



Commercial Quote for Maintenance of Link Load Balancers for LIC of India along with OEM support and Extension of Warranty

[Ref: CO/IT-DT/Network/CommQuote/2026-27/01 Dated 9th September 2026]

LAST DATE AND TIME FOR SUBMISSION OF Quote: 18th Sep 2026 till 03:30 PM

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

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1. Invitation of bid:

Commercial Quotes are invited for Maintenance of Link Load Balancers along with OEM support and Extension of Warranty for one year for Life Insurance Corporation Of India (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act XXXI of 1956) having its Corporate Office at “Yogakshema”, Jeevan Bima Marg, Mumbai - 400 021 as per the specifications attached. **The rates should be quoted in Indian Rupees. The commercial quotation is attached as Annexure-B.**

2. Activity schedule:

Bid Reference-	CO/IT-DT/Network/CommQuote/2026-27/01 dated 9th September 2026
Release of Commercial Quote	09.09.2026
Queries on the Quote (through e-mail) :	Any query related to the Commercial Quote should be sent through e-mail on co_itnetworkrfrp@licindia.com latest 11.09.2026 (by 03:30 PM)
Last date for Submission of Quote	By 03:30 PM on 18.09.2026
Date and Time of opening of Quote	At 04:00 PM on 18.09.2026
Address-	The Executive Director (IT/DT), LIC of India, Central Office, IT-Network Department, Jeevan Seva Annexe Building, 2 nd Floor, North Wing, S.V. Road, Santa Cruz (W), MUMBAI- 400054 (Maharashtra)
Contact Details-	022-67090439 E-mail ID: co_itnetworkrfrp@licindia.com

3. Current Setup and brief Scope of Work:

The scope of work includes Maintenance of Link Load Balancers along with highest level of OEM support and Extension of Warranty of four Link Load Balancers of make and model Radware Alteon D-5208/ Alteon D-5208S for a period of one year, implemented in High Availability mode at two locations in Mumbai as per the Scope of Work defined in the document (Section 7).

4. Eligibility Criteria:

The Minimum Eligibility Criteria (MEC) for this Commercial Quote for evaluating bidders is mentioned



below. The System Integrators (SI) fulfilling the following criteria only should respond to the Commercial Quote/Tender:

SN	Eligibility Conditions	Documentary Evidence Required
1.	a) The bidder should be a registered entity in India. or b) A company/statutory body owned by Central/State Govt.	a) Certificate of incorporation/registration b) Valid GST registration certificate c) Service Tax registration certificate Note: For Statutory bodies/Govt. undertakings proof of Govt. ownership.
2	The bidder should be System Integrator (SI) and should have enterprise level experience in managing network/security devices such as Routers, Switches, Link load balancers, Firewalls etc for the last three financial years. They should have back-to-back support with the Radware OEM and should not be a mere reseller.	Bidder should submit Company Profile as per Annexure-A and proof of experience in maintaining enterprise level network devices as per Annexure-E.
3	The bidder should not have been de-barred /Black-listed by any State Government in India or any of its agencies or Government of India or any of its agencies or any PSU/BFSI (including LIC of India) in India as on the date of the Commercial Quote.	An undertaking as per Annexure-H is to be signed by the authorized signatory of the respective Company along with Name and Seal.
4.	Bidder should have minimum annual turnover of Rs. 1 Crore in each of the last three Financial Years immediately preceding the date of this Commercial Quote.	Details to be submitted in Annexure-A and copies of Audited Balance Sheet and Profit and Loss account for the relevant years, duly signed by authorised signatory of the Company along with Name and Seal.
5.	The bidder should submit an Authorization for the signatory nominated for signing of all the documents submitted in response to this Commercial Quote.	Power of Attorney or the copy of Board resolution appointing the authorized signatory.
6.	Submission of MAF duly filled and signed	Proforma attached as Annexure-F

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



5. List of Enclosures to be submitted (Bid document):

The bid document should contain the following:

1. Letter for Authorized Signatory to sign bid document.
2. Covering letter and Company details as per Annexure-A and C.
3. Copy of Certificate of registration/incorporation.
4. Copy of GST registration certificate (central/state).
5. Copy of Service Tax Registration certificate, if applicable.
6. Attested & authenticated copies of audited Balance sheet and Profit and Loss account for the last three financial years preceding the date of this Commercial Quote. (Please do not attach annual report booklets).
7. Manufacturer Authorization Form (MAF) and declaration about back-to-back support from respective OEMs as per Annexure-F.
8. Declaration about non-blacklisting as per Annexure-H.
9. Documentary evidence like certificate from customers or copies of Purchase Orders etc.
10. Commercial quotation as per Annexure-B.
11. 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.
12. 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 Commercial Quote or if instructions are not followed.

6. Bidding Process and instructions:

- 1) This is an E – Tender and hence quotations must be submitted “ON LINE” and also physically as mentioned below. The bidders should submit their Bid Online i.e. through <https://www.tenderwizard.com/LIC>. The vendor must register for submission of their bid with tenderwizard. Hard Copy of the bid document has to be submitted in person as mentioned below duly signed bid in a sealed envelope super scribed “Commercial Quotes for Maintenance of Link Load Balancers for LIC of India along with OEM support and Extension of Warranty” should be submitted to:

**The Executive Director (IT/DT),
LIC of India, Central Office, IT-Network
Department, Jeevan Seva Annexe Building,
2nd Floor, North Wing,
S.V. Road, Santa Cruz (W), MUMBAI- 400054
Contact No: 022-67090439**



- 2) The bid has to be submitted not later than 03:30 PM on 18th September 2026.
- 3) Commercial bid (as per Annexure-B) has to be submitted in a separate sealed envelope along with other bid documents.
- 4) Submitted bids will be evaluated by LIC and qualified vendors will be informed through email.
- 5) Bidder has to quote for extending the OEM support, warranty, maintenance for one year (Annexure-B).
- 6) Commercial quotes of the qualified vendors will be opened online, the date of which will be informed to the qualified vendors.
- 7) The bidder with lowest commercial bid will be declared as L1 bidder.
- 8) Selected L1 bidder will have to submit Performance Bank Guarantee (5% of the Purchase Order value) as per Annexure-G and Master Service Agreement.

Terms and Conditions:

- 1) The Maintenance of Link Load Balancers along with OEM support and Extension of Warranty should be carried out as per the Scope of Work (Section 7).
- 2) Any query related to the bid process should be sent through email on co_itnetworkrfp@licindia.com latest by 11.09.2026, 03:30 PM.
- 3) LIC may issue clarifications/modifications based on the queries received.
- 4) The bids received after the last date of bid submission shall be summarily rejected and no correspondence shall be entertained from those bidders.
- 5) LIC reserve the right to modify any/all the Terms and Conditions by way of corrigendum to this bid document and such modifications shall be binding on all participating bidders.
- 6) LIC may terminate this 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.
- 7) Participation in this procurement process will mean that the bidder has accepted all terms and conditions and clauses of this document and subsequent modification(s), if any.
- 8) Please note that LIC of India may hold further negotiations if any, only with the vendor who quotes the Lowest Price. Hence, all vendors are requested to quote their most competitive prices.
- 9) The successful bidder will have to sign a Non-Disclosure Agreement (Annexure-D) during the period of the engagement with LIC on this project.
- 10) The contract may be extended for an additional two years, and the quoted prices shall remain valid for the full three-year period.



7. SCOPE OF WORK:

7.1. Intent & Objectives

- LIC seeks a qualified vendor for OEM back-lining, warranty, management, and maintenance of Radware Alteon D-5208/Alteon D-5208S link load balancers (LLBs) deployed in High Availability mode at Vile Parle and Yogakshema locations, Mumbai.
- This includes maintenance, installation of software patches, security upgrades, IOS upgrades, etc., as well as replacement of the device by the vendor in the event of device failure.

7.2. General Instructions & Service Requirements

- Provide comprehensive on-site OEM warranty and maintenance for a period of 1 year from the date of receipt of OEM Backlining proof by LIC.
- Warranty must include:
 - Unlimited access to technical support during LIC's business hours.
 - Software version updates, upgrades, patches, hotfixes, and subsequent releases at no additional cost.
 - OEM back-lining and a written undertaking from technology providers confirming full technical, spares, operational, and maintenance support.
- Vendor must act as a single point of contact (SPOC) managing OEM relationships, cooperating in critical situations, and providing services beyond the established scope when necessary.
- Operational standards:
 - LLBs must operate at full capacity 24x7, maintaining end-to-end data integrity and high security.
 - Minimum uptime availability of 99.98% (excluding planned downtimes).
 - Timely response and problem resolution as per established SLAs.

7.3. Replacements & Contract Terms

- Any replaced part or system must feature an equivalent or higher, fully compatible configuration.
- LIC reserves the right to terminate the contract with a 2-month notice for non-performance or unsatisfactory service.
- In case of termination due to service deficiencies, LIC may blacklist the vendor from future tenders for a determined period and impose a penalty (within PBG limits) to cover business losses and alternative arrangements.

7.4. Warranty



- The offer must include comprehensive on-site warranty for one year from the date of receipt of OEM Backlining proof by LIC. The warranty will include supply and installation of updates/patches/security updates/IOS upgradation etc. but not limited to this.
- The warranty shall include back-lining with OEM.
- The warranty, which for all practical purposes would mean Comprehensive On-site Warranty, shall start and remain valid for a period of one year from the date of receipt of OEM Backlining proof by LIC.

8. PAYMENT TERMS:

- No advance payment will be made by LIC.
- The payments will be made by the Central Office.
- Efforts will be made to settle all payments within 30 days, for which complete set of invoices along with supporting requirements are submitted.
- AMC charges shall be payable quarterly in arrears upon satisfactory completion of the services for the respective quarter and submission of the invoice, duly certified by the authorized representative of the organization.
- Payment shall be subject to applicable deductions/penalties for any service-level deviations or non-compliance with the terms of the contract.
- The penalty clause as mentioned in SLA will be applicable.
- 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.

Documents to be produced for release of payment:

- (i) Invoice printed on Vendor's own letterhead (with reference of Purchase-cum-Work Order / advice for execution, description of goods / services delivered, machine serial number, quantity, basic equipment price, Taxes, total amount).
- (ii) Proof of payment of Taxes/GST.
- (iii) Proof of back-lining of equipments with the OEM and MAF.
- (iv) Proof of warranty.
- (v) GST Details, NEFT details etc. for making the payment.
- (vi) Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents etc. to be submitted at Central Office.
- (vii) Sign-off duly signed and stamped by the Bidder, and counter-signed by the officials of IT dept., LIC Central Office.

9. TIME SCHEDULES AND SERVICE LEVEL AGREEMENT (SLA):

The qualified bidder has to provide the proof of backlining with the OEM Radware within one week



from the acceptance of the Purchase Order.

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

SN	Description	Penalty
1	Delay in providing the document for the proof of backlining with the OEM beyond one week.	0.2% of the Purchase Order value per week of delay or part thereof, subject to a maximum penalty of 10% of the PO value.
2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	0.5% of the cost of all items installed at that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.
3	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 working hours of the receipt/notice of the complaint.	0.2% of the cost of all items installed at that location per each hour of delay or part thereof beyond 8 working hours subject to a maximum of 10% of the total cost of items for that location under the PO.
4	Failure to provide standby equipments in case of exclusions mentioned in the Commercial Quote within 8 working hours of receipt/notice of complaint.	0.5% of the cost of all items installed at that location per each hour of delay or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.
5	In case a call remains unresolved more than 7-days then LIC reserves the right to get it repaired or hire such equipments.	The cost such incurred towards the same will be adjusted against any amount payable or PBG. However, the Warranty will continue for such equipments.
6	In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.	In case the bidder fails to replace the equipment, the cost of the equipment would be adjusted against any amount payable or PBG.



- Exclusions: In case of Partial/Full damage or loss of the equipment due to reasons beyond the control of LIC like (i) accident (ii) causes external to the equipment such as electrical power, fluctuations and failures etc. (iii) Theft, Fires, floods, windstorms, riots, strikes, acts of state or acts of enemy or negligence by LIC etc. the vendor would not be penalized. In case of disputes in the reason of failures, the onus of such proof will be on the vendor.
- All penalties deducted for violation of SLAs shall be invoked from the PBG/any amount payable to the vendor. It may also be required by vendor to deposit the penalty amount to LIC.
- Defective equipment shall be replaced by the vendor at his own cost, including the cost of transport if any. The new releases (minor / major) IOS, versions, bug fixes etc. for the hardware and system software will be supplied to LIC at no extra charge, with necessary documentation.
- Calls can be logged through e-mail/telephone call/web interface or any other methodology which may be mutually decided with the vendor.
- All response times mentioned above includes travel time of Engineers also.
- LIC reserves the right to levy / waive off penalty considering various circumstances at that point in time.

Annexures Checklist:

Annexure-A: Company Details
Annexure-B: Commercial Format
Annexure-C: Covering Letter
Annexure-D: Non-Disclosure Agreement – to be submitted by L1 bidder
Annexure-E: Experience
Annexure-F: Manufacturer Authorization Form
Annexure-G: Performance Bank Guarantee – to be submitted by L1 bidder
Annexure-H: Declaration for Non-Blacklisting of bidder
Annexure-I: Online Tendering Guidelines

Executive Director (IT/DT)

Date: 9th September 2026