

**RFP for Renewal of Annual Technical Support (ATS) for Oracle Database Licenses**

**RFP Ref: LIC/CO/IT-BPR/HW/2025-26/03 Dated 13/03/2026**

**Clarifications to Pre-bid Queries**

Sl. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response by LIC
1	Clause D.6, Page 11	Eligible and interested bidders shall download the soft copy of the bid document containing all the Annexures and remit the Bid Processing Fee (non-refundable) of Rs. 10,000 + GST @ 18% = Rs. 11,800 (Rupees Eleven Thousand Eight Hundred only) to Life Insurance Corporation of India through NEFT. The details of the bank account are provided in Annexure -II	We kindly request the removal of the tender fee for the current tender. As the contract period is only for one year, the associated costs are relatively low for bidders.	No change.
2	Clause D.9, Page 12	Bidders shall submit, along with the Eligibility Bid, Earnest Money Deposit (EMD) of Rs. 3,00,000 (Rupees Three lakhs). The EMD shall be submitted by way of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled bank as per the format given in Annexure-IV	We request you to please also allow to pay via Demand Draft Mode. Please share the Beneficiary Name to pay via Demand Draft.	No change.
3	Clause E.1, Page 19	The Selected Vendor will have to appoint a National Project Manager (NPM) or Account Manager for ensuring smooth implementation of the project.	As this tender pertains to renewal of Oracle ATS support, kindly clarify the specific role and scope of the National Project Manager (NPM)/Account Manager. Please confirm whether dedicated on-site presence is required or if remote coordination will be sufficient	Dedicated on-site support is not required.  The National Project Manager/ Account Manager will be responsible for resolving any issue promptly with the help of the Oracle support team.

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4	Clause E.3, Page 19	PBG validity 63 months	Kindly justify PBG validity of 63 months for a 1-year ATS contract and we request you to reduce it in line with contract duration.	Kindly refer to Corrigendum.
5	Clause E.3, Page 19	BG Value:Rs 3,00,000, Beneficiary Name & Address: Life Insurance Corporation of India, Beneficiary Bank Details with IFSC Code: The Executive Director (IT/Digital Transformation), LIC of India, Central Office, IT/DT Department, 2nd Floor, Jeevan Seva Annexe Building, S. V. Road, Santacruz (W), Mumbai – 400 054, BG Validity: 10-Sep-26, BG Claim period:11-Dec-26, ISFC:UBIN0996335	Kindly confirm the same.	Kindly refer to the RFP condition (Clause E.3) for validity of BG and to Annexure II for Bank Details.
6	Clause G.3, Page 32	Performance Certificate to be given by Customer	our customers are not willing to sign the attached declaration. So it will be difficult to provide attached declaration.Request you to kindly remove the same.	As per Clause C.3 of the RFP, either <b>Copy of Purchase Orders or</b> Performance Certificate from the customer in the format given in Annexure III to be submitted.
7	General	Commercial Format	Kindly Share the Commercial Format	Kindly refer to Annexure- Indicative Commercial on the Tender Wizard portal and the LIC Website.

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8	Additional	SLA not defined	Kindly define SLA parameters including response time, resolution time, and penalties for non-compliance.	No change.

Secretary (IT/BPR)

20-03-2026