for all price quoted in Commercial Bid (indicative).
c) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per **Annexure-X.**
d) Arithmetical errors will be rectified on the following basis:
a. If there is a discrepancy between the total price quoted in the bid and the total price that is obtained by multiplying unit price and quantity, the unit price shall prevail. The total price will be corrected accordingly.
b. If there is discrepancy between words and figures, words will prevail.
e) The Commercial bids (indicative price)of technically short listed bidders will be opened by the TOC in the presence of bidders/ their Authorized representatives who choose to attend. Thereafter, these bidders need to participate in online reverse auction for which web-based e-tender platform will be made available by LIC.
f) **NPV Rule**: While evaluating the bids 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 bids on equitable basis.
The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows.
Discounting rate to be used: 10%
Standard software for example 'Excel' can be used for the NPV computation. An indicative template is also provided purely for facilitating the bidder. Bidders must ensure the accuracy of the computation at their end for the calculations. The template provided is a facilitator only for the computation and the bidder is responsible for the computation as per the guidelines.
r = 10% i.e. 0.10
g) The total Bid Price for this clause will be all inclusive bid price at Net Present Value (NPV) exclusive of GST
h) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.

28. *Online Reverse Auction:*

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

a) The Commercial Bids (indicative) of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives. Thereafter, the technically qualified bidders are required to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.

b) Price quoted by the Bidders for all the deliverables and services specified in RFP at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder.

c) LIC shall conduct the 'Online Reverse Auction Process' for the L1 Bid Price determination. During reverse auction, the participating bidders shall input only the total cost that they have to offer. The amount should be based on NPV. This amount shall be arrived at by the bidders themselves off-line by using the formula mentioned at point 27 (f) above.

d) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder.

e) 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), as per the process laid down in the business rules failing which LIC reserves the right to reject the bid and forfeit EMD.

f) 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.

g) The commercial figure quoted will be an all-inclusive figure inclusive of out of pocket expenses, traveling, boarding, permits, lodging, license fees ,road permits and transit insurance but excluding all applicable taxes.

h) Any conditional bid may be rejected.

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

j) In case, only one bidder is technically qualified, no reverse auction will take place.

k) The prices once finalized through online reverse auction or negotiation will be termed as the "approved prices".

l) In case only one bidder is found eligible, 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

m) LIC will determine the Start Price and other parameters for the Online Reverse Auction –

   i. on its own and / or

   ii. evaluating the price band information available in the commercial bids (indicative) of the technically qualified bidders and / or

   iii. based on the lowest quote received in the commercial bids (indicative)

n) 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.)

o) The bidder with the L1 Quote, post the Online Reverse Auction and Commercial evaluation will be declared L1 Bidder. 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.

p) 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.

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

r) The bid price shall be in Indian Rupees.

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) The bidder with the lowest quote at the end of the reverse auction process will become the successful bidder.

x) Notification Criteria :

LIC will award contract to the Successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose bid has been determined to be responsive, and is the lowest price bid at the end of online reverse auction subject to Guidelines on Public Procurement Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020

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

a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.

b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.

c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1price, and then the contract will be awarded to the L1 bidder.

In case the L1 bidder fails to fulfil 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. ***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.

30. ***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.

31. ***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.

a) 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.

b) Signing of Contract/issue of Purchase Order:

LIC may 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.

32. *Contacting LIC:*

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

33. *Right to terminate the Process:*

Termination- LIC may terminate the contract in whole or part under following circumstances after serving written notice of 90 days:

- If the service does not meet the specifications on three or more occasions,
- For Insolvency
  a) LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
  b) This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.
  c) LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
  d) Decision of LIC will be final in this matter.

34. *Consortiums or sub-contractor*

No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfill all the eligibility criteria in its individual capacity unless mentioned otherwise.

SECTION–D : TERMS AND CONDITIONS

A. *Terms and Conditions regarding bidding:*

1. The Bidder is expected to examine all instructions, statements, forms, terms, conditions and specifications in the bid document. Failure to furnish all information required by the bid document or submission of a bid not responsive to the bidding document in every respect will be at the Bidder's risk and may result in rejection of his bid. While the Corporation has made considerable effort to ensure that accurate information is contained in this RFP, the information contained in this RFP is supplied solely as a guideline for bidders.
2. Any notice by one party to the other pursuant to the Contract shall be sent by fax/e-mail/letter and confirmed in writing in English and signed by a duly authorized person of either party 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, 3rd Floor, JeevanSeva Annexe Bldg, S.V. Road, Santa Cruz – 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 a waiving does not prejudice or affect the relative ranking of any bidder.
4. Bid with insufficient information, for thorough analysis, may be rejected.
5. LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
6. It will be the responsibility of the vendor to take care of all the formalities (wherever and whatever applicable) as per rules / tax laws / regulations / orders of any government/non-government/ regulatory authority in force etc.

1) Pricing & Taxes:

a) Product/Links/Resource's Prices shall be quoted all-inclusive of duties, levies etc. but exclusive of GST and any other applicable taxes.
b) The quoted price of Product/Links/resources shall be uniformly applicable for

delivery/performance to any part of the country and shall be inclusive of all other miscellaneous charges (i.e. including installation charges, any other applicable duties, whether state or central, packing, freight and forwarding, transit insurance, local transportation, manpower/labour charges, incidental charges such as traveling, lodging/boarding etc.)

c) Vendor will be entirely responsible for upfront payment of all applicable taxes (wherever applicable) like Central / State levies, sales tax, excise duty, cess, license fees, road permits, service tax, etc. in connection with delivery of products at site.
d) GST/local entry tax/LBT wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actual on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted along with the invoices to LIC, the vendor will not be eligible for any reimbursement on this count from LIC.
e) The vendor should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.
f) It will be the responsibility of the vendor to take care of all the formalities connected with this project (wherever and whatever applicable) as per rules / tax laws / regulations / orders of any government/non- government/ regulatory authority in force etc.

2) **Placing of Orders and making payments:**

Methodology for placing orders

a) LIC will identify L1, L2, L3… bidders on the basis of commercial bids quoted by them; the lowest commercial bid being the L1 bid, and so on.
b) LIC will issue purchase order to the L1 bidder.
c) In case the L1 bidder expresses his inability or fails to deliver within the stipulated timeline, LIC may decide to provide opportunity to the L2 bidder for the same, provided L2 bidder agrees to match the price quoted by L1 bidder.
d) In case L2 bidder refuses to accept this offer within the timeframe provided by LIC, then same opportunity will be provided to L3 bidders to match the price quoted by L1 bidder and deliver and implement the entire solution.

The Central Office of LIC at Mumbai will place orders for the links/ resources for all its offices spread across the country. However, in view of the GST rules, the payments will be made by the Central Office for the orders placed for Central Office and the remaining payments shall be made by Zones/Nodal Divisional Offices of LIC for respective states for where the services are being provided.

Selected vendor necessarily has to execute all the purchase orders issued by LIC and meet all the obligations of the Contract. Vendor should point out any discrepancy/deficiency in the purchase orders within two working days of its receipt. The date of Purchase Order (PO) or the date on which the required information/correction in PO is intimated to the Vendor would be deemed to be the date of acceptance of the PO for the purpose of calculating delivery period, and penalty thereof.

B. *Other / General Terms and Conditions:*

1) Assignment:

The successful bidder (hereinafter mentioned as vendor / successful bidder) shall not assign in whole or in part, the obligations to perform under the contract, except with Corporation's prior express consent. The consent shall be provided by an officer not below the rank of ED(IT/DT) in wet signature and not through e-mail .

2) Non-Disclosure Agreement (NDA):

During the contract period, the Personnel of vendor will have access to confidential information of LIC of India such as IP addresses, router configuration, network architecture, etc. The vendor or its Personnel shall not disclose at any point of time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also the vendor may use the information only for serving LIC's interest and restrict disclosure of information solely to those employees of vendor having a need to know such information in order to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of vendor under this

agreement and require such employees to maintain these obligations. The successful bidder has to sign NDA as per **Annexure-VIII**. Violation of NDA will lead to legal action, forfeiture of PBG and blacklisting**.**

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

i. is disclosed by a party to its Advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract
ii. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;
iii. is disclosed by LIC;
iv. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly;
v. is shared by LIC within LIC's organization, or with another Agency, where this serves legitimate interests;
vi. is authorized or required by law, including under the contract, to be disclosed;
vii. is in the public domain otherwise than due to a breach of this clause;
viii. is lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential; or
ix. is independently developed by the recipient without use or reference to such Confidential Information.

3) Performance Bank Guarantee (PBG):

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

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

If vendor fails to submit the required PBG within 21 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 45 days from the date of letter issued for selection as the "selected vendor", LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and proceed with blacklisting of the concerned vendor along with the forfeiture of EMD. In case the tenure of servicing is extended beyond five years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.

a. The PBG should be valid for the entire contract period from the date of its submission to LIC and an additional three months from the date of notification.
b. In case of extension of the contract by LIC, the vendor should submit fresh PBG of the same amount or extend the validity period of the submitted PBG to cover the extended validity period of the tender. This should happen within one month prior to the expiry of the earlier PBG, unless otherwise intimated by LIC.
c. Format for submitting the Bank Guarantee is attached herewith as **Annexure XI** and should be executed by a Nationalized/ Scheduled bank acceptable to LIC and having Branches in Mumbai.
d. The PBG will not carry any interest.
e. The PBG may be required to be submitted in multiple numbers, if required by LIC.
f. The PBG may be invoked for entire amount if the vendor backs-out of his obligations as per this RFP or if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC.
g. The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:
    i. The bidder fails to honor expected deliverables or part as per this RFP after issuance of PO
    ii. Any legal action is taken against the bidder restricting its operations
    iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.
    iv. LIC incurs any loss due to Vendor's negligence in carrying out the performance obligations as per the agreed terms & conditions.

In the event of any contract amendment, the Vendor shall, within seven days of agreeing to such amendment, furnish the amended performance guarantee, valid for 60 days beyond the duration of the Contract as amended

4) Signing of contract:

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

5) Transportation and Insurance:

The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period till 10 days from the date of delivery at LIC"s offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall:
(a) Intimate and pursue claim with the Insurance Company till settlement and
(b) Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.

6) Road Permit:

Road/entry permit etc. which may be required for entry into a State for supply of the equipment's to the locations mentioned in Purchase Orders, will have to be obtained by the Vendor, without any additional cost to LIC. If required, on receiving a written request from vendor, a declaration (Whom so ever it may concern) may be given by LIC to the Vendor to the effect that the equipments/goods are as per the purchase order issued by LIC and these are for LIC"s own use and not meant for any resale or for any manufacturing or packing of any goods for sale. The vendor has to take care of all other formalities which may be required for obtaining the Road-Permit / Entry permission.

7) Dispute:

The vendor and LIC shall endeavor their best to amicably settle all disputes arising out of or in connection with this RFP in the following manner:

If a dispute arises in relation to the conduct of the Contract (Dispute), a party must comply with this clause before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause.

A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of the dispute. If the parties cannot resolve the dispute within 30 days after the notice is given then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof which cannot be settled by mutual negotiation between the parties shall be finally settled by Arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modification, Rules or enactments thereof.

a) In the event of any dispute or disagreement over the interpretation of any of the terms in this bid document or claim of liability, the same shall be referred in writing to an arbitrator appointed by mutual consent of both parties whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitration and Conciliation Act 1996 as amended from time to time.The venue of arbitration shall be Mumbai. Subject hereto the High Court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.
b) Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
c) The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
d) No interest will accrue on any amount during the Arbitration proceedings.
e) The award made there under shall be final and binding upon the parties subject to legal remedies available under the law.

8) Consequences of Termination of the Selected Bidder:

In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

9) Force Majeure Condition:

a) For purposes of this clause, "force majeure" means an event beyond the control of the Bidder excluding those involving supplier's/OEM faults. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes, riots and strikes outside Vendor's organization.

b) In case a Force Majeure situation arises, the Vendor shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days and prove that such is beyond the control and affect the implementation of the agreement.

c) Unless otherwise directed by LIC of India in writing, the Vendor shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

Termination-

If non-performance or diminished performance by the Affected Party due to the circumstances as per 9(b) mentioned above continues for a period of more than 30 consecutive days, the other party may terminate the Contract immediately by giving the Affected Party written notice of 90 days

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 termination of the contract.

10) Limitation of liability:

Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, patent, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, Supplier/Vendor shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of supplier/vendor whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

11) Confidentiality:

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

12) Copyright Violation and Patent Rights:

The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder. 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 Vendor will defend such claims at its own expense. The Vendor 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.

Intellectual Property Rights-

- The successful bidder must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.
- All Intellectual Property Rights in the Contract Material shall vest in LIC.

Indemnity

- Vendor will undertake to indemnify LIC from and against all losses on account of Vendor's negligence or wilful default in performance or non-performance under the contract or infringement of patent, trademark or industrial design rights arising from use of the software packages.
- Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.

13) Fraud and Corrupt Practices:

The bidder/vendor, their 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/vendor, if it determines that the bidder/vendor has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable / restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full the EMD / PBG, as the case may be for, inter alia, time, cost and effort of LIC, with regard to the RFP, including consideration and evaluation of such Bids and such Bidder/Vendor may not be allowed to participate in any RFP issued by LIC during a period of two years from the date such bidder/vendor 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 herein-after 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 statuary requirements/regulations etc.

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

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;

Without limiting the generality of the above, bidder shall be deemed to have a conflict of Interest affecting the Selection Process, if:

i. the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate(or any constituent thereof) have common controlling shareholders or other ownership interest;
ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the bid of either or each of the other Bidder; or there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment. and

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

14) Ambiguities within the Document:

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

a) apart from the clauses where specifically mentioned all other terms and conditions of the RFP are applicable.
b) as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
c) as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and

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

15) Conflict of interest:

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

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 Vendor will not have a conflict of interest that may affect the Services.

2) Notification of a conflict of interest

The Vendor shall make a disclosure to LIC as soon as any potential conflict comes to its notice but in no case later than twenty one 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 his Services or otherwise, and convey its decision to the Vendor within a period not exceeding twenty one days.

Consequences of Termination of Selected Bidder:
In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach . Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

16) 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 debar the Bidder from participating in future RFPs floated for a period decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.
(b) LIC reserves the right to accept or reject any RFP and annul the RFP process and reject all RFPs, at any time prior to award of agreement without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder(s). Reasons for cancellation will be determined by LIC at 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/quotation where the same appears to be incorrect, inaccurate or inappropriate in the Corporation's 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 the best interest of the Corporation. However, this will be done before opening of the commercial bid(s).
(f) Further, the Corporation shall have the right to cancel the RFP process at any time without assigning any reason, prior to finalization of the contract, without thereby incurring any liability to the affected bidder or bidders. Reasons for cancellation will be determined by the Corporation in its sole discretion.
(g) LIC may call for any additional information/document by way of clarification before the finalization of this RFP process.
(h) Procurement of any equipment's/components outside this RFP.
(i) There may be certain unforeseen issues. LIC will decide these issues based on merits of each case. The decision taken by LIC will be final and binding on all the bidders/ selected vendor.
(j) The decision of LIC in all matters will be final and binding on all bidders participating in this bid.

(k) LIC may terminate the agreement if it determines at any time that the vendors or their representatives were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the agreement, even if the concerned Vendors have taken timely and appropriate action satisfactory to the LIC to remedy the situation.

17) Digital Personal DATA Protection Act, 2023:

The Vendor will adhere to the digital Personal DATA Protection Act, 2023 as amended from time to time as applicable and rules published by Government of India and applicable sections of IRDAI Guidelines on Information Security for Insurers.

18) Warranties

The Vendor will have to represent and warrant that:

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

19) Change in Constitution

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

20) Severability

If for any reason whatsoever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared void by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner.

Section-E: SCOPE OF WORK

The core objective of the RFP is to build redundancy in the existing network by procuring MPLS VPN links from an alternate service provider (other than BSNL/MTNL). With this proposed connectivity, every location will have two direct paths to connect. One path will be through existing links from BSNL/MTNL and the other/alternate path will be through the proposed network. Both the paths will be used in active-active or active-passive mode.

LIC desires to subscribe alternate MPLS connectivity for its various offices across the country; hence network proposed by selected bidders should work seamlessly throughout the country along with the existing service providers network .**The scope of work includes understanding the requirement, customizing and providing the deployment architecture along with the routing patterns of proposed solution and customization (wherever required)**. Supply, install and commission, integrate and maintain the respective links, along with the related active and passive components/appliances at LIC locations. Configure the links and appliances, provide necessary routing patterns/requirements for seamless integration with the existing network, tune up the appliances with LICs network and security requirements; document the solution, train the candidates nominated by LIC. This is not an all-inclusive list. The Bidder is expected to provide the end to end solution and bidder is expected to absorb any other cost of material / services if any not particularly listed below.

General

- The bidder has to ensure that it has all the required licenses and certificates from the government authorities for delivering the wired or wireless links at the various locations.
- The selected Bidder should comply with the LICs IT and IS policy along with other regulatory guidelines and laws of the land.

- **The bidder shall provide the service, system spare parts and complete maintenance of the system for a period of not less than five years from the date of acceptance of each site, extendable for additional three years (renewable annually based on the performance of the vendor) on the same terms and conditions at LIC's discretion.**
- **The bidder has to provide links at all locations for which the PO has been placed.**
- Commissioning of links along with the supply of all active and passive components/appliances/equipment's required to do the same.
- The MPLS and P2P bandwidth should support the jumbo frames (i.e. without any fragmentation) between remote location CPE(s) and DC/DR & should allow transmission of data, voice and video applications.
- Service Provider will be responsible for bringing and maintaining the last mile connectivity on OFC till CPE. Any expenditure like keeping Rack for NTE (Space), cross-connect charges etc., payment of rent to the data centre provider(s)for such activities (if any) at Data centre(s) and/or remote location(s) will be the sole responsibility of the Service Provider.
- Service Provider should allow configuration and traffic of IP Sec/ SSL VPN/GRE Tunnel over MPLS cloud to LIC of India (systems).
- The OFC of the service provider entering into the remote locations/DC/DR premises; shall be required to be properly dressed, tagged for easy identification, indicating bandwidth, Service Provider's name, site number etc.
- Security of the data flowing through these MPLS links and maintenance of the links (including its hardware and other infrastructure installed for providing the MPLS, P2P & ILL service) would be the sole responsibility of the Service Provider.
- 24x7 NOC (Network Operation Centre) facility to monitor the links to resolve operational issues shall be available with the Service provider.
- The Service provider shall provide a Dedicated/Toll Free Number for 24x7 Support Services at NOC.
- Prepare test-plan, migration plan and rollback strategies. Monitoring and offsite support.
- Commissioning of links, installation and implementation of the products/devices as per the network architecture design.
- The links commissioned under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional appliance/equipment/components/Software etc. and also without requirement of downgrading or upgrading of existing equipment/ components/software used by LIC. However, if any additional equipment/components/software etc. is required for seamless integration with existing network setup of LIC; the same has to be provided at no additional cost to LIC.
- Vendor has to act as technical-advisor to LIC for different WAN connectivity technologies by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor for technical assistance and submit the detailed documentations etc. No additional cost will be payable by LIC for such things.
- There will be no change in existing IP schema for LIC branches/offices/DC/DR/Co-Lo locations during the implementation of secondary MPLS network.
- Design, implement, and keep record & controls of the IP Schema allotted in the process of commissioning.
- In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.
- The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC, if required so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
- No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
- The vendor has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.
- LIC may open some new offices in every financial year or merge some of its office. For all such locations where new offices will be opened in future, the successful bidder will provide new links, apart from the requested location under this RFP. Bidder has to deliver the link as per the timeline mentioned under this RFP. All such new links will be under similar SLA and scope of work as mentioned locations under this RFP.

Design and Architecture:

- Total solution will cover re-designing the network architecture in consultation with LIC, preparation of the configuration templates for the new setup, commissioning, installation of devices/appliances/software etc., implementation, seamless integration of the new links with the existing network, conducting POC if required,

testing, training & certification, reporting etc.

- Bidder needs to study existing network architecture LAN & WAN network environment of LIC and design the solution accordingly.
- Prepare HLD and LLD in consultation with LIC for implementation.
- Detailed Network Connectivity Diagram (including last mile connectivity, routers etc.) for the proposed solution is to be provided by the bidder.
- Prepare and share the routing configuration templates for the new design architecture.
- Design and document a Project implementation plan with significant milestones marked on it.
- Prepare the designs and implement the solution in line with existing regulatory guidelines as modified from time to time.
- Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 3 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.
- The plan shall include information related to required downtime, deployment schedule etc. The commissioning of links and installation of the devices (if any) shall be done as a planned activity on a date & time of approved deployment schedule.
- Bidder has to maintain proper and updated documentation of the network (including the physical and logical setup at each site and data centers of LIC, master database of all sites under the scope of this RFP etc.) at a central location throughout the contract period in the prescribed format as specified by the LIC, which will be shared with selected vendors.

Details of Work – Link commissioning and maintenance:

- The list of locations where the link is to be delivered, along with their complete addresses, is provided in **Annexure-XIV** and **Annexure-XV**.
- The successful bidder need to install all the associated equipment needed to complete the job as per the specification described in this RFP.
- LIC will only provide space and power supply for setting up the dedicated MUX/equipment/appliance at its locations. All other required infra should be arranged by bidder at no extra cost to LIC.
- LIC shall not be responsible for the installation of MUX, mast, RF equipment, appliances, antennas, modems, or any other related hardware. The bidder shall, at its own cost, take adequate insurance coverage for all deployed hardware to protect against any kind of loss or damage, and no liability shall accrue to LIC in this regard.
- LIC shall not be responsible for the installation of any indoor or outdoor equipment, including but not limited to MUX, mast, RF equipment, appliances, antennas, modems, and related hardware. The bidder shall, at its own cost, take adequate insurance coverage for all such equipment deployed to safeguard against any kind of loss or damage, and no liability whatsoever shall accrue to LIC in this regard.
- The commissioning of links shall include end to end commissioning of the links and integration with the existing setup by the service provider as mentioned in the RFP.
- The vendor may be required to do the necessary routing configurations on the network devices, if required.
- The commissioning/installation will include proper mounting, labeling, tagging of all equipments and provide network and power connections.
- The bidder shall be responsible to provide within scope of work all facilities like labor, transportation, tool Kits, testing equipment etc. which is necessary for successful deployment of solution.
- Transportation to & fro, lodging and boarding of manpower shall be in vendors scope.
- Bidder has to ensure safe delivery of the equipment up to the designated place of installation. Any transit insurance, permission, taxes, labor, tools and tackles, road permit etc., if required for the same, shall be arranged by the Bidder at no extra cost to LIC. No additional time for delivering of equipment will be given to vendor on account of issues related to road permit, government taxes, government or local body permissions, etc., nor will LIC provide any documents required for transportation and delivery
- The links should be dedicated (1:1; uncompressed, unfiltered and unshared).
- The bandwidth provided should not be integrated for any other entity.
- Alternate MPLS link should be configured in active –active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL MPLS link at various locations.
- The links should be able to seamlessly cater to the existing applications over the existing network setup of LIC without requiring purchase of additional appliance/equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/ components/software used by LIC. This should be applicable to all future applications as well .
- It is the responsibility of Bidder to ensure auto-failover i.e. when present MPLS link get failed, should switch over without manual intervention to Bidder's MPLS network and vice-versa without any downtime for locations i.e. zero downtime.
- The switch over should be seamlessly
- The bidder should plan for contingencies where network traffic should be able to connect to BSNL/MTNLs

network traffic in scenarios where "A" end of BSNL link is up while the backhaul link is down and simultaneously the bidder's link is up at the backhaul end and down at the "A" end.

- The bidder should ensure Inter Service Provider Routing and for transit routing.
- Bidder should also ensure they should not be using BSNL/MTNL infrastructure for providing the connectivity.
- Bidder should provide all required configuration to LICs network team/Facility management team for achieving the auto failover. Bidder should work in close coordination with LICs Network Team/ Facility management team/ LIC appointed system integrator's team for achieving link auto failover.
- The connectivity provided by the bidder has to be Layer 3 MPLS solution on dedicated ports
- The connectivity provided by the bidder should adhere to the technical specifications.
- The circuit should be available in full duplex mode with sending and receiving available on the same circuit. (For e.g. – On a 2 Mbps circuit, 2 Mbps sending and 2 Mbps receiving should be possible simultaneously).
- Offices connected through bidder MPLS should communicate each other directly without coming to Data Centre i.e. any to any communication
- Service provider should provide connectivity with minimum number of "hop" for all links.
- The bidders should have their own nation-wide high availability MPLS network backbone. The bidder's core MPLS backbone should be fully meshed.
- All the POPs from where the MPLS bandwidth is provided to LIC should have redundancy of equipments, links, power, backhaul connectivity etc.
- It is the responsibility of vendor to factor in all related infrastructure required to commission the links, including modems, cable, connectors etc. They should not depend on LIC for any provisioning in this regard except router and switches.
- Bidder should do all internal cabling till the router for successful commissioning of the required MPLS link without any additional cost to LIC.
- Proper cabling at the respective locations should be done neat and clean with proper tagging and duct by the bidder without any additional cost to LIC.
- This link shall be terminated on routers/switches which will be arranged by the LIC at the various locations. Presently LIC is using different models of routers/switches. However, LIC may change the router in future.
- The link may be terminated the Ethernet or on the Fiber port of the router/switch. The bidder has to make provisions for all.
- LIC will provide access to the router for commissioning of links and making any configuration changes if required, under supervision.
- The bidder has to provide the necessary configurations for seamless integration of these links with the existing network and for proactive monitoring of the links.
- The bidder has to configure the link as per LICs QoS policy/IP SLA and other routing policies in coordination with LICs network team and Facility Management Team. This feature should be available from day one of the project.
- LIC has implemented GET VPN in its existing network and there should not be any dependency from service provider on this implementation while integrating their MPLS network. Further, there should not be any dependency on the service provider if LIC decides to implement other VPN variants like DMVPN or any such technology. All of these should seamlessly integrate with the new setup.
- The links should adhere to the specifications mentioned in technical specifications (links) mentioned in the RFP.
- **If there is any reduction in the charges related to ports, bandwidth etc. due to changes in Government Policy etc., the benefit of subsequent price reduction shall be passed to LIC. LIC reserves the right to re-negotiate the charges based on market conditions after each year of completion within the contract period apart from any other reductions in tariffs due to Government policies etc.**
- The bidder should provide all security measures for the proposed link network which should prevent against all kind of attacks like DDOS, IP spoofing, etc.
- The links provided should be easily scalable and upgradable, as and when required by LIC.
- The upgrades as mentioned above, when required, should be done with very minor disturbances.
- LIC intends to procure links as bandwidth mentioned below. However, in case of need for higher bandwidths the following multiplication factor will be used for determining the price of the higher bandwidths, subject to the price not being higher than the TRAI prescribed charges/ceiling on charges for Point to Point connectivity or MPLS connectivity, whichever lower, for the bandwidth under consideration. (All the rates will be rounded off to nearest 100 rupees).

a) Bandwidth Upgrade Rates up to 1 Mbps

Bandwidth Category	Multiplication Factor
1 Mbps	X (Discovered Price)

b) Bandwidth Upgrade Rates above 1 Mbps

Bandwidth Category	Multiplication Factor
2 Mbps	Y (Discovered Price)
4 Mbps	1.5 Y
6 Mbps	2.0 Y
8 Mbps	2.5 Y
10 Mbps	3.0 Y
20 Mbps	3.5 Y
30 Mbps	4.0 Y
40 Mbps	4.5 Y
50 Mbps	5.0 Y
100 Mbps	6.0 Y
155 Mbps	7.0 Y
200 Mbps	8.0 Y
250 Mbps	9.0 Y
300 Mbps	10 Y
350 Mbps	11 Y
500 Mbps	12 Y
600 Mbps	13 Y
700 Mbps	14 Y
800 Mbps	15 Y
900 Mbps	16 Y
1 Gbps	17 Y
2 Gbps	18 Y
4 Gbps	19 Y
8 Gbps	20 Y
10 Gbps	21 Y
15 Gbps	22 Y

Further, in case of requirement of an intermediate bandwidth, the standard industry practice as that adopted by BSNL will be followed for arriving at the commercials.

- In the event of shifting of premises, within the same town/city/area, it is responsibility of the bidder to provide necessary connectivity at new location.
- Bidder shall not charge any additional commercials for migrating the network from IPv4 to IPv6 as and when advised by LIC, during the validity of the contract period.
- Bidder should ensure and provide declaration that the delivered MPLS VPN Network of LIC is fully isolated from Internet traffic in their network and separated at device level as well.

Last Mile Connectivity:

- The bidder should provide connectivity through wired link or stable wireless media meeting the bandwidth, latency, uptime, etc. and other requirement mentioned in this document.
- The bidder has to provide the links for backhaul bandwidth at Co-Los, CO, DC and DR, only on wired media till router. For other locations the bidder may choose to provide wired/wireless media . The wireless connectivity is to be provided on a stable wireless media which may be RF/Wi-Max/any other technology (other than VSAT) providing the dedicated bandwidth throughput.
- In case the bidder is not able to provide the last mile connectivity the bidder may provide the same through any other service provider, excluding MTNL/BSNL, under intimation to LIC. However, the responsibility of the ownership, SLA, confidentiality, all contractual obligations etc. rests with the bidder.
- In case of wire-less link, bidder should provide the complete site readiness requirement to LICs designated team and local branch officials in writing during the site-survey.

- If the last mile is on wireless, the service provider has to ensure that no other radio equipment causes interference to the wireless signals used for LICs connectivity and the radio equipment should not be able to trap the signals used for LICs network.
- The bidder has to ensure a clear and sustainable line of sight for all wireless connections.
- The bidder will ensure that each location is within a radius of 5 kilometers from any of his BTS/Repeater towers.
- The Bidder has to bear the cost of change in the wireless tower or media due to change in the line of sight(LOS).
- The Bidder has to accept the existing IP Schema for the interfaces of the links provided by LIC.
- The bidders are expected to do a site survey for feasibility and for positioning of the terminating equipment. They should clearly state the equipment that will be deployed with its physical, electrical and any other related equipment. The charges towards cabling & other activities should be included in the bandwidth cost.
- In case of RF, Bidder will provide the drawings of all MAST and tower for RF connectivity with technical documentation before starting the erection of MAST. However bidder is require to provide the diagram with detail dimension and weight to the respective site officials for taking the permission from landlord before starting the work. LIC will arrange for the rooftop right permissions from the landlord . However all other clearances, wherever required in respect of the mast/pole/antenna from the government/local/statutory bodies, airport authorities etc. will have to be arranged by the bidder. The mast/pole/antenna installed shall be exclusively used for LIC's purpose
- In case of RF, the bidder will try and achieve feasibility through an antenna/pole/mast of a height of up to 9 meters, which will be at the bidders cost. However, in case an antenna/mast of greater height is required, specific reference per site, detailing reasons, needs to be made to LIC prior to setting up such antenna/mast.
- All clearances, wherever required, in respect of the mast/pole/antenna from any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the bidder.
- The bidder must ensure that it will use products that are intrinsically safe and are approved for use in these locations. It must adhere to Government of India safety regulation and should use earthing for all its masts.
- Bidder has to deliver the link up to the router and terminate on the required interface of branch router with prior approval from LIC designated team.

Backhaul Connectivity

- The bidder shall be required to commission wired MPLS-VPN backhaul links with dual last mile with auto failover from different physical paths from the TSP's nearest POP/hub to each of the LICs Co-Los/DCs/DRs.
- The last mile of backhaul delivered link should be highly redundant and there should not be any single point of failure.
- The list of DC, Co-Lo, DR & CO locations are provided in **Annexure-XV**.
- The backhaul links shall be dedicated for the project under the scope of this RFP.
- The sharing of the backhaul links shall not be permitted.
- The backhaul links will be terminated on the router's/switches Ethernet interface/any other device as per the instruction of LIC.
- Bidder while giving backhaul should ensure installation of telecom MUX at LICs Co-Lo/DC and DR Sites. In case a MUX is placed at any LIC location, then the same should be approximately 19" standard communication rack size and should be able to work on battery backup for at least 60 minutes. Bidder need to provide the Rack for MUX installation and battery for backup. LIC will provide required space and power supply for MUX and other equipments, if any.

Shifting of Links

- After receiving the intimation from LIC in letter or by e-mail, bidder has to shift the requested link (wired or wireless) from old location to new location within twenty one days from the date of such intimation.
- The bidder shall provide shifting of links (wired or wireless) to LIC free of cost, provided such shifting is within the same area / pincode / location/premises.

Upgrade/Downgrade of Links

- After receiving the intimation from LIC by way of letter or e-mail, the bidder has to upgrade the requested location bandwidth as requested by LIC.
- The activity should be completed within twenty one days from the date of intimation given by LIC.
- The bidder has to ensure required hardware should be available at the respective site for bandwidth upgrade in mentioned timeline only.
- LIC will not pay any extra cost towards link upgrade /downgrade; LIC will only pay/recover applicable bandwidth charges from the date of enhanced/downgraded bandwidth of such locations as per the commercials submitted by the successful bidder.

Surrender of Links

- After receiving the intimation from LIC by way of letter or e-mail, the bidder has to surrender the links for the requested location.
- The activity should be competed with in twenty one days from the date of intimation given by LIC.
- LIC will not pay any extra cost towards the surrender of links.
- After twenty one days from the date of request no charges will be paid by LIC irrespective of the fact that link has been surrendered or not. Pro-rata payment will be made for the period for which links have been utilized.

Migration of Links to different technology

- After receiving the intimation from LIC by way of letter or e-mail, the bidder has to upgrade the requested location bandwidth as requested by LIC.
- The activity should be competed with in twenty one days from the date of intimation given by LIC.
- The bidder has to ensure required hardware should be available at the respective site for migration of the link in mentioned timeline only.
- LIC will not pay any extra cost towards link migration.
- LIC will only pay applicable bandwidth charges from the date of migration of such locations as per the commercials submitted by the successful bidder.

Pilot Run/Proof of Concept

LIC at its discretion may seek a pilot run for the proposed type of connectivity offered by the selected vendor (s) in live environment. This pilot run will include a UAT (User Acceptance Test) to test the workability of the entire solution. A UAT team comprising of officials from all stake holder departments, network integrator (NI) and third party consultants hired by LIC will check the solution against the various parameters given in the RFP. The terms & conditions of the pilot run will be as follows:

- The pilot test has to be conducted without any cost to LIC.
- The pilot test will have to be conducted in the offices as advised by LIC.
- The pilot test will have to be initiated, within four weeks of the LIC giving the intimation of the same.
- The pilot test, if mandated by LIC, will have to be done with all types of technologies offered by the vendor.
- LIC will arrange for UAT for each type of technology offered by the vendor and clearance will be given only if the LIC finds the technology to be acceptable from a functional, performance and security point of view and as per specifications given in RFP.
- The vendor will have to arrange for the backhaul with single last mile for the purpose of pilot testing, at no cost to the LIC, at the DC and DR provided by LIC.
- The vendor should comply with all the observations provided by LIC during pilot testing, at no cost to the LIC.
- The pilot test for each type of wireless connectivity should be completed within one month from letter of intent.
- For the purpose of pilot test, LIC will choose such offices for which the connectivity is required on a permanent basis.
- In other words, the connectivity to such offices will be continued if the pilot testing is successful and the payment will be made from the date of acceptance of the solution by LIC.

Purchase Orders will be issued on the shortlisted vendors/bidders subject to the satisfactory UAT, if these acceptance tests are preferred by LIC .

Link Maintenance:

- The vendor has to monitor the link proactively on a real time basis. LIC may provide managed access to the router for making configurations for proactive monitoring of the links.
- Ticket System:
    a) Service Provider's NOC will automatically book the fault(s) (as tickets) in case of failure of provisioned links under this contract and start the restoration process of the same automatically. Facility to book the fault by LIC should also be made available via emails for LIC of India.
    b) Service Provider should also allow web-based access to the tickets system raised by the Service Provider w.r.t faults/issues in service along with their latest status to LIC. Service Provider should also allow LIC to view tickets, download & export reports for up to the last one year to excel formats.
- The vendor will have to do an end to end monitoring of the links provided by them on a real time basis and for this purpose, restricted read-only SNMP access to the routers at the locations will be provided subject to compliance with the LICs security requirements. Bidder must have their own NOC facility for monitoring of the network.
- Escalation matrix (for fault rectification) along with contact details of the Service Provider's field officer(s) and responsible coordinating officer(s) for each of the sites should be provided by the Service Provider to LIC of India; at the time of commissioning the connectivity per link.
- Any service-related outages event(s) shall be carried out with prior permissions from LIC. The permission request should be made at least (2) days prior to such exercise through emails containing the detailed reason for the required outage and mentioning the handling of failover plan for restoration of services in case of unsuccessful activity/event.
- Performance reports including availability, downtime or other parameters report of all the links should be provided by the service provider to LIC on a monthly basis and also for a short duration, if so demanded.
- The Service provider should ensure compliance to all statutory guidelines issued by the Government of India from time to time. Whenever the Service Provider is required to obtain permission, approvals, and licenses etc. from the local public authorities, it shall be the Service provider's sole responsibility to obtain the same in a timely manner.
- Upgrade of MPLS bandwidth per link should be possible without any additional installation process or charges.
- Monitoring of MPLS links: The NMS provided by the Service Provider, should be web-based and shall provide at least the following features. It:

    a. Should allow secure web-access to NMS portal from customer location(s)

    b. Should allow monitoring of the parameters per link on 24x7 basis. Parameters include latency, packet loss, bandwidth provisioned, bandwidth utilization, jitter etc.

    c. Should allow the link wise, date wise consolidated link availability (along with the various parameters as per point (b) mentioned above with an option to generate such customizable reports for up to the last one year.

    d. Should allow graphical representation of bandwidth utilization (for up to the last one year) per link w.r.t time as well as status, traffic and performance per link.

    e. For fulfilling above requirements, SP shall utilize their own network and their network equipment(s). No configurations in customer premise equipment(s) pertaining to SNMP or any other, shall be allowed to fulfil the requirements pertaining to monitoring of Links.
- If the vendor finds that connectivity is not through till router/switch, vendor has to fix the issue by sending his field engineer to the particular site. During the visit, if the field engineer finds that the site router is malfunctioning/down state, the vendor has to escalate the matter to LIC through an email on pre designated email IDs (the complete matrix will be made available depending on the location) provided by the LIC to the vendor. A suitable mention must be also made by the vendor's Field Engineer in the Field visit report submitted to the concerned LIC officials at the location.
- Bidder shall maintain the connectivity on 24*7*365 basis and shall rectify the defect by pro-active monitoring so as to maintain the Service Level Agreement.
- In cases of complaint lodges, complaint shall be lodged preferably over web portal, but other modes such as email, telephone, toll-free number etc. with the designated officials of the bidder, should also be available. The web portal should be accessible within LICs internal network.
- Bidder has to deploy a system where call logging of down link should be done automatically i.e. without manual intervention and alerts of such down-calls should be reported to LIC by way of e-mail and SMS facility. The escalations for resolution of such calls should also be done by way of e-mail and SMS.
- The bidder shall provide a dedicated portal/web interface/site for LIC for logging calls (trouble tickets), viewing status of calls (trouble tickets), escalation of trouble tickets, monitoring the status of links, monitoring performance

parameters of links such as periodical downtime, latency, jitter etc.The web portal should be accessible within LICs internal network.

- The Bidder shall provide the Historical Data of Bandwidth Utilization of the links for Last Two years during the contract period.
- The portal/web interface/site shall provide reports regarding the above as and when required by LIC. In addition the successful bidder shall provide Out-of-the-box reports and customized reports templates based on the needs of LIC (based on mutual discussion).
- The Bidder shall provide site-wise uptime along with bandwidth utilization on monthly basis in the form of a report, as also on the dash board (in the portal mentioned above).
- The links should integrate seamlessly with the existing Network Management Solution of LIC and any other future Network Management Solution procured by LIC.
- The bidder shall issue a unique number identifying the complaint lodged by LIC.
- Maintenance and upkeep of any/all network equipment/component/software provided by bidder shall be the responsibility of the bidder
- During the tenure of the contract or till link is being used at the site, the bidders shall bear all the operational costs associated with link commissioned (other than the quarterly rentals).
- The Bidder needs to mention about the communication media (Copper Wire or Fiber) being used.
- Details about bidders POP from which last mile will be extended to LICs are various centers.
    - Location of the POP (please give full details)
    - Nearest POP to LIC with distance
    - Details of last mile connectivity with Type of the connectivity, frequency band and type of frequency, ownership (own/third party etc.). In case of third party, the details of third party as well as terms of agreement with regards uptime should be defined.

- Bidder has to submit escalation matrix and keep it up to date during the entire period of the contract.

- The selected bidder shall be responsible for the preparation of "Change Management Process" document for the LIC wherein the entire process/procedure shall be defined pertaining to various activities involved during the tenure of the contract.

- The bidder shall arrange and ensure proper contingency plans to meet any unexpected obstruction to the Service Provider or any employees or sub-contractors of the Service Provider (as LIC may permit) in rendering the Services or any part of the same under this Agreement to LIC.

Continuity

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

- In the event this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable assistance and help to LIC and to any new contractor engaged by LIC, for the smooth switch over and continuity of the Services.

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

Basic commissioning of links and Installation of Hardware and Software (if required)

Bidder has to perform following jobs for completing the above mentioned activity:

- Mounting physical devices onto racks as required.
- Powering on the physical devices & running Hardware Diagnostics.
- Installing the required OS and Applications on Physical Hardware.
- Making the necessary configurations including IP address and default gateway etc. on all devices
- Check L2 & L3 connectivity on network using "ping & trace route" commands
- Installing License on the appliances.
- Enabling of features and functionality on the appliances as per details mentioned in the technical specification etc.

- A link will be considered to be commissioned only if the end to end connectivity is provided for that location on the bidder's network. For example, if the link is commissioned at the Branch location but the backhaul links are not commissioned at the DCs and DRs the link will not be considered to be commissioned.
- Check for Failover between links.

Reporting and Governance

Reporting would involve the tasks listed below. The list is not exhaustive but only indicative. The reporting requirements may further evolve and the bidder has to absorb any other cost while quoting for the bids.

- Creating Out-of-the-box reports and customized reports templates based on the needs of LIC.
- Real time reporting dashboard: - Integrated dashboard where the operations can be viewed and can be drilled down to the further details. This should be near real time view as per requirement where the dashboard should display latest information.
- Dashboard for governance: - Governance dashboard means a dashboard for viewing all governance related KPI's, progress, action, status etc. for monitoring performance parameters of links such as periodical downtime, latency, jitter, bandwidth utilization etc.
- Provide reports as mentioned under the reporting section of the technical specification.

Disaster Recovery

- The vendor should have a clear Disaster Recovery and Business Continuity Plan in place for support services and should submit the BCP plan to LIC.

- The bidder shall arrange and ensure proper contingency plans to meet any unexpected obstruction to the Service Provider or any employees or sub-contractors of the Service Provider in rendering the services or any part of the same under this Agreement to LIC.

Documentation

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
- Three sets of hardcopies as applicable and one softcopy in PEN Drive shall be supplied as final document.
- Documents for high level design, detailed design, configuration of individual features set on various appliances, general testing, scenario based fail-over testing, Standard Operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.
- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.

Acceptance by LIC

- The services supplied by the Bidder should meet the technical specifications envisaged in this RFP document.
- A comprehensive "Acceptance Test Plan" document, containing various aspects of the 'Acceptance Test' to demonstrate all the features of the proposed Solution, shall be submitted by the bidder.
- Scenario based Acceptance Test shall be carried out jointly by the representatives of LIC and the Bidder after the Installation.
- Acceptance tests should explicitly demonstrate provision of the Links, commissioning, testing, fine tuning of the links, Integration with LIC Network, GETVPN/IPsec encryption ,testing the input & output errors of the links, testing of the bandwidth, testing of latency, Packet Delivery, Packet drop , jitter, , automatic failover features etc.
- Links will be considered to have been commissioned when all aspects as described in this RFP document are able to run smoothly over the network. Mere physical connectivity of links will not constitute as commissioning of the proposed solution.
- UAT for wireless links will be evaluated over a period of time.
- The final acceptance will be provided by LIC after verifying all aspects as mentioned in the document have been delivered to satisfaction.
- The vendor will do the necessary changes in the infrastructure and configurations as per the changing business needs without charging any cost to LIC.

Compliance with IS Security Policy:

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

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

Right to Audit

i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empaneled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC.

ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.

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

Service-Delivery Project Management and On Site Resources

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

a) Minimum 3 years of experience in deployment and management of large networks.
b) Must aware and having knowledge of Service Delivery processes.
c) Experience of handling/managing teams (Minimum 5 reportees).

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

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

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

It is mandatory for the concerned Service-Delivery Manager to have structured meeting with the ED(IT/DT)/Secretary(IT)/Dy. Secretary(IT)/Assistant Secretary (IT), Network Section of Central Office once a week, preferably on Monday, during the implementation period from the date of receipt of the first Purchase Order by the vendor. Weekly meetings should be held till the project is entirely rolled out. Subsequently it is mandatory to conduct quarterly meetings. The bidder should submit the name & the latest contact details of service engineers and escalation matrix during each such meeting.

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

The vendor has to nominate a zonal account manager at zonal headquarters. The Zonal Account Manager will be required to meet the respective Regional Managers (IT) on a weekly basis during the implementation period from the date of receipt of the first Purchase Order by the vendor. Weekly meetings should be held till the project is entirely rolled out. Subsequently it is mandatory to conduct quarterly meetings.

The first such meeting with the Regional Manager (IT) should be held within 2 weeks from the date of receipt of the first Purchase Order by the vendor. The bidder should submit the name & the latest contact details of service engineers and escalation matrix during each such meeting. The minutes of the meeting shall be signed by RM (IT) and the above Zonal Account Manager. If the above conditions are not met, penalty as defined in the SLA section will be applicable

Onsite Support Services:

The successful Bidder has to provide throughout the contract period, the services of one onsite L1 engineer at each Zonal Office (Total Eight L1 Engineers at Zonal Offices) and one (01) L1 & one (01) L2 support personnel at Central office, Mumbai with the qualifications and experience as described below. As per the changing business needs, LIC may ask the Personnel to report for duty in different time windows as per LICs requirements.

L1 onsite support personnel Qualifications:

a) BE/B. Tech/Diploma in Eng. or MCA/BSc-IT/BSc-Computers with CCNA certification.
b) Should be on roll of vendor as on the date of his/her deployment to LIC.
c) Should have worked in a PSU/Govt./ Pvt. Bank or any other organization etc. having a large network and should have handled and managed network links and equipments for a period two years.
d) Should have working experience of minimum two years and expertise maintenance of network links, routers, and other networking equipments.
e) Should have good knowledge on implementation, integration, troubleshooting, maintenance and various functionalities related to the project.
f) Should be able to do day to day maintenance of the entire project.
g) Should be able to remotely monitor, co-ordinate and troubleshoot the links at all location under his jurisdiction.
h) Should be able to co-ordinate with various offices/other service providers and provide support to users.
i) For seamless implementation and maintenance of the entire project, the onsite support will have to co-ordinate with

the various projects and resolve the problem.

j) The L1 should have a backup resource of L2 at Central Office, who will complement the person during routine jobs and supplement, if he is on leave. The L2 should be accountable for providing the technical support to LIC.
k) The L1 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
l) If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

L2 onsite support personnel Qualifications:

a) BE/B. Tech/Diploma in Eng. with CCNP certification.
b) Should be on roll of vendor as on the date of his/her deployment to LIC.
c) Should have worked in a PSU/Govt./ Pvt. Bank or any other organization etc. having a large network and should have handled and managed network links and equipments for a period three years.
d) Should have working experience of minimum three years and expertise maintenance of network links, routers, and other networking equipments.
e) Should have good knowledge on implementation, integration, troubleshooting, maintenance and various functionalities related to the project.
f) Should be able to do day to day maintenance of the entire project.
g) Should be able to remotely monitor, co-ordinate and troubleshoot the links at all location under his jurisdiction.
h) Should be able to monitor and provide guidance remotely to all locations.
i) Should help to locate issues related to the project and its maintenance and notify the same and assist in its resolution.
j) Should be able to do required changes in configuration, policies, creation of rules etc.
k) Should be able to co-ordinate with various offices/other service providers and provide support to users.
l) For seamless implementation and maintenance of the entire project, the onsite support will have to co-ordinate with the various projects and resolve the problem.
m) The L2 should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.
n) The L2 should be accountable for providing the technical support to LIC.
o) He should have the competency to educate the video conferencing administrators of LIC at Central office with regard to various jobs; trouble- shoot any related issues etc.
p) If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.

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

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

a. Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within twelve weeks from the date of issue of purchase order/Letter-of-Intent.
b. If required, the candidates (for onsite support at LIC) may be interviewed by LIC officials or LIC's consultant or persons nominated by LIC; including hands on troubleshooting etc. based on which the candidate will be assessed and shortlisted.
c. If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 3 weeks of being intimated of the selection by LIC.
d. In case of a person going on leave, suitable replacement shall be provided from the pool for that leave- period failing which penalty as per the SLA conditions shall be applicable.
e. If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable. This will be cumulative in nature for each occurrence.
f. In case the on-site support person is to be changed by the vendor, minimum of one month (30days) advance notice shall be given by the vendor to LIC. Additionally, an overlapping period of at least 15 days has to be there between the new and old engineer failing which penalty as per SLA conditions shall be applicable
g. On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
h. The selected vendor will also have to earmark an Offsite L3 Engineer for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose.

SUPPORT PROCESS REQUIREMENT:

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

Note:

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

Section-F: Payment Terms

a) The Central Office of LIC at Mumbai will place orders for the links for all its offices spread across the country.
b) However, payments will be made by the Central Office for the orders placed for the Central Office only and by the respective Zonal offices for the orders placed for it and the offices under their jurisdiction.
c) The bandwidth charges are payable on quarterly basis in arrears per site basis from the date of installation and acceptance by LIC for every fifty sites ordered per Zone and five sites for Central Office , installed and accepted by LIC.
d) The selected bidder should provide Invoices for each site separately
e) All invoices should have complete details of site with respect to the claim period and plan of service, rate breakup (if any), tax breakup as well. All invoices will be payable after deducting applicable penalty or LD amount if any.
f) The charges towards all items are payable within 30 days from the date of receipt of invoice, provided no requirements are pending from the bidder. All invoice raised for bandwidth charges should carry the site name along with site address with allotted bandwidth.
g) Site wise uptime calculation report should be submitted with each quarters invoice.
h) Documents to be produced for release of payment during the 1st payment:
    1) Performance bank guarantee for sum equivalent to 5% of the contract value, as per enclosed

format in this RFP document.

2) Satisfactory proof of commissioning of Links as per specifications for the payment to be made against locations mentioned in the purchase order.
3) Satisfactory proof of installation and commissioning of all the links for the payment to be made against locations mentioned in the purchase order .
4) Invoice (with reference of Purchase Order for execution, description of services delivered, quantity, unit price, total amount details should be given). Delivery Challans in original
5) Verification of above deliverables and any other, if needed by Asst. Secretary (IT) or a higher ranking official at CO, IT Mumbai/ZOs.

i) Documents to be produced for release of subsequent payments:

1) Invoice (with reference of Purchase Order for execution, description of services delivered, quantity, unit price, total amount details should be given).

For Payment against Onsite Services:

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

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

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

TIME SCHEDULE FOR DELIVERY AND INSTALLATION

LIC may place separate purchase orders for each of the items. It is not binding on LIC to purchase all the items as per the commercials.

All the locations provided by LIC in the purchase order/s needs to be commissioned. The bidder will not refuse the commissioning of selected locations.

Sl. No.	Purchase Order for	Delivery Schedule (from Date of Acceptance of Purchase Order)
1	Commissioning of the backhaul links at the DC/DR/Co-Lo/CO	8 weeks
2	Commissioning of links at other locations	10 weeks
3	Commissioning of new links after the main project is rolled out	6 weeks

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

However, services are not delivered/installed beyond 12 weeks from the date of the Purchase order, will be dealt with as follows:-

i. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.
ii. The penalty clause as mentioned in SLA will be applicable.
iii. Deductions of penalty will be made from any amount payable to the vendor by LIC.
iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.
v. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be claimed.
vi. LIC may terminate the contract and blacklist the vendor.

Section-G: Service Level Agreement (SLA)

This Service-Level Agreement is intended to provide LIC with optimal services by the bidder. This document covers the service availability; the service levels etc. for LIC's offices for this Contract. The SLA document is intended to be a "living document". It will serve as the foundation for continuous optimization of service level and performance measurement process throughout the term of the contract.

The Downtime for penalty calculation as per SLA will be taken from the NMS of LIC however the Service provider needs to submit its Downtime as per its NMS which will be compared before calculating penalty.

General Conditions:

1) Working hour window for site-uptime and SLA calculations:
(a) For DC/DR/Co-Lo/CO => 24 working hours per working day.
(b) For ZO/DO=> 9 A.M TO 9 P.M (i.e 12 working hours per working day).
(c) For Branches/SOs/other-offices => 9.30 AM To 6.30 PM (i.e. 9 working hours per working day).

2) Total working hours in a quarter will be calculated as:
(a) For DC/DR/Co-Lo/CO => (M1+M2+M3) x 24.
(b) For ZO/DO=> (M1+M2+M3) x 12.
(c) For Branches/SOs/other-offices => (M1+M2+M3) x 9.

Where M1,M2& M3 will be the working days in the respective months in the respective quarter. Saturdays,Sundays/LIC- Holidays will be excluded from the working days/hours.

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

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

Level of Site uptime per quarter for DC/DR/Co-Lo/CO	Downtime Penalty
Committed SLA> or = 99.50 %	-NIL-
>=98.00 % but <99.50%	5 % of Quarterly Charges for the site
>=96.50% but <98.00%	10 % of Quarterly Charges for the site

>=95.00% but <96.50%	25 % of Quarterly Charges for the site
>=93.50% but<95.00%	50% of Quarterly Charges for the site
>=92.00% but <93.50%	60% of Quarterly Charges for the site
<92.00 %	100 % of Quarterly charges for the site and LIC also reserve the right to terminate the contract.
Further if the number of time the site is down during a month exceeds 3	LIC reserves the right to surrender the link
In case the packet loss/drop/latency/jitter is greater than the committed parameter.	Rs. 200.00 per event in the working hour window as defined above. The test for these parameters shall be conducted every quarter before settlement of the bill, at 20 locations selected randomly across each zone.

Level of Site uptime per quarter for locations other than DC/DR/Co-Lo/CO	Downtime Penalty
Committed SLA > or = 99.00 %	-NIL-
>=97.50 % but <99.00%	5 % of Quarterly Charges for the site
>=96.00% but <97.50%	10 % of Quarterly Charges for the site
>=94.50% but <96.00%	25 % of Quarterly Charges for the site
>=93.00% but <94.50%	50% of Quarterly Charges for the site
>=91.50% but <93.00%	60% of Quarterly Charges for the site
<91.50 %	100 % of Quarterly charges for the site and LIC also reserve the right to terminate the contract.
	Further if the number of time the site is down during a month exceeds 3, LIC reserves the right to surrender the link
In case the packet loss/drop/latency/jitter is greater than the committed parameter.	Rs. 200.00 per event in the working hour window as defined above. The test for these parameters shall be conducted every quarter before settlement of the bill, at 20 locations selected randomly across each zone.

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

1. Delay in delivery of services:

SN	Description	Penalty
1	Delay in commissioning of backhaul links, as per the specifications, beyond twenty five weeks from the date of receipt of the purchase order.	2 % of the annual charges of links ordered for that location per week of delay or part thereof, for that location.
2	Delay in commissioning of links other than backhaul links, as per the specifications, beyond twenty five weeks from the date of receipt of the purchase order.	2 % of the annual charges of links ordered for that location per week of delay or part thereof, for that location.
3	Delay in commissioning of new links after the main project is rolled out beyond ten weeks from the date of receipt of purchase order.	2 % of the annual charges of links ordered for that location per week of delay or part thereof, for that location.
4	Delay in request for details of information from LIC beyond one week from the date of receipt of LIC's letter about bidder's selection as successful bidder.	0.1 % of the total PO value for every week of delay or part thereof.
5	Delay in submission of HLD and LLD beyond two weeks from the date of acceptance of the purchase order.	0.1 % of the total PO value for every week of delay or part thereof.

6	In case the packet loss/drop is greater than the committed parameter.	Rs. 200.00 per event in working hour window as mentioned above
7	Shifting of Links within five weeks of receipt of intimation	Rs. 500.00 per day of delay or a part thereof.
8	Up gradation/Down gradation of Links within five weeks of receipt of intimation	Rs. 500.00 per day of delay or a part thereof.
9	Migration of links to a different technology within ten days of receipt of intimation	Rs. 500.00 per day of delay or a part thereof.
10	If there are more than 10 branches/satellite offices or 10% branches/satellite offices within a Data Centre (whichever is lower) , which are concurrently down for more than three hours on any particular day, in addition to downtime penalties extra penalties will be charged.	Rs. 50,000/- per instance
11	If there are more than 25% branches/satellite offices within a Data Centre, which are concurrently down for more than three hours on any particular day, in addition to downtime penalties extra penalties will be charged.	Rs. 100,000/- per instance.
12	If there are more than 50% branches/satellite offices within a Data Centre, which are concurrently down for more than three hours on any particular day, in addition to downtime penalties extra penalties will be charged.	Rs. 200,000/- per instance.
13	If details of NOC and BCP are not provided within six weeks.	Rs. 100,000/- per month
14	If the Web-Portal is not provided as per the Scope of Work within eight weeks	Rs. 100,000/- per month
15	The details of SDM are not communicated to LIC within 2 weeks of receipt of PO	Rs.500/- per day.
16	If structured weekly meetings are not held (by the Service Delivery Manager) with ED (IT)/Secy (IT)/Dy.Secy(IT)/ Asst.Secy.(IT), Network Section, CO, Mumbai.	Rs.500/- for each meeting not held.
17	If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted.	Rs. 500/- per day per Zonal Office or Central Office for the delayed part
18	If structured quarterly meetings are not held and latest contact details of service engineers, SPOCs and escalation matrix not submitted on quarterly basis to the RM(IT)s, and Central Office, Mumbai	Rs.500/- for default for per quarter per Zonal Office and Divisional Office.
19	Delay in providing complete escalation matrix for offsite support beyond 4 weeks from date of issue of PO	Rs. 500/- per day.
20	Delay in posting of on-site support Personnel beyond 12 weeks from the date of issue of purchase order for onsite support.	0.5% of the purchase order value for onsite support per week of delay or part thereof.
21	If CV and certified documents of the proposed candidates are not submitted within 8 weeks from date of Purchase Order (PO)	Rs.500/- per day per candidate.
22	The on-site Personnel should be present in LIC's premises as per the RFP conditions.	The proportionate amount for the relevant onsite support charges will be deducted for any non-compliance.
23	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalization.	0.5 % of the Annual on-site charges for the first incident, to be incremented by 0.5% for each repetition. The number of such occurrences shall be reckoned from the date of purchase order for on-site support. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, bidder will be given a buffer of not more than 30 days to suitably replace the Personnel.

24	In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed.	Penalty of Rs.1,000/- per instance.
25	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed	5% per day of the relevant onsite support.

Exclusions from downtime calculation/delays include the following:

1) Downtime because of LAN cabling faults at LIC
2) Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
3) All failures due to source power unavailability and power conditioning, UPS failure etc. at LIC
4) Force Majeure conditions defined above or any condition not foreseen but mutually agreed by both the parties. (Cable cut due to road widening or any development/restructuring activity will not be considered as Force Majeure)
5) Downtime due to any device/appliance not managed by the Vendor.
6) For the purpose of commissioning any delay attributable to LIC shall not be taken into account for the purpose of calculation of penalties. However, the bidder has to intimate any such delay in writing and obtain a SNR certificate from Manager (IT) of the concerned Division.

Penalty caps:

- The total penalty for commissioning of links shall not exceed 10% of the PO value for each location.
- The total penalty for delay in commissioning of new links after the main project is rolled out beyond ten weeks from the date of receipt of purchase order shall not exceed 10 % of the PO Value for each location.
- The total penalty for quarterly payments shall not exceed 75% of the quarterly charges for the location.
- The total penalty for onsite support shall not exceed 20 % of the quarterly onsite support charges for a particular site. This shall exclude the penalty related to the absence of onsite engineer, where the recovery will have no cap and be based on actuals.

EXECUTIVE DIRECTOR (IT/DT)

SECTION–H: Annexures

Annexure–I Covering Letter

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India
Central Office, IT Dept, 3rd Floor,
Jeevan Seva Annexe, S.V. Road,
Santa Cruz (West), Mumbai 400 054

Sir,

RFP Ref. No: **LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026**

Reg.: Installation, Commissioning and Maintenance of Alternate MPLS Network

Having examined the captioned RFP document, terms and conditions including all Annexures the receipt of which is hereby duly acknowledged we, the undersigned, offer Installation , Commissioning and Maintenance of Alternate MPLS Network in conformity with the said RFP documents in accordance with the schedule of prices indicated in the commercial bid and made part of this RFP.

We hereby agree and accept all the clauses/terms and conditions mentioned in the RFP document dated 27/02/2026 and also subsequent modifications dated _____2026.

We understand that,

1) LIC is not bound to accept the lowest or any bid received, and may reject all or any bid or accept or entrust the entire work to any Vendor without assigning any reasons or giving any explanation whatsoever.

2) If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Documents.

3) If our bid is accepted, we will obtain and submit to LIC the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 5% of the contract value for the due performance of the Contract.
4) If our Bid for this RFP is accepted, we undertake to enter into and execute at our cost, when called upon by LIC to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
5) 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".
6) If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
7) If we fail to accept the L1 price arrived at on the basis of commercial bid and/or reverse auction (despite having accepted the terms and condition for the same in our bid document), LIC has full rights to forfeit the earnest money deposit (EMD) of Rs.1,50,00,000 (Rupees one crore fifty Lakhs) submitted to LIC by us after the bidding process is complete. LIC shall reserve the right for not informing us/seeking our permission before doing so.
8) If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the RFP Documents.
9) If our bid is accepted, we will obtain and submit to LIC the guarantee of a bank in the form prescribed by LIC for a sum equivalent decided by LIC for the due performance of the Contract.
10) 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".

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.

Dated at ___this _____day of _____2026

Thanking you,

Yours faithfully Authorized Signatory,

For _____(Company name)

Annexure-II: Bidder's Profile and other information

(Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026, Installation, Commissioning and Maintenance of Alternate MPLS Network

A. Company Details :-

S No	Details	Bidder Response	
1	**Company Background**		
	Name of the Firm/ Company		
	Year of Incorporation if India		
	Type of the Company [Govt/PSU/Pub.Ltd/Pvt ltd/ JV/LLP etc.]		
2	**Address**		
	Corporate Office (HQ)		
	Local Office in Mumbai		
	GST registration number and date of registration		
	PAN card number		
3	**Authorized Contact person**		
	a)Name and Designation		
	b)Telephone number/ Mobile No.		
	c)E-mail ID		
4	Telecom Service provider business in India since		
5	Official Web site (URL)		
6	**Financial Parameters(**Enclose copies of Audited Balance Sheet)		
	Business Results (last three years)	Annual Turnover (Rs. In Crores up to 3 decimal)	EBITDA (Rs. In Crores up to 3 decimal)
	2024-25		
	2023-24		
	2022-23		
	(Only company figures need to be mentioned. Not to include group/ subsidiary company figures)	(Mention the above amount in INR only)	

B. Details of the EMD :-

Description	**1,50,00,000(Towards EMD)**
Bank Guarantee Details	
Name and Address of the Bank	

C. Eligibility information/Compliance:-

Sl.No	Eligibility Conditions	Compiled Yes/NO
1.	c) The bidder should be a registered entity in India. or d) A company/statutory body owned by Central/State	

	Govt.	
2.	The bidder should be a Telecom Service Provider, other than BSNL and MTNL, and should have a valid Indian Government License. The license should be valid on the date of submission of bid .The validity of the license should be at least for the duration of the contract period. In the event of license expiring during the term of the project; the bidder should produce a copy of the renewed license, before the expiry of the existing license.	
3	The Bidder should either be a layer 3 MPLS VPN Service Provider under the License of Government of India or a National Long Distance (NLD) / Basic Service Operator Having own MPLS VPN network.	
4.	The bidder must be a telecom service provider in India at least for the last 5 years having MPLS VPN / National Long Distance/Basic Service Operator license.	
5	The bidder should have own access network license for providing the last mile from the competent regulatory authority for providing terrestrial links in India. The certificate should have the validity of at least 5 years from the date of RFP.In the event of license expiring during the term of the project; the bidder should produce a copy of the renewed license, before the expiry of the existing license.	
6	The bidder Must possess certification such as TL 9000/ISO 27001 certification as on the date of submission of the Bid and during the entire contract period.	
7	The bidder must be a Tier – I provider/Category-A (class- A)/UASL License Holder from DoT, Government of India.	
8	The bidder should produce the validity of TRAI license with documentary proof or any proof that the service provider is listed on the TRAI website as enrolled vendor for providing these services	
9	The bidders should have their own nation-wide high availability MPLS network backbone. The bidder's core MPLS backbone should be fully meshed.	
10	All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipment's, links, power, backhaul connectivity etc.	
11	Bidder should have 100+ POPs (Layer 3) across India.	
12	The vendor should have a clear Disaster Recovery and Business Continuity Plan in place for support services	
13	Bidder should have its own NoC (Network Operation Centre) & NMS with round the clock operations; to monitor the provisioned Services (MPLS, P2P & ILL links etc.) and to resolve operational issues. Access to Web based NMS Portal shall be provided at customer	

	locations for live monitoring of links and reports access. The NOC should have been operational in India since last 5 years with all ticketing tools and support infrastructure.	
14	The bidder should have executed minimum three orders each for different customers of 2000+ network installations (links) in India in the last five years. Out of the three orders mentioned above one order should be for commissioning and maintenance of 500 MPLS VPN based links for different locations in India which should include Tier II and Tier III locations.	
15	Bidder must have had a minimum turnover of Rs. 500 Crores in each of their last three financial years preceding the date of this RFP.	
16	The bidder so selected should have the proven capability to perform the entire scope of the assignment and should be capable of maintaining it for a period of 5 years	
17	The bidder should not have been blacklisted (for last 3 years from the date of floating of this RFP) 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 RFP, it shall provide details of the action(s).	

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

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

Authorized Signatory of the bidder

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

Annexure – III: Self Declarations

(**Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026, Installation, Commissioning and Maintenance of Alternate MPLS Network**

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India
Central Office, IT Dept, 3rd Floor,
Jeevan Seva Annexe, S.V. Road,
Santa Cruz (West), Mumbai 400 054

Dear Sir,

We hereby declare and confirm that:

1. We have a dedicated Network Operation Centre (NOC) in operation for over 5 years.

2. We have a clear Disaster Recovery and Business Continuity Plan in place for support services

3. We have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.

4. We have 100+ POPs (Layer 3) across India.

5. We have our own nation-wide high availability MPLS network backbone and our core MPLS backbone is fully Meshed.
6. We have not been barred from participating in bids by LIC for breach of ethical conduct or fraudulent practices as on the date of release of this RFP.

7. All POPs from which MPLS bandwidth will be provided have full redundancy of equipment, links, power supply, and backhaul connectivity

8. We confirm that there is no pending litigation which will materially affect our ability to provide the Services under this RFP.

Authorized Signatory

Name:
Designation:
Mobile No. :
Date :
E-mail ID :
Place:

Official Seal of the company

Annexure-IV: Declaration regarding non-Blacklisting

(Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026, Installation, Commissioning and Maintenance of Alternate MPLS Network

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India
Central Office, IT Dept, 3rd Floor,
Jeevan Seva Annexe, S.V. Road,
Santa Cruz (West), Mumbai 400 054

This has reference to the LIC's RFP Reference No: **LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026,** for Installation , Commissioning and Maintenance of Alternate MPLS Network at the locations specified by Life Insurance Corporation of India. We _____ (name and address of the bidder) hereby confirm that we have not been black-listed/de-barred by any Govt./ PSU/ BFSI organization/ Government Departments in India, including LIC, as on date of submission of the bid. Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last three years.

Authorized Signatory

Name:
Designation:
Mobile No. :
Date :
E-mail ID :
Place

Official Seal of the company

Annexure-V: Bidder's Experience on Installation, Commissioning and Maintenance of Alternate MPLS Network

RFP Reference No: Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026

A. Information of the projects undertaken:

Financial year (based on Purchase order)	Name of the client for whom projects undertaken	Project details	Number of links commissioned	Number of locations Involved	Name, designation and contact details of representing the client for the purpose of reference	Order Value in Crore

I certify that the above mentioned information and the relevant Annexures and enclosures are true and correct. (Please attach documentary evidence like PO copy, certificate from the customers etc.)

Authorized Signatory

Name:
Designation:
Mobile No. :
Date :
E-mail ID :
Place:

Official Seal of the company

Annexure–VI: Authorization for signing all the documents related to RFP

RFP Reference No: Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026

To,
The Executive Director (IT/DT),
Life Insurance Corporation of India
Central Office, IT Dept, 3rd Floor,
Jeevan Seva Annexe, S.V. Road,
Santa Cruz (West), Mumbai 400 054

Sir,
Authorization to sign on behalf of the Company for LIC RFP Installation, Commissioning and Maintenance of Alternate MPLS Network
Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026

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

Annexure-VII: Bank Guarantee Format for E.M.D.

(Ref .: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026, Installation, Commissioning and Maintenance of Alternate MPLS Network)

This Deed of Guarantee executed by the _____(Bank name) a Scheduled bank within the meaning of the Reserve bank of India Act and carrying out banking business including guarantee business at Mumbai and other places having its head office at _____(hereinafter referred to as "the Bank") in favour of Life Insurance Corporation of India, (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956) formed under section III of the LIC Act, 1956 (hereinafter referred to as "the Corporation") having its Information Technology Dept. of Central Office at the 3RD floor, JeevanSevaAnnexe, S. V. Road, Santacruz (W), Mumbai 400 054, for an amount not exceeding Rs.1,50,00,000/- (Rupees One crore Fifty Lakhs only) at the request of (Vendor Name & Address) _____(hereinafter referred to as the "Vendor").

This Guarantee is issued subject to the condition that the liability of the bank under this Guarantee is limited to a maximum of Rs.1,50,00,000/- (Rupees One crore Fifty Lakhs only) and the Guarantee shall remain in force up to _date (valid for a period of ___) and cannot be invoked, otherwise than by a written demand or claim under this guarantee served on the bank on or before ___(Date) by the Corporation.

Whereas _____(Vendors name) incorporated under Companies Act having its head office at _____(address), is participating in the RFP Ref. No. **Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026** for "Installation, Commissioning and Maintenance of Alternate MPLS Network)" and subsequent modifications issued on is submitting this guarantee as required under the Terms and Conditions of the said RFP.

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

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Vendor, up to a total amount of Rs.1,50,00,000/- (Rupees One crore Fifty Lakhs only) and we undertake to pay you, upon your first

written demand declaring the Vendor to be in default as per the terms and conditions of the RFP **LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026** for "Installation, Commissioning and Maintenance of Alternate MPLS Network*"* and without cavil or argument, any sum or sums as specified by you within the limit of Rs.1,50,00,000/- (Rupees One crore Fifty Lakhs only) as aforesaid, without your need to prove or to show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

1. The bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.
2. Our liability under this guarantee is restricted to a sum of Rs.1,50,00,000/- (Rupees One crore Fifty Lakhs only).
3. The bank Guarantee will be valid for a period upto _____. (Note: Validity of **BG should be one year** from the date of submission of BG to the Corporation, including the claim period).
4. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Vendor.
5. A written claim or demand for payment under this bank Guarantee is the only condition precedent for payment of part/ full sum under the guarantee to the Corporation.

6. The corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.
7. We hereby confirm that we have the powers to issue this guarantee in your favour underthe Constitution and business procedure of the bank and the undersigned is/are therecipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

DATED AT THIS DAY OF 2026 **SEALED & SIGNED BY BANK**

Annexure-VIII: Format for Non-Disclosure Agreement

(Ref .: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026, Installation, Commissioning and Maintenance of Alternate MPLS Network)

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, a statutory Corporation established under Section 3 of Life Insurance

Corporation Act, 1956 (Act 31 of 1956) and having its Central Office, "Yogakshema", J B Marg, Mumbai 400 021, hereinafter referred to as "LIC"

AND

<Company Name> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at

< Company Name & Address> shall be referred to herein as a "Respondent".

LIC and the Respondent shall individually be referred to as "Party" and collectively referred to as "Parties".

WHEREAS, the Respondent is aware that while responding to LIC‟s Request For Proposal (RFP) **Ref :LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026 2026, for Installation, Commissioning and Maintenance of Alternate MPLS Network** 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. Wherever, information is given orally, within 48 hours, the receiving party should receive
the information in writing along with the confidentiality statement from the other party. It may be noted that all the information shared as a part of 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 LIC,RFP or RFP process, 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 agrees that Confidential Information is and shall at all times remain the property of LIC. Respondent acknowledge that the Confidential Information is confidential and material to the interests, business and affairs of LIC and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of LIC. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of LIC and shall be returned upon written request or upon the Respondent's determination that it no longer has a need for such information. Use of such property or licenses without the permission of LIC is strictly prohibited and the respondent will ensure that any of its employee or representative does not violate this condition, and even in the case when they cease to have any relationship with respondent.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by LIC shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LIC of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LIC.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LIC makes any representations nor extend any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.
Neither this NDA nor the disclosure or receipt of information from LIC to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by LIC or its affiliated companies or any commitment by LIC or its affiliated companies with respect to the present or future transaction between the parties.

Respondent shall not modify or erase the logos, trademarks etc., of LIC or any third party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LIC in any advertisement, press etc., without the prior written consent of LIC.
Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.
Respondent agrees and acknowledges that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LIC in law or equity.
Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LIC or a commitment by LIC to enter into any business relationship with the Respondent or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

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

The Respondent understands and agrees that no failure or delay by LIC in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.
The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys‟ fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, 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-IX: Technical Bid Format (Given separately in an Excel sheet)

Annexure-X: Commercial Bid (indicative) Format (Given separately in an Excel sheet

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

(Ref .: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026, Installation, Commissioning and Maintenance of Alternate MPLS Network)

This Deed of Guarantee executed by the _____(Bank name) "A Scheduled bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places "having its head office at _____(hereinafter referred to as "the Bank") in favour of Life Insurance Corporation of India (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956), having its IT Dept., Central Office at the 2nd Floor, Jeevan Seva Annexe, Santacruz, Mumbai 400054, (hereinafter referred to as "the Corporation") for an amount not exceeding Rs._____/- (Rupees _____only) at the request of "Vendor Name & Address" _____(hereinafter referred to as the "Vendor").

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

Whereas _____(Vendor's Name) incorporated under Companies Act having its head office at _____has been selected as the vendor by the Corporation as per terms and conditions mentioned in the RFP document/RFP Ref.No **.: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 27/02/2026, Installation, Commissioning and Maintenance of Alternate MPLS Network)** And whereas the _____(name & address of the Bank) has agreed to give on behalf of the Vendor a guarantee (Performance Bank Guarantee), therefore we hereby affirm that we guarantee and are responsible to you on behalf of the vendor up to a total amount of Rs. _____ (Rupees …. In words……) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees …. In words ……) as aforesaid, without your need to prove or show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

a. The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.
b. Our liability under this guarantee is restricted to a sum of Rs. _____ (Rupees …. *In words* ……).
c. The Bank Guarantee will be valid for a period up to _____
d. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Vendor.
e. A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/full sum under the guarantee to the Corporation.
f. The corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

g. We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

DATED AT THIS DAY OF

SEALED AND SIGNED BY THE BANK

Annexure-XII: e Tender Guidelines Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) http://www.tenderwizard.com/LIC adopted by Life Insurance Corporation of India (LIC), Central Office, Mumbai as given in the subsequent pages will over-rule the conditions stated in the Bid documents, wherever relevant and applicable.

- Registration of the Contractors/Bidders: All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (eTS) are required to get registered on the e- Tender Portal (website) http://www.tenderwizard.com/LIC after successful Registration on the above-mentioned portal, the bidder will get a User ID and Password to access the website.
- Viewing of Online Tenders: The contractors/bidders can view tenders floated on online Electronic Tendering System (eTS) hereinafter referred as "e- Tendering System" through portal (website) at http://www.tenderwiz rd.com/LIC. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through, they need to login on to the above portal and can download the tender documents of an e-Tender.
- Key Dates: The contractors/bidders can view the Online Scheduled dates of the e-tendering System (time schedule) hereinafter referred as "Key Dates" for all the tenders floated using the online electronic tendering system on above mentioned portal (website) http://www.tenderwizard.com/LIC

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular Bid/tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule (Key Dates) to continue their participation in the Bid/tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The bidder should ensure that the status of a particular stage should be shown as "Completed" before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is "Pending" till the expiry date and time of that stage, and he is not able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any corrigendum / amendment in schedule due to any reason stated by the Department.

Obtaining a Digital Certificate and its Usage:

- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates

(DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal http://cca.gov.in. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

E-Tenderhelpdesk	
Address	#24,SudhaComplex,03rdStage,04thBlock,Basaveshwaranagara,Bangalore - 560079.
email	dscprocessingunit@yahoo.com

HelpDeskContactDetails

E-mail&MobileNumbers
sushant.sp@antaressystems.com +919731468511
lokesh.hr@antares tems.com +919686115304

- The Bid (Online Offer) for a particular e Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign theHash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may notbe able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no- objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments.
- Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.
- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) throughhttp://www.tenderwizard.com/LIC.

Submission of Tender Fees: (When Applicable)

- Bidders, except Micro and Small Enterprises (MSEs), shall submit the Bid Price (non-refundable) to Life Insurance Corporation of India using NEFT ("Bid Processing fee"). The

Bidder shall upload a scanned copy of the receipt evidencing payment of the Bid processing fee to LIC at the time of e-submission of the Bid and send email to dct.bid@licindia.com on the date of remittance of Bid Processing fee with UTR transaction number, date of transaction through online/NEFT mode.

- The scanned copy of the receipt evidencing payment against Tender Fees should be uploaded mandatorily during "Bid Hash Submission" stage (as per the due date mentioned in Key Dates of e-Tender.
- If the tenders are cancelled or re-called on any grounds, the tender document fees will not be refunded to the agency.

Submission of Earnest Money Deposit: (When applicable)

- Contractors have to deposit EMD of required amount in the form of BANK GUARANTEE of any of the Nationalized / Scheduled Banks drawn in the favour of Corporation of India" payable at "Mumbai" only, and not in the favour of any other Authority or Location.
- A scanned copy of Bank Guarantee against EMD should be uploaded mandatorily along with Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director (IT-Digital Transformation), Central office, Life Corporation of India, 'Jeevan Seva Annexe, S V Road ,Santacruz West, Insurance Mumbai - 400054 in the sealed envelope within the time &date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.
- Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.

Tender Download:

The Eligible Bidders can download the Tender Document online from above e-Tendering Portal

http://www.tenderwizard.com/LIC before the Tender closing date & time mentioned in the e-Tender floated.

Submission of online bids:

(These may be clarified from M/s Antares (Tenderwizard) as required

- The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation, the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also, bidders are required to scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during "Re-Encryption of Bids" stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.
- Generation of Super Hash: After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super- Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.
- Re-Encryption of Bids: Once the Generation of Super Hash stage is completed the

Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re- encrypt with Department user's Public Key which will be included in the e-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.

Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents ,However, last date of submitting clarification request shall be 1 (one) day before the schedule Pre-bid meeting.

- **The contents of the soft copies submitted online, and the contents of the hard copies must be exactly the same. If not, the BID MAY BE REJECTED**.

Annexure-XIII: PRE CONTRACT INTEGRITY PACT

To be executed over Rs.500 Stamp/Franked paper & notarized and each page to be signed by authorized signatory of the bidder: (No deviations in wordings permitted)

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on…….. day of the month of ……..2026. , 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 (Act 31 of 1956) and having its central 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 RFP for Installation , Commissioning and Maintenance of Alternate MPLS Network……. (*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 contemplated 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 Bharatiya Nyaya Sanhita (BNS) /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:

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 any be further extended at the discretion of the BUYER.

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

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

5.1 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 VII of the Bharatiya Nyaya Sanhita, 2023 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

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

6. Independent Monitors:

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

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

A.Shri 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 CEO & MD, LICI and recues himself / herself from that case.

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

6.8 The Monitor will submit a written report to the **CEO & MD, 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 CEO & MD, LIC, a substantiated suspicion of an offence under relevant BNS/ PC Act, and the CEO & MD,LICI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help for 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	BIDDER
Name of the Officer:	CEO:
Designation Deptt./	

Witness

1……	1……
2……	2……

(Note: Bidder/Seller/Service Provider Stores/equipment/item/service
Bidding 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-XIV: LIC Address Location of ZO/DO/BO/SO(Given separately in a PDF)

Annexure-XV: LIC Address Location of Co-Lo/DC/DR/CO (Given separately in a PDF)