

Life Insurance Corporation of India
Central Office, ERM/CSD Department,
Mumbai



Request for Proposal (RFP) / Tender Document

Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025

[Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026]

**Life Insurance Corporation of India,
Central Office, Cyber Security Department,
2nd floor, Jeevan Seva-SSS Building, S.V. Road,
Santa Cruz (West), Mumbai - 400 054**

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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 the Life Insurance Corporation Act, 1956, (Act 31 of 1956) having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai 400 021
Bidder	System Integrator /Original Equipment Manufacturer/ Company in its Individual right participating in this tender.
RFP	This Request for Proposal Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026 inclusive of any clarifications/corrigenda/addenda that may be issued by LIC.
Bid	The Bidder’s written submissions in response to the RFP signed by Authorised Signatory of the bidder.
Agreement	The 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, the response of the selected vendor to the RFP and the contract document itself.
Authorised Signatory	The person Authorised by the company’s Board/ Managing Director/ Director for signing the bid documents on behalf of the company
Deliverables & Services	Means all services and deliverables as per scope of work defined in the RFP.
Working Day	Shall be construed as a day excluding Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned State Governments or Central Government of India
Day	Calendar Day
Clarifications	Means Addenda, corrigenda and clarifications to the RFP
Total Contract Price/Project Cost/TCO	Total Contract Price/Project Cost/TCO means the price payable to Service provider over the entire period of Contract for the full and proper performance of its contractual obligations.
Competent Authority	Head of department of ERM Dept. at LIC’s Central Office, Mumbai or any authority that is superior to him / her in LIC’s hierarchy.
Contract Value	The value of lowest commercial bid made by the successful vendor during online reverse auction and/or price negotiation if applicable.
Consent Manager	means a person registered with the Board, who acts as a single point of contact to enable a Data Principal to give, manage, review and withdraw her consent through an accessible, transparent and interoperable platform;
Contract	The agreement entered into between LIC and the selected vendor in response to this tender and any or all such attachments and annexure thereto and all documents incorporated by reference therein. It also includes this bid document and mutually agreed its modifications/ clarifications.
Successful Bidder	Means the Bidder who is found to be the L1 (lowest) bidder after the evaluation of commercial bids/Online Reverse Auction.
Vendor	Means the successful Bidder/s with whom LIC signs the contract for rendering of services required in the RFP.
Specifications	Means all the functional, technical, operational, performance or other characteristics required of a Product or Service found in this RFP or any of the annexure or addendum to the RFP.
“Party” and “Parties”	Each of the parties i.e. LIC and Selected bidder are collectively referred to as the ‘Parties’ and individually as a ‘Party’.
Default Notice	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
Data Principal	means the individual to whom the personal data relates and where such individual is— (i) a child, includes the parents or lawful guardian of such a child; (ii) a person with disability, includes her lawful guardian, acting on her

Data Fiduciary	means any person who alone or in conjunction with other persons determines the purpose and means of processing of personal data.
Data Processor	in relation to personal data, means a wholly or partly automated operation or set of operations performed on digital personal data, and includes operations such as collection, recording, organization, structuring, storage, adaptation, retrieval, use, alignment or combination, indexing, sharing, disclosure by transmission, dissemination or otherwise making available, restriction, erasure or destruction
Data Processing	Any operation on digital personal data, including collection, recording, organization, storage, use, retrieval, and destruction.
Law	Shall mean any Act, notification, byelaw, rules and regulations, directive, ordinance, order or instruction having the force of law, enacted or issued by the Central Government and/ or the Government of any state or any other Government or regulatory authority.
L1 Quote	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction 1.If Online Reverse Auction is held as per the conditions of the RFP – Lowest price discovered through Online Reverse Auction If Online Reverse Auction is not held as per the conditions of the RFP - Lowest price discovered through Commercial Bid
Personnel	Means professionals and support staff provided by the Bidder and assigned to perform the Services or any part thereof. Personnel deployed by the Bidder on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan.
Personal Data	Any information about an individual who is identifiable by or in relation to that data.
Personal Data Breach	An unauthorised processing, accidental disclosure, acquisition, sharing, use, alteration, destruction, or loss of personal data, compromising its confidentiality, integrity, or availability.
Personally Identifiable Information	Any data that can be used, either alone or in combination with other information, to identify, contact, or locate an individual.
Requirements	Shall mean and include schedules, details, description and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
Terms of Reference	Means the section which explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
Timelines	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
Date of Acceptance	“Date of Acceptance” the system/project shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the Vendor. The date of acceptance of system will be the one stated in the Certificate issued in writing from LIC and duly signed by an Authorised official of LIC.
Personal Information	Higher category of personal data, such as financial details, health records, or racial origin that requires more stringent protection than ordinary personal information.
Specified Personnel	Personnel deployed by the Vendor on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan in response to this RFP.

2. Abbreviations:

SN	Terms/ Abbreviations	Meaning/ Interpretation
1	AMC	Annual Maintenance Contract
2	BCMS	Business Continuity Management System
3	BCP	Business Continuity Planning
4	BFSI	Banking, Financial Services and Insurance
5	BO	Branch Office of LIC
6	CERT-In	Computer Emergency Response Team – India
7	CEH	Certified Ethical Hacker
8	CIPM	Certified Information Privacy Manager
9	CIPP/E	Certified Information Privacy Professional/Europe
10	CIPT	Certified Information Privacy Technologist
11	CISA	Certified Information Systems Auditor
12	CISM	Certified Information Security Manager
13	CO	Central Office of LIC
14	DA	Design Authority
15	DO	Divisional Office of LIC
16	DFD	Data Flow diagram
17	DR	Disaster Recovery
18	DPDPA	Digital Personal Data Protection Act,2023
19	DPIA	Data Protection Impact Assessment
20	DP	Data Principal
21	DF	Data Fiduciary
22	DPr	Data Processor
23	DSCI	Data Security Council of India
24	DPBI	Data Protection Board of India
25	EMD	Earnest Money Deposit
26	GOI	Government of India
27	IAPP	International Association of Privacy Professionals
28	IRDAI	Insurance Regulatory and Development Authority of India
29	ISO27001	Is an International standard for International standard for Information Security Management Systems (ISMS)
30	LLB	Bachelor of Laws
31	LLM	Master of Laws
32	MAF	Manufacturer Authorization Form
33	MeitY	Ministry of Electronics and Information Technology
34	MO	Mini Office of LIC
35	MSME	Micro, Small & Medium Enterprises
36	NDA	Non-Disclosure Agreement
37	NSIC	National Small Industries Corporation
38	OSCE	Offensive Security Certified Expert
39	OSCP	Offensive Security Certified Professional
40	P & IR	Personnel and Industrial Relations Department of LIC
41	P&GS	Pension and Group Superannuation Department of LIC
42	PBG	Performance Bank Guarantee
43	PIMS	Privacy information Management system
44	PII	Personally Identifiable Information
45	PO	Purchase Order

SN	Terms/ Abbreviations	Meaning/ Interpretation
46	PSU	Public Sector Undertaking
47	ROPA	Record of processing Activities
48	SLA	Service Level Agreement
49	SO	Satellite Office of LIC
50	ZO	Zonal Office of LIC
51	SOP	Standard operating Procedure
52	SDF	Significant Data fiduciary
53	SFTPs	Secure File Transfer Protocol
54	Supplier	Successful vendor who has accepted purchase order.
55	SPI	Sensitive Personal Information
56	TOC	Tender opening committee
57	U&R	Underwriting and Re-insurance Department of LIC
58	Vendor	Successful bidder
59	VM	Vulnerability Management
60	OEM	Original Equipment Manufacturer

3. Disclaimer

1. The information contained in this Request for Proposal document (RFP) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Purchaser or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.

2. This RFP is not an Agreement and is neither an offer nor an invitation by the Purchaser to the Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

3. While reasonable care has been taken in providing information in this RFP, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this RFP. Further, the Bidders are advised to conduct their own analysis of the information contained in this RFP, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to the Purchaser and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this RFP.

4. 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 Directors, Officers, employees, agents 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 and any addendum/corrigendum to it or conduct ancillary to it whether or not the loss or damage arised in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees or agents. 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

4. 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 (**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, to this Request for Proposal (“RFP”) from all eligible bidders for **Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025** for a period of five (5) years.

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

5. Activity Schedule

Sr. No.	Event/Activity	Details
1	RFP Ref. with date	LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026
2	RFP Issuance date	13/07/2026
3	Submission of pre-bid queries and participant’s detail for pre-bid meeting	20-07-2026, latest by 03.00 PM All queries related to this RFP to be sent on dpdpbid@licindia.com
4	Pre-bid meeting date and time – (maximum 2 representatives from each eligible bidder)	22-07-2026, 11:00 am to 1:30 pm at below mentioned address- Life Insurance Corporation of India, Central Office, Cyber Security Department, 2nd floor, Jeevan Seva-SSS Building, S.V. Road, Santa Cruz (West), Mumbai - 400 054
5	Address of Communication/submission for pre-bid meeting/opening of bids	LIC of India, 2 nd Floor, Meeting Room, Cybersecurity Department, Jeevan Seva -SSS Building, Santacruz (W), Mumbai - 400054

6	Bid Processing Fee	Non-refundable Rs.11,800/- (Rupees Eleven Thousand Eight Hundred Only) inclusive of GST (10000+18%GST) through online mode in 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 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
7	Earnest Money deposit (EMD)	INR 83,00,000 (Rupees Eighty-Three Lakhs Only) 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
8	Mode of submission of Bids	Online (www.tenderwizard.com/LIC)
9	Last date & time for submission of bids	10-08-2026, latest by 03:00 PM
10	Bid opening date & time (Eligibility)	10-08-2026, 03:15 PM
11	Commercial bid opening date/(Handling of RFP), time & venue	Will be intimated to the eligible qualified bidders later.
12	Contact Email-id	dppbid@licindia.com
13	LIC's Official Website (URL)	Please refer to the tender section of : https://licindia.in

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

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.
- ❖ Satellite/other Offices: More than 1350 offices spread all over the country.
- ❖ Mini-Offices: approx.1300 offices spread all over the country.

7. Brief on the Scope of Work:

The bidder's proposed solution will be evaluated on how effectively it supports DPDP Act & Rules compliance and enables LIC to operationalize privacy, security, and governance across applications, internal processing, data sharing, AI, and regulatory readiness. Each section below corresponds to a core DPDP capability domain, with defined criteria and minimum qualification thresholds. The proposed solution to be implemented in LIC shall comprise of the following modules including but not limited to the following:

1. Data Privacy Notice Management
2. Consent Management Platform
3. Cookie Consent Management
4. Data Discovery & Mapping
5. Data Principal Rights Management (including Grievance Redressal)
6. Data Protection Impact Assessment
7. Record of Processing Activities (ROPA) - automated & integrated to DPIA
8. Personal Data Breach Management
9. Third Party Vendor Risk Management
10. Compliance Reporting & Dashboards
11. Workflow Management
12. DPDP Program Management portal

Detailed scope of work is mentioned below in the **Section-E** of this RFP

Section-B: ELIGIBILITY CRITERIA

1. Minimum Eligibility Criteria (MEC):

Bidders must meet all the eligibility criteria mentioned below as on the date of bid submission. Non-compliance with any criterion shall result in rejection of the bid. Supporting documentary evidence shall be furnished along with the bid:

SrNo	Eligibility	Eligibility Requirement	Supporting Document
1	Legal Status	The bidder must be a system integrator and registered legal entity in India in operation for a minimum of 5 years preceding the date of the RFP	Copy of Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. Company Profile as per Annexure –II along with other documentary proof.
2	Legal Status	The Bidder should hold a valid GST registration and PAN Card	Attested copies of documentary proof viz. GST certificate and PAN Card.
3	Financial Capability	The bidder must have an average annual turnover of not less than INR 100 Crores during the last three (3) audited financial years i.e., FY2023-2024, FY2024-2025 and FY2025-2026	Audited Financial statements / Balance Sheet /CA Certificate for the respective financial years.
4	Financial Capability	The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during the last 03(three) financial year(s) i.e., FY2023-2024, FY2024-2025 and FY2025-2026 AND The net worth of the bidder should be positive as on RFP date	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years. Certified letter from a CA clearly mentioning Turnover, operating profit and Net Worth.CA Certificate in this regard should be without any riders/qualification.
5	Bidder Eligibility Experience	The Bidder/OEM must have successfully implemented, or be in the process of implementing, privacy automation solutions comprising at least consent management, data principal rights management & data discovery	Purchase order/work order/engagement letter, and completion certificate or email from the client and satisfactory reference letter/e-mail from the client as per Annexure-V.

SrNo	Eligibility	Eligibility Requirement	Supporting Document
		for at least two (2) organizations belonging to the insurance and/or banking sectors.	
6	Support Requirements	The Bidder & OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support when required.	Complete address of the Bidder and OEM along with contact details should be submitted on Company letter head duly signed by the authorized signatory of the Bidder.
7	Bidder Capability	The Bidder should have revenue of at least 50 Crore from DPDP related projects and Services / Cyber Security Projects during each of the last 3 financial years. FY 2023-24, FY 2024-25, FY 2025-26	The Bidder should submit a Certificate from their Chartered Accountants regarding their Financial capability.
8	Bidder Capability- Competent Professionals	The Bidder must have a minimum of 30 Data Privacy Professionals /IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CIPT/ CIPP/E/CIPM (IAPP)/DSCI Privacy Certifications/CISSP/ OSCP/CEH/CISA/CISM.	CVs / Certificates of proposed resources attested by the Bidder Valid certification copies attested by the Bidder Letter of undertaking on total number of resources in Privacy Domain.
9	Bidder Certification	The Bidder must be certified with any 3 of the following Certifications ISO27001 ISO9001 ISO22301 ISO 20000	Valid certification copies to be included as part of bid submission
10	OEM Financial Capability	The proposed OEM shall have an average annual turnover of not less than INR 500 Crores during the last three audited financial years. The OEM shall have positive EBITDA, positive Profit After Tax (PAT) and positive Net Worth during each of the last three financial years.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years. Certified letter from a CA clearly mentioning Turnover, Net profit and Net Worth. CA Certificate in this regard should be without any riders/qualification.
11	OEM Product Maturity	The proposed privacy automation solution shall be commercially available for a minimum of two years and implemented/under implementation in at least three enterprise customers.	Letter of Undertaking on OEMs letterhead
12	OEM Implementation Capability	The OEM shall have a dedicated implementation team comprising Project Manager, Solution Architect, Privacy Consultant and Technical Specialists with minimum five years' experience.	Letter of Undertaking on OEMs letterhead
13	Blacklisting	The Bidder should not have been blacklisted by Government of India/RBI/SEBI/IRDAI as on date of RFP. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the Bidder has obtained stay order in any court of India.	Declaration about non-blacklisting as per Annexure-IV duly signed by the authorized signatory of the bidder.
14	Duplicate/ Multiple participation	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	Letter of Undertaking on bidder's letterhead

SrNo	Eligibility	Eligibility Requirement	Supporting Document
15	Bidder/OEM Capability	Legal & Regulatory Expertise: Bidder/OEM must have either In-house legal team with expertise in data privacy regulations, OR Signed MoU / Contract with law firms / privacy consultancies	At least two CVs of Legal Experts Minimum qualification: LLB/LLM Experience explicitly mentioning: DPDP Act 2023 implementation Regulatory advisory in BFSI Certifications (Any of the following) CIPP/E, CIPM (IAPP) DSCI Privacy Certifications ISO 27701 Lead Implementer (if available)
16	Integrity Pact	Integrity Pact duly filled and signed	Proforma attached as Annexure-XIV related to Integrity Pact.
17	MAF	Submission of MAF duly filled and signed	Proforma attached as Annexure-X related to MAF.
18	Land Border Agreement	Land Border Agreement duly filled and signed.	Proforma attached as Annexure-XII related to Land Border Agreement.

Note:

- The bidders should submit their responses to the eligibility criteria in the format as provided in 'Annexure II – Eligibility Criteria'.
- Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their commercial bids will be subsequently opened for further evaluation.
- All the provisions pertaining to Make in India guidelines shall be applicable.

2. List of enclosures with Eligibility bid:

The Eligibility bid document should contain the following:

- Bid processing fee of Rs.11,800/- inclusive of GST *through online mode* in Account No- LIC9NETW , IFSC-UBIN0996335, A/C Holder Name-“Life Insurance Corporation of India”.
- Letter for Authorised Signatory.
- Covering letter, application form and details asked as per Annexure-I and Company profile and other information as per Annexure-II.
- Copy of Certificate of registration/incorporation.
- Copy of GST registration certificate (central/state).
- 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).*
- Self-declarations as per Annexure-III.
- Declaration about non-blacklisting as per Annexure-IV.
- Documentary evidence like certificate from customers or copies of Purchase Orders etc. or certificate as per Annexure-V.
- EMD: Rs.83, 00,000/- (Rupees Eighty-Three Lakhs Only) in form of a Bank Guarantee as per Annexure-VI.
- Commercial Bid (indicative) format given separately in an excel sheet as per Annexure-VIII.
- Manufacturer Authorization Form (MAF) and declaration about back-to-back support from respective OEMs as per Annexure-X.
- Annexure-XII Land Border Clause (LBC).
- Soft copy of the entire eligibility-bid document and all supporting documents on one READ-ONLY pen drive.
- Pre-contract Integrity Pact as per enclosed Annexure-XIV.
- Technical Criteria as per enclosed Annexure XV (Non-compliant to any of the parameter mentioned in Annexure XV will not be evaluated).
- 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.
- Bid may be rejected if bids are not signed by the Authorised signatory and designated official(s), as asked in the respective clauses/annexure of the RFP or if instructions are not followed.
- BoQ / BoM (Bill of Quantity / Bill of Materials) with detailed specifications, including OEM details, make model etc.

Section-C: INSTRUCTIONS TO BIDDERS

1. Qualification Criteria

Only the bidders who meet all the eligibility criteria specified in this RFP, including any amendments, corrigenda, clarifications issued by LIC from time to time, shall be eligible to participate in the bidding process.

2. Terms and Conditions

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

3. 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.

Issue of Corrigendum

- i. LIC will endeavour to provide timely response to all queries in utmost good faith. However, LIC, at its discretion, may choose not to respond to the query which is not under purview of this RFP.
- 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 websites mentioned in RFP.
- 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. No separate notification shall be issued in the press. The Bidders, in their own interest are requested to check the website regularly to know the updates.

4. Relationship between LIC and the bidders

It is clarified that no binding relationship exists between any of the bidders to this RFP and LIC of India till the execution of a contractual agreement and thereafter.

5. Bid Processing Fee

Eligible and interested bidders, except Micro and Small Enterprises (MSEs), shall download the soft copy of the bid document containing all the Annexures from <https://licindia.in/> or <http://www.tenderwizard.com/LIC> and submit the Bid Processing Fee (non-refundable) of Rs.11,800/- (Rupees Eleven Thousand Eight Hundred Only) inclusive of GST @18% through online mode in Account No- LIC9NETW , IFSC- UBIN0996335, A/C Holder Name-“Life Insurance Corporation of India” along with the bid. Any bid submitted without Bid Processing Fee or valid MSME exemption documentation shall be rejected. If the tender process is cancelled due to any reason by LIC, the bid processing fee will be refunded without any interest to the eligible qualified bidders.

6. 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 queries for pre-bid meeting should necessarily be submitted as per Activity Schedule in the following format to the email id dpdpbid@licindia.com , the file size per e-mail should not exceed 1MB. No other form of communication shall be entertained.

[Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026]			
Sl. No	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause
1.			
2.			

- c) LIC shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained by LIC.
- d) No consideration will be given to communications from bidders seeking clarifications for pre-bid queries received after the date and time stipulated by LIC and no extension of time will be permitted for the same. However, LIC reserves the right to extend the last date and time for the same at its own discretion.
- e) At any time prior to the last date for receipt of bids, LIC may, for any reason, whether at its own initiative or in response to clarifications requested by prospective Bidders, modify the RFP Document.
- f) Clarifications/ Corrigendum (if any) issued by LIC at any time before the due date of submission of the bid will become a part of the RFP document and would be notified on the official webpage of LIC <https://licindia.in> (Tender Section).
- g) 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.
- h) Requests for clarification on telephone will not be entertained.
- i) Only 2 representatives per bidder will be allowed to attend the meetings/events related to this RFP and the names of the attendees will have to be informed. Representatives of the bidders attending the meeting/ event will have to bring their company Identity Cards for verification.

7. Pre-bid meeting:

A Pre-bid meeting will be held with all the interested bidders as per the details given in the activity schedule.

8. Earnest Money Deposit:

The bidder should submit to LIC a total of Rs.83, 00,000/- (Rupees Eighty-Three Lakhs Only) as EMD along with the Eligibility Bid document should be submitted in form of an unconditional and irrevocable Bank Guarantee payable at Mumbai which should be executed by a Nationalized /Scheduled Bank acceptable to LIC (*as per Annexure-VI*) valid for one year from the last date of submission of this tender. Non-submission of EMD along with Eligibility Bid document will result in disqualification of the Bidder. EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy 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.

- a) EMD, without interest, will be refunded 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.
- b) EMD, without interest, will be refunded to the unsuccessful bidders, within 45 days of publication of the result.
- c) The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, if:
 - i. The successful bidder backs out after declaration of the result of the RFP.
 - ii. In case the bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP.
 - iii. The Bidder withdraws or amends its Bid during the period of Bid validity.
 - iv. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or Bidder does not respond to requests for clarification of its Proposal.
 - v. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - vi. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails
 - To sign the Contract; or
 - To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or
 - to furnish Non-Disclosure Agreement (NDA) as per LIC's format
 - vii. The bids are submitted to LIC without the password protection or with password that does not match with the password used by LIC.
- d) Bids not accompanied by the requisite EMD. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to claim for such waiver by providing copy of valid NSIC/MSME Certificate as part of eligibility criteria.

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

9. Instructions for Bid Submission

- a) E-Tendering Online bids are hereby invited for the works 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". Tender is to be submitted online through e procurement portal. All documents are to be scanned and uploaded. Please refer to Annexure-XIII 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 tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP/tender and subsequent modification(s) to this tender, if any.
- e) Hard copy of the bids in sealed envelopes are to be submitted in the following manner within three working days of eligibility bid opening:
- f) The original Bid shall be typed on 8.27" by 11.69" (A4 size) paper in indelible ink.
- g) The content of the soft copies Uploaded/Submitted in a READ-ONLY pen drive (Separate pen drive for Eligibility and Commercial Bid in respective sealed envelopes) and the contents of the hard copies submitted must be exactly the same. If not, the BID MAY BE REJECTED.
- h) All the envelopes and covers should indicate the name, address, telephone & mobile number, E-mail ID and fax number of the bidder clearly.
- i) Two-bid system (Eligibility and Commercial) will be followed by LIC for this RFP.
- j) Eligibility bid documents should be submitted in a separate envelope (along with pen drive) which should be sealed and super-scribed as "ELIGIBILITY bid for Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025 Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026".
- k) The prices must not be indicated in the eligibility Bid, failing which the Bid may be rejected.
- l) 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 Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025 Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026".
- m) The indicative prices are ONLY to be quoted in the commercial bid.
- n) The above two envelopes containing the Eligibility and Commercial-bid should be placed inside another (third) envelope with the superscription as "BID for Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025 Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026".
- o) 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.
- p) Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document. Sealed Bids should be addressed to **THE EXECUTIVE DIRECTOR (ERM)** and should be deposited in the tender box at the address and date as given in the activity schedule.
- q) 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.
- r) The Corporation will not be responsible for non-receipt of bids/quotations within the specified date and time due to any reason.
- s) 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 Authorised 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.
- t) The bid may be rejected if:
 - i. Bid is not signed by the duly Authorised signatory or
 - ii. Bid submitted is unsigned or partially unsigned or
 - iii. Scanned bid is submitted.
 - iv. Pre-contract Integrity Pact (duly filled and signed), EMD and Bid processing fee not enclosed.
 - v. Bids are not submitted in respective envelopes as stipulated above.
- u) **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.
- v) **Bid Currencies**
Prices for all the components shall be quoted in Indian Rupee. The Bids in currencies other than INR will not be considered.
- w) 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.
- x) The specifications (Eligibility and Commercial Bids format) shall be submitted in the spread sheets as per respective Annexures specified in this RFP.

- y) The 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 MAY BE REJECTED.
- z) 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 is further clarified that the soft copy of the Commercial Bid will be checked at the time of opening of the 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.
- aa) In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs.5,000/- per violation will be charged and recovered from the EMD. For example: if the Bid is not spirally bound a penalty of Rs.5, 000/- will be imposed. Upper cap for this penalty is Rs.10,000/-
- bb) During Eligibility 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.
- cc) If any compliance or clarification sought by LIC is not submitted within 5 working days of being called for, the bids are liable to be REJECTED. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final and binding.

10. Disqualification

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
- b. Exhibited a record of poor performance
- c. Failed to provide clarifications related thereto, when sought;
- d. Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- e. Submitted a Proposal with price adjustment/variation provision

11. Commercial Bid (Indicative Price)

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

All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per Annexure-VIII under the heading "Format of commercial bid (indicative) for Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025 Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026".

- a) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per Annexure-VIII.
- b) For each component, the prices quoted should be inclusive of all costs excluding GST.
- c) Any other local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc. which may be payable if and 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. CST will not be paid – only sales tax / VAT will be reimbursed.
- d) 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.
- e) The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labour rates etc.
- f) 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.
- g) 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.

12. Clarification on Bids

During evaluation of bids, LIC may, at its discretion, ask the Bidder for clarifications on its bid. The request for clarification and the response shall be in writing.

LIC may decide to accept any deviation at its discretion. However this will be done before opening of commercial bids. If any compliance or clarification sought by LIC is not submitted within 5 business days of being called for, the bids are liable to be rejected. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final.

13. 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.

14. 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.
- d) Bid with insufficient information to permit a thorough evaluation may be rejected.
- e) 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.
- f) Bids not conforming to the requirements of the terms and conditions may not be considered by LIC. However, LIC reserves the right, to waive/ modify any of the requirements of the bid in the best interests of LIC.
- g) If a bid is not responsive and not fulfilling all the conditions of the RFP, it will be rejected by the Corporation and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- h) Rejection of non-compliant bid:
LIC reserves the right to reject any or all bids on the basis of any deviation(s). Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.

15. Revised commercial bid (If applicable):

LIC may call for any additional information/document by way of clarification etc. before the finalization of the eligibility bid. Also, during scrutiny of eligibility bid, if any eligibility specification/s and/or scope of work is/are changed or if there is a need of normalization 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 Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025 Ref: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026". During eligibility 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.

16. Bid Validity Period

Bids shall remain valid for 1 year from the last date of bid submission under 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 period of validity any time before the expiry of validity period. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended.

17. 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.

18. 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 bonafides for attending the opening of the Bids.
- b) The outer sealed Envelope and the envelopes containing the Eligibility bid shall be opened by the Tender Opening Committee (TOC) of LIC in the presence of the bidders/their Authorised representatives who choose to attend, as per the activity schedule.
- c) On completion of the eligibility Bids evaluation, the date, time & venue of opening of their Commercial bids will be intimated to all shortlisted bidders.
- d) The bidders who qualify the eligibility evaluation will have to provide a technical presentation on the in-scope services, eligibility and technical criteria to LIC. The schedule and venue of the same will be conveyed

accordingly.

- e) Commercial bids (indicative) of only the bidders shortlisted in the eligibility bid evaluation will be opened by the Tender Opening Committee of LIC in the presence of the bidders/ their Authorised representatives who choose to attend.

19. 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)
- d) If any compliance or clarification sought by LIC is not submitted within 5 business days of being called for, the bids are liable to be rejected.
- e) Technicalities or minor irregularities in bids may be waived during evaluation if it is in LIC's best interest. The bidder may either be given an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its bid, or the deficiency waived if it is to LIC's advantage to do so.

20. 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.

21. Commercial Bid Evaluation process

- a) Only those Bidders who qualify in Eligibility evaluation would be shortlisted for commercial evaluation via Online Reverse Auction conducted by LIC's Authorised 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-VIII.
- 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 eligible short listed bidders will be opened by the TOC in the presence of bidders/ their Authorised 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 tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis.
 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.
 $r = 10\% \text{ i.e. } 0.10$
- g) **Price Variation Factor and H1 Elimination clause:**
 When the number of Qualified Bidders are more than five, the qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all qualified bidders for all items in aggregate.
- h) The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of GST.
- i) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.

22. Online Reverse Auction:

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

- a) The Commercial Bids (indicative) of eligible qualified bidders will be opened on the prescribed date in the presence of bidder representatives. Thereafter, the eligible qualified bidders subject to provisions of Price Variation Factor and H1 Elimination clause(refer point (g) above), are required to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.

- b) Price quoted by the Bidders 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. This amount shall be arrived at by the bidders themselves off-line by using the formula mentioned at point 21 (f) above.
- d) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder. Based on the Cost of Ownership (TCO) declared by the Bidders during the online 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. The bidder with the L1 Quote, post the Online Reverse Auction and Commercial evaluation will be declared L1 Bidder.
- e) 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.
- f) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 days (excluding Saturdays, Sundays and Holidays under NI Act. As applicable in Maharashtra), failing which LIC reserves the right to reject the bid and forfeit EMD.
- g) The commercial figure quoted will be an all-inclusive figure inclusive of out of pocket expenses, traveling, boarding, permits, lodging but excluding all applicable taxes such as Service taxes, local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc.
- 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 eligible qualified, no reverse auction will take place. However, LIC reserves the right to negotiate price with the lone bidder. The prices once finalized through online reverse auction or negotiation will be termed as the “approved prices”.
- k) LIC will determine the Start Price and other parameters for the Reverse Auction –
 - i. on its own and / or
 - ii. evaluating the price band information available in the commercial bids (indicative) of the eligible qualified bidders and / or
 - iii. based on the lowest quote received in the commercial bids (indicative).

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

- **Notification of Award**

After Online Reverse Auction, LIC will notify the successful bidder in writing or mail through a letter of Notification Award that its proposal has been accepted and send the Bidder the Contract Form incorporating all terms and conditions between the two parties. The Bidder, in turn, has to confirm the acceptance for the Offer made by LIC through mail or registered letter. LIC’s decision in this matter will be final and binding and no further correspondence will be entertained.

23. 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.

24. Right to terminate the Process:

- l) 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.
- m) 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.
- n) 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.
- o) LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter.

SECTION-D: TERMS AND CONDITIONS

1. Terms and Conditions regarding bidding:

1. The Bidder is expected to examine all instructions, statements, forms, terms, conditions and specifications in the bid document. Failure to furnish all information required by the 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 e-mail/letter and must be signed by a duly authorized person of either party confirmed in writing to the address specified for that purpose in the Contract. All communications shall be addressed to The ED (ERM), LIC of India, Central Office, CSD Department, 2nd Floor, Jeevan Seva-SSS Building, S.V. Road, Santa Cruz – West, MUMBAI 400054. A notice must be in writing, in English and signed by a duly Authorised person of either party and hand delivered or sent by prepaid post to the recipient's address for Notices, as varied by any Notice given by the recipient to the sender.
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.

2. Other / General Terms and Conditions:

2.1. Assignment:

The successful bidder (hereinafter mentioned as vendor / successful bidder) shall not assign in whole or in part, the obligations to perform under the contract, except with Corporation's prior express consent. The Vendor will not be also allowed to subcontract any portions of the scope of this RFP to any other party.

2.2. 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, video conferencing sessions, video conferencing recordings 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-VII. Violation of NDA will lead to legal action, forfeiture of PBG and blacklisting.

2.3. Performance Bank Guarantee (PBG):

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

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 sixty-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 15 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 35 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 allot the contract to the L2 bidder at L1 prices, so on and so forth. All the terms & conditions, stated in this RFP (and subsequent modifications, if any) will then be applicable to the L2/L3 bidders, so on and so forth. In case the tenure of servicing is extended beyond 5 years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.

The PBG may be required to be submitted in multiple numbers, if required by LIC.

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 honour expected deliverables or part as per this RFP after issuance of PO.
- ii. Any legal action is taken against the bidder restricting its operations.
- iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.
- iv. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.
- v. Any breach of confidentiality under DPDP Act 2023 and DPDP Rules 2025.

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 the duration of the Contract as amended, including warranty obligations.

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.

2.4. Signing of contract:

The selected bidder (vendor) has to sign a contract with LIC as per the terms and conditions of the RFP on a Rs.500/- non-judicial stamp-paper. This initial contract will be called as the Master Service Agreement (MSA) which will act as the comprehensive contract document between LIC and vendor for all purpose/ terms and conditions related to the RFP without any deviations. 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, ERM/CSD dept. Mumbai. No other contract will be required to be signed by any of other LIC-offices.

2.5. 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.

2.6. 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 equipment/goods are as per the purchase order issued by LIC and these are for LIC's own use and not meant for any resale or for any manufacturing or packing of any goods for sale. The vendor has to take care of all other formalities which may be required for obtaining the Road-Permit / Entry permission.

2.7. 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 Arbitrations and Conciliation Act 1996. 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) The work under contract shall continue during the Arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.
- e) No interest will accrue on any amount during the Arbitration proceedings.
- f) If the arbitrator so appointed resigns his appointment or vacates his office or is unable or unwilling to act due to any reason whatsoever the appointing authority shall appoint a new arbitrator in his place.
- g) The Arbitration shall decide each dispute in accordance with term of the contract and give a reasoned award.

2.8. Termination:

If Vendor fails to comply with Performance Assessment and, if any part of the service does not meet the specifications), LIC may (in addition to its other remedies) terminate the Contract or reduce the scope of services by giving the Vendor written notice of 90 days. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination.

LIC may, at any time, terminate the Contract by giving written notice of 30 days to the Vendor, if the Vendor becomes Bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.

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

LIC may terminate the agreement for delay beyond four (4) consecutive weeks in any phase for delivery and installation.

On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice

2.9. 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, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. This period of transition shall not exceed six months from the effective date of termination.

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.

2.10. Force Majeure Condition:

- a) For purposes of this clause, “force majeure” means an event beyond the control of the Vendor excluding those involving supplier’s/OEM faults. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, riots, epidemics, quarantine restrictions and freight embargoes (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only),
- 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. The Vendor will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract
- 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.
- d) If non-performance or diminished performance by the Vendor due to the circumstances as per above continues for a period of more than 30 consecutive days, LIC may terminate the Contract immediately by giving the Vendor written notice of 90 days.
 - e) If the Contract is terminated, each party will bear its own costs and neither party will incur further liability to the other.

2.11. 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 both parties 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 both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price and penalties on account of violation of DPDP Act, 2023 with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

2.12. 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 vendor 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.

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding firms or their representatives or to any other person not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its proposal.

The vendor including but not limited to its personnel, agents and associates, is bound by the conditions of the Non-Disclosure Agreement submitted by the vendor in response to the RFP. The vendor to use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP.

2.13. 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.
- Vendor must obtain a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, modify that Auxiliary Material.

There shall be no assignment or transfer of any Vendor's pre-existing IPRs pursuant to Agreement

The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the vendor, regardless of the nature of the action giving rise to such liability and in case of claims against LIC arising out of misconduct or gross negligence of the vendor, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

2.14. 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. The warranted materials and LIC's use of those warranted materials will not infringe the Intellectual Property Rights of any person.

2.15. Copyright Violation and Patent Rights:

The vendor shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents, Copyrights, trademark, Intellectual property rights for all software supplied by the successful bidder Intellectual Property Rights, losses attributable to the Vendor's negligence or willful default in performance or non-performance under the contract.. The vendor 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 should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.

Indemnifying LIC

A. The successful bidder shall indemnify LIC:

- a) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC.
- b) Against all losses on account of Vendor's negligence or willful default in performance or non-performance under the contract.
- c) Against all third-party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases:
 - i) The modification of the Vendor's deliverables provided hereunder by any person other than the Vendor or its personnel.
 - ii) LIC's failure to use of any modification to the Vendor's deliverables made available by Vendor where use of such modification would have avoided the infringement.
 - iii) Information, materials instructions, or specifications that are themselves infringing which are provided by or on behalf of LIC or which LIC requests or requires Vendor to use.
 - iv) The use of the Vendor's deliverables in a manner not agreed to.

All penalties levied by the Data Protection Board of India for violations under the Digital Personal Data Protection (DPDP) Act.

Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's negligence.

B. If the vendor fails to indemnify LIC against the above events and if LIC is required to pay compensation to a third party resulting from such events, the vendor shall be responsible for the compensation including all expenses (court costs, lawyer fees etc.). LIC will give notice to the vendor of such a claim.

2.16. Fraud and Corrupt Practices:

The bidder/vendor, their employees, agents, advisors 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") in the evaluation process 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 as mutually agreed genuine pre-estimated compensation and damages payable to LIC 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 of such finding if bidder bidder/vendor is found by LIC to have directly or through an agent, engaged or indulged in corrupt / fraudulent / coercive / undesirable / restrictive practice, during the Selection Process, or after the issue of the Letter of Notification of Award or the execution of the Agreement as the case may be. (Without prejudice to the rights of LIC under Clause above

and the rights and remedies which LIC may have under the Letter of Notification of Award or the Agreement). For the purposes of this Section, the following terms shall have the meaning herein-after respectively assigned to them:

- (a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the Letter of Notification of Award or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of LIC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Notification of Award or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical bidder/ adviser of LIC in relation to any matter concerning the Project;
- (b) "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, suppression of facts in order to influence the Selection Process or violation of statutory requirements/regulations etc.
- (c) "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;
- (d) "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by LIC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (e) "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.

2.17. 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.

2.18. 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.

The Vendor will warrant that, 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. LIC shall, upon being notified by the Vendor under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Vendor within a period not exceeding 15 (fifteen) days.

2.19. 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 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 tender process.
- (h) Procurement of any equipment's/components outside this tender.
- (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.

2.20. Varying the Contract:

I. Variations proposed by LIC –

LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 25% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 25% will be informed to the vendor in writing. If LIC wants to vary the Services:

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

Within 15 working days after receiving the Vendor's response, or within another period mutually agreed, LIC will give the Vendor a written notice accepting or rejecting the response.

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

II. Effective date of variation –

Any variation in the services will take effect from the date on which the parties execute a Change Order. In such a case, the

Contract will be amended to give effect to the Change Order.

III. Change Order –

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

IV. Change Requests –

The following would constitute a Change request:

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

In such a case, the additional effort estimated by the vendor and its costs would be discussed and finalized in discussions with the vendor. The basis of this cost would be as quoted by the vendor in the Annexure-VIII - Indicative Commercial Bid.

Payment under this clause will be made only if Change requests are exercised, approved, and delivered.

V. Contract Amendments –

No variation in or modification of the terms of the contract shall be made except by written amendment signed by both LIC and the vendors. Any changes in law, taxes and policies shall be governed through the provision of this RFP.

SECTION-E: SCOPE OF WORK

1. Brief scope of work

The bidder's proposed solution will be evaluated on how effectively it supports DPDP Act & Rules compliance and enables LIC to operationalize privacy, security, and governance across applications, internal processing, data sharing, AI, and regulatory readiness. Each section below corresponds to a core DPDP capability domain, with defined criteria and minimum qualification thresholds. The proposed solution to be implemented in LIC shall comprise of the following modules including but not limited to the following:

13. Data Privacy Notice Management
14. Consent Management Platform
15. Cookie Consent Management
16. Data Discovery & Mapping
17. Data Principal Rights Management (including Grievance Redressal)
18. Data Protection Impact Assessment
19. Record of Processing Activities (ROPA) - automated & integrated to DPIA
20. Personal Data Breach Management
21. Third Party Vendor Risk Management
22. Compliance Reporting & Dashboards
23. Workflow Management
24. DPDP Program Management portal

The bidder shall perform the below high-level activities as part of the scope of work. Please note, the below list of activities and deliverables are indicative and not exhaustive. The deliverables mentioned shall be provided for each module as part of this RFP.

Phase No.	Phase Name	Activities to be performed.	Deliverables
1	Planning & Designing workshop	- Conduct kick-off meeting. - Study of LIC's present architecture, existing environment, processes, and guidelines - Study of present architecture at Data centres. - Study of LIC's existing security environment and guidelines	Detailed Project Plan for each module as part of this RFP.

Phase No.	Phase Name	Activities to be performed.	Deliverables
		- Get the list of the IT assets (Tangible and non- tangible) - Identify business objectives & technical requirements. - Define pre-requisites if any. - Outline an implementation strategy and detailed plan with timelines and milestones for entire duration of the project. - Ensure that the DPDP, IRDAI, specific security, regulatory and compliance requirements are integrated into the design and develop a plan for implementation based on which the LIC will clear any kind of audit assessment done. - Ensure compatibility and interoperability with all LIC applications. - Ensure compatibility and interoperability with different Solutions. E.g., SIEM, PIM/PAM, LDAP, cloud support, analytics Solutions, etc. Architecture Diagram: - Design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope module as per the DPDP Act, Rules & IRDAI requirements. - Connectivity and data flow diagram for each in-scope module and also the third-party Solutions which are required. - OEM should certify the overall implementation architecture (high-level diagram and low-level diagram) designed by Bidder (SI) - Validation of deployment of the proposed solution to be performed based on industry best practices by respective OEM of the deployed Solution/service. In case OEM is not satisfied with the installation and configuration of product, they will submit their recommendation in form of a separate report to LIC accordingly. Bidder shall perform necessary changes as recommended by the OEM. Policy and Procedure Documents - SOP for proposed solution implementation - SOP for operations of the proposed solution & SOP for functional testing - Detailed roles and responsibilities defined in RACI matrix. - Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD) - Acceptance procedures, Test cases & test plans, etc. - BCP/DR/Failover/Backup/Recovery Strategy and process document based on the pre-defined RTO/RPO. - Incident Response strategy and process document with timeline - SI/OEM to provide training once every year for a batch of about 20-30 attendees. Trainings shall be conducted at LIC premises in Mumbai location.	Architecture Diagrams High-level and low-level) Connectivity and data flow diagram Policy & Procedure documents Note: Above documents shall be prepared in a mutually agreed template. Separate plan documents to be submitted for each in-scope module. Bidder shall submit soft and hard copies for all the above documents in the finalized template.
2	Implementation	Supply and Installation: - Supply of software and hardware (if any) for in-scope proposed solution (DC and DR). The setup should be in HA mode for DC and DR. - Installation and implementation of the proposed solution as per the architecture design. - Installation will include proper mounting, labeling, tagging of all the equipment and provide network and power connections and also functional and stress testing as applicable. Configuration & Integration	SI will be responsible for: Site Ready Document/Site Not Ready Document as applicable. Successful deployment confirmation

Phase No.	Phase Name	Activities to be performed.	Deliverables
		- Configuring the proposed solution as per defined MBSS/SCD. Configuration to meet industry standards and regulatory guidelines. - Integrating Solutions with its own components as applicable, other Solutions / applications, Active directory, servers, network devices, endpoints, IT assets etc. - Bidder should discuss the Governance structure and Project milestones and provide weekly updates to LIC on implementation status. Note: All configurations shall be documented as part of the policy/process documentation.	Validation of alerts & report by the OEM Backup & restoration procedure as per OEM guidance Policies & procedures Test/POC report with evidence (screen snapshots) Use cases as per the DPDP and IRDAI guidelines Integration with third party solutions. Documents on the rest API functionalities. Sign off from the customer. QA testing results for each module.
3	User acceptance testing	- UAT scenarios for each module. - System performance parameters - UAT cases including test steps for the test scenarios. - UAT report with testing steps and relevant screenshots of the outcome	UAT Sign off and confirmation report. Site Ready Document/Site Not Ready Document as applicable.
4	Movement to production environment (Deployment)	- Fine tuning of the Proposed solution for better performance. - Monitor and resolve issues as applicable. - LIC will validate the deployment of the proposed solution to be performed by respective OEM of the deployed solution. In case LIC/OEM is not satisfied with the installation and configuration of the product, they will submit their recommendation in form of a separate report to LIC accordingly. Bidder shall make necessary changes as recommended by the LIC/OEM. - The OEM is required to conduct the audit, at the end of implementation and once in end of every year during the contract period. The recommendations/ remediation changes required after each audit should be completed within 3 months.	Successful deployment confirmation and sign off from LIC Validation report by OEM

Phase No.	Phase Name	Activities to be performed.	Deliverables
		Software deployment certificate - Final version of documents and certificate that the software has been deployed successfully	
5	Training and knowledge transfer	- Detailed training program - Training sessions for operational staff/ user, IT department and senior management	Training decks and related reference materials (User guides, application manuals/ SOP)
6	Post implementation support	- Post- deployment (after sign-off from LIC) bidder shall manage & monitor proposed solution end to end. - Facilitation & operation for continuous monitoring, performance optimization, upgradation, maintaining compliance with LIC policies, industry standards and regulatory guidelines, change & incident request, Orchestration, implement automation, data risk analysis, etc. - Resolution of production defects and operational issues	Fixed & ad hoc reports Weekly status review & monthly governance steering committee MIS Dashboards End to end operation for proposed solution Should provide 9 X 5 on-site support Periodic reports & Dashboards

• **Business Continuity & Disaster Recovery Plan:**

○ The Bidder has put in place a comprehensive Business Continuity Plan and/or Contingency Plan / Disaster Recovery Plan ("BCP/DRP") for the purposes of ensuring continued rendering of Services undertaken by Bidder in the event of any disruption, including but not limited to natural disasters, cyber incidents, power outages, pandemics, or other force majeure events. Further, Bidder agrees to furnish the business continuity plan and/or contingency plan to LIC within a period of 07 days from signing of this Agreement. The Bidder shall ensure that BCP Testing is carried out periodically in line with this Agreement.

a. **Minimum Requirements:**

The Bidder's BCP/DRP shall, at a minimum: i) ensure restoration of critical services within the Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) as agreed in this Agreement; ii) include clearly defined roles, responsibilities, and escalation procedures; iii) provide for alternate processing arrangements and backup systems sufficient to meet the service levels defined herein; iv) be tested half yearly, with test results documented and shared with LIC upon request.

b. **Notification and Activation:**

In the event of a disruption, the Service Provider shall: i) notify LIC within 5 minutes of the occurrence, detailing the nature of the disruption and the estimated time to recovery; ii) immediately activate its BCP/DRP to minimize service interruption and mitigate impact to LIC's operations.

c. **Right to Audit and Review:**

LIC shall have the right to: i) review the Service Provider's BCP/DRP annually or upon significant changes; ii) participate in or observe the Service Provider's annual BCP/DRP tests; iii) require modifications to the BCP/DRP if found inadequate to meet LIC's risk management standards or regulatory obligations.

d. Subcontractors:

The Service Provider shall ensure that any subcontractors involved in providing Services under this Agreement also maintain appropriate BCP/DRP measures consistent with the obligations set forth in this clause.

- **Documentation**

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
- Three sets of hardcopies as applicable and one softcopy on CD 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.
- Bidder shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Installation report should contain the part numbers of all the components supplied by the selected bidders.
- Standard Operating Procedures for all in scope solution, and all processes should be designed by the bidder, reviewed and updated on a half yearly basis and/or on any changes/in compliance to the laws of the land .
- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Vendor shall ensure to guarantee that the documentation of all the process related to the privacy automation tools compliant with DPDPA Act and Rules and other regulatory guidelines issued time to time (CERT-In, RBI, IRDAI, SEBI, etc.) should be documented and submitted as part of the process documentation.
- All documentation prepared a part of this RFP needs to be updated annually and/or basis changes in regulatory requirements or any other requirements as per the law of the land.

- **Training & Certification**

- Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM approved Authorized agencies/faculties. All trainings have to be imparted at LIC's premises.
- Pre-Implementation: Provide training to the LIC personnel/ Onsite support team on the product architecture, functionality, and the design for each module under the scope of this RFP.
- Post Implementation: Provide hands-on training to the LIC personnel/ Onsite support team on day-to-day operations, alert monitoring, policy configuration, rule creation, report generation for the entire proposed solution, etc.
- Documentation and knowledge transfer after each patch/version update.
- The bidder and OEM are required to provide training jointly for people nominated by the LIC for each module specified in the scope of work.
- The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the module for minimum of one day. LIC has the right to exercise this training option at its discretion.
- Training cost shall be inclusive of Certification level training for three participants.
- The bidder is required to provide all trainees with detailed training material and 3 additional copies to the LIC for each module as per the scope of work of the LIC. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each module.
- All out of pocket expenses related to training shall be borne by the selected bidder.
- The Bidder may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training.

The detailed training documents should be given to the training participants. The detailed theory & hands-on training should be imparted by the OEM Authorized personnel at LIC premises. The training facilities shall be made available by LIC, the Bidder will have to ensure that training is imparted in a professional manner through certified and experienced personnel (other than on-site Personnel) and proper courseware is given to every person attending the training.

- **Support Process Requirement:**

- The Bidder shall provide an escalation matrix in consultation with the ERM/CSD Department, Central Office for different categories of support calls.
- Day-to-day maintenance of the complete solution setups made.
- The support Personnel provided should be conversant with the regular configuration from scratch, integration with other log sources, creation of rules and policies as per LICs requirements, administration tasks, patch management, user management, backup procedures, etc.
- 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.
- The Bidder should ensure that there will be a proper change & configuration management, backup management, security management. These procedures should be well documented, followed and maintained (copy of the same should be submitted to LIC Central Office – ERM/CSD dept.)

- The onsite support Personnel should re-install/ reconfigure any component/ system of the security equipment supplied by the Bidder, in case of crash of those components / system on problem or patch/upgrades. The on-site Support Personnel also needs to support, if any security installations done by a separate Bidder.
- 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 within 4 hr. from time of incident.
- 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.
- The Bidder has to create separate interfaces for them/LIC administrators to carry out the minimum possible jobs, which may be changed as per the business needs ensuring compliance to LIC Security policies. There should be a provision to audit the changes done to fix the accountability.
- Upgradation 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.
- The Bidder has to do necessary implementations required from business continuity perspectives with respect to all the modules.
- 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 Bidder should recommend for improvement to policies, procedures, solutions, and other aspects.
- The Bidder has to provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.
- Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- The Bidder has to comply with the following attributes related to all the in-scope modules:
 - LIC has a right to review their processes
 - SOPs for the processes.
 - LIC has a right to assess the skill sets of Bidder 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 made 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 will be provided by LIC to the onsite support persons.
- The on-site support personnel may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given

• **On-Site Support Services:**

- 24x7 real-time monitoring uptime, availability, health performance of DPDP modules with mitigation support.
- Track and follow-ups with stakeholders for resolution of reported incidents tickets.
- On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies for the DPDP modules after obtaining approval.
- Ensure systems are up and running, including their other aspects like Configuration, Reconfiguration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support (9 X 5)
- Quarterly review of rules, policies etc. of applications and recommend optimization of the same.
- In case of any hardware/virtualized malfunctioning, patch management, firmware Up gradation and other OEM related tasks of the device, the Bidder must coordinate with stakeholders for faster resolution.
- Monitor and report the hardware and software related SLA's of proposed in-scope solution.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and fine-tuned by the On-Site Support.
- Quarterly review of capacity planning of LIC's private cloud service. Details of underutilized and over utilized LIC's private cloud service-based applications.
- Open a case with OEM/ product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis.
- Provide recommendations for architecture enhancements/ changes that can enhance the security posture.
- Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages.
- Coordinate delivery with all stake holders including help desks, network team, IT team, application team and all appropriate third parties, as necessary.
- Maintain security product configuration, based on industry best practices, and as requested.
- Participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improvise the design.
- Provide infrastructure security planning & analysis, recommendations for installation and upgrade.
- Tracking/Alerting the required license, software subscription for all software components of devices in scope.

- Set up and manage admin and user accounts. Perform access control as per need basis.
- Conduct Recovery exercise of above points on quarterly basis or as per the LIC guidelines. Submit the Periodic Reports on the backup status (As per compliance to DPDPA Act & Rules and IRDAI cybersecurity guidelines/audits NC, CA, VA PT non-compliance DR Drills needs to be done as per LIC standard).
- On- Site Support POCs or evaluation of new technologies or solutions relevant to services within this RFP from time to time.
- Responsible for installation of agents and also reinstallation whenever there is a change in the infrastructure or operating systems.
- On call and On-site availability of the SMEs over weekends.
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time.

2. Detailed Scope of Work

1. General Requirements

- a. The bidder shall be responsible for the end-to-end implementation, configuration, customization, testing, deployment, and commissioning of the proposed solution in LIC's environment. This shall include coordination with all concerned LIC departments, sections, project teams, and third-party vendors, wherever required, to ensure successful implementation.
- b. The bidder shall understand the functionality, architecture, data flows, and integration requirements of the existing applications, servers, databases, APIs, endpoints, and other enterprise systems before implementation. The bidder shall identify all prerequisites, dependencies, integration points, and configuration requirements necessary for seamless deployment of the solution.
- c. The bidder shall design, develop, configure, test, document, and support all required integrations, APIs, connectors, workflows, and data synchronization mechanisms to ensure secure, reliable, and uninterrupted operation of the solution. The bidder shall coordinate with all stakeholders and resolve implementation and integration-related issues until successful commissioning and stabilization of the solution.
- d. Ensure compatibility and interoperability with all LIC applications/solutions.
- e. The technical specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the requirements of LIC. The RFP and annexures together constitute the overall requirements of the proposed solution.
- f. The technical specification specified in the Technical Specifications as stated in the Annexure F are only indicative. Any specification which is relevant and not mentioned will automatically form part of the scope work.
- g. The Bidder shall engage the services of respective OEMs for plan, design, and implementation of the proposed solution. The OEM(s) must deploy subject matter experts with experience in designing and implementation of the respective module in enterprise environments.
- h. The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance, and adoption of the proposed solution leveraging the behaviour modelling and predictive analysis capabilities of the proposed solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.
- i. The bidder shall ensure that the configuration, implementation, and testing of the proposed solution components to be carried out by resources from the OEM as decided by LIC at the time of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM.
- j. The bidder should provide OEM approved High level diagram and Low-level diagram to LIC.
- k. The bidder shall also engage the services of the respective OEMs for post implementation audit, validation, and certification by the OEM that the proposed solution has been implemented as per the plan & design provided by them.
- l. The bidder is responsible for the Hardware, AMC, licenses, uptime, availability and management of the devices/modules implemented and managed as part of the in-scope solutions.
- m. All products shall carry warranty of five (5) years from the date of implementation.
- n. The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain all the in- scope solutions within this RFP.
- o. The bidder should consider the detailed technical specifications as stated in the Annexure F while proposing for the proposed solution, which forms a part of the scope of work. Bidder needs to provide complete end to end Solution including applicable hardware, appliances, software, and necessary accessories, active and passive components for efficient functioning of the proposed solution.
- p. The successful bidder should appoint and inform LIC a Service delivery/ Project Manager who will be the Single point of contact for the contract period.
- q. Bidder has to quote and provide for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.

- r. The services and solutions provided should possess modularity and scalability to effectively meet the LIC's needs throughout the five-year contract period. Over the 5-year contract period, bidder may consider an increase of 10% in the number of devices or solutions to be monitored when determining system specifications.
- s. The bidder and OEM services team shall conduct a workshop with all the departments of LIC to gather the inputs in relation to solution requirement with respect to the base lining and scoping of the components including the items listed below:
 - i. Solution architecture, sizing, policy configuration, High availability, BCP/ DR scenarios, etc.
 - ii. Integration of each module with other in scope Solutions and other Network and Security Solutions currently deployed in the environment as decided by the LIC.
 - iii. Testing strategy and test cases for Acceptance Testing of the solution.
 - iv. Identifying gaps, crown jewels of LIC, custom parser creation, creation of rules, use case development, fine-tuning, etc.
- t. The bidder and OEM services team shall submit a Requirement Gathering Document and a detailed Design Document based on the requirements gathering exercise.
- u. The entire solution should be seamlessly integrated with the LIC's NTP Solution and must be compatible with any provided NTP version.
- v. The entire solution should have the log storage capability of atleast 12 months and 2 years in the SIEM and the logs should be retrievable within 5 hours of any breach (2 years as per Preservation policy of LIC).
- w. The entire solution should have the capability to integrate with the existing SIEM solution of LIC.
- x. The entire solution must have the capacity to accommodate a yearly project growth rate of up to 10%. The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 10% YoY project growth.
- y. In case there is a cost incurred to LIC due the wrong BoQ /Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by Bidder at no extra cost to LIC.
- z. Prepare test-plan, implementation plan, integration plans and rollback strategies.
- aa. The Bidder shall factor into its financial proposal all costs associated with obtaining retrospective consent from Data Principals.
- bb. The Bidder should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.
- cc. The successful bidder needs to install all the associated equipment needed to complete the job as per the technical specifications described in this tender.
- dd. The successful bidder shall co-ordinate and co-operate with the other Bidders appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
- ee. 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.
- ff. The Bidder has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.
- gg. Bidder has to architect the solution deployment after understanding the following details:
 - o Understanding the environment in terms of application, network, server and Security appliances, LAN, WAN & Internet Links and segments, privileged users etc. to ensure creation of use cases related to targeted attacks and early breach detection.
 - o Prepare the designs and implement the Solution in line with DPDP Act & Rules requirements and IRDAI's guidelines on Information and cybersecurity for Insurers, ISO27001:2022 / ISO22301 / IT Act 2001 (along with its amendments) standards as modified from time to time. Study of LIC's existing security and application environment and guidelines and recommend best practices to implement and roll out the same.
 - o To suggest a plan for network integration of various devices/appliances etc. with the proposed modules of the solution. Design of the proposed modules of the solution.
 - o Integration and co-ordination with in-scope solution in future.
 - o 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 5 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.
 - o The plan shall include information related to required downtime, changes to existing architecture, log level parameters, deployment schedule etc.
 - o The installation of the proposed solution shall be done as a planned activity on the date & time of the approved deployment schedule.

2. Phase 1–Planning and Designing workshop.

- Detailed workshop to be conducted between the Bidder and LIC to obtain a detailed understanding of the RFP requirements.
- Understand LIC's proposed DPDP Business, Architecture and Security Requirements.

- The Bidder will prepare Business Requirement Specification (BRS) & System Requirement Specification (SRS) based on the discussion during design workshop with LIC. The BRS document should include identification of data source along with relevant data fields. System Requirement Specification (SRS) should include mapping of data.
- Assist LIC on making necessary changes (if required) to the current process based on the global standards, regulatory guidelines (DPDP Act & Rules, RBI, IRDAI, Cert-in, NCIIPC and MEITY) and best practices to fulfill the requirements. All such recommendations shall be backed-up with necessary supporting documents and references.
- Adopt People-Process-Technology approach to baseline DPDP framework, processes, and architecture.
- Conduct workshops for all the required “To-Be” business processes with corresponding business stakeholders from IT and Business Owners across LIC
- Agree on high level DPDP blueprint, architecture, and deployment approach for all required DPDP modules.
- Design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope solution module from each business department as per the requirement.
- Outline an implementation strategy and detailed plan with timelines and milestones for entire duration of the project.
- Bidder to provide demo of the system configured in line with agreed BRS and SRS.
- Bidder shall submit soft and hard copies of policy and procedure documents in the finalized template.
- Refine functional requirements, use cases for the proposed solution
- Design business process workflows for all the modules as per the proposed solution.
- Provide best practice and comply with industrial security standards and regulatory guidelines (DPDP, RBI, IRDAI, Cert-in, NCIIPC and MEITY).
- The Bidder must create, routinely revise, and submit Standard Operating Procedures (SOPs) as per industrially accepted and regulatory standards for LIC's review and approval.

3. Phase 2– Implementation

- The bidder is responsible for procuring and obtaining the hardware, licenses and the required software components. All licenses must be registered under the name of Life Insurance Corporation of India. The bidder should also set up and configure all the necessary hardware, software prerequisites and software components. Furthermore, they should deploy the proposed solution, including installation, implementation, and configuration, in all the pre-production (development-test), production and disaster recovery environments.
 - Hardware, product license and software pre-requisites to be delivered as part of proposed solution.
 - Integrate the key in-scope applications with proposed solution.
 - Configure centralized identity repository.
 - Integrate PAM Solution with proposed solution.
 - Integrate with SMS Gateway, Email Gateway to communicate alerts, messages, etc.
 - SIEM Integration with proposed solution. etc.
- Bidder will outline an implementation strategy and a detailed phase-wise plan with timelines and milestones for entire duration of the project (ensure that security and compliance requirements are integrated into the design and develop a plan for addressing them).
- Bidder will also perform QA testing results for each module and share the results with LIC.
- The proposed solution need to be seamlessly integrated by Bidder with existing IT systems, networks, resources, and other platforms.
- The Bidder's on-premises configuration and commissioning of the proposed solution, including database, storage, and other necessary components, is essential to accomplishing the scope.
- The provided software and accessories must be IPv6 compatible and adhere to all prevailing security protocols and industry standards, prepared for TLS 1.3 or higher.
- A standard process must be followed by the Bidder, confirming that the proposed solution meets LIC's functional, security, performance, and regulatory requirements. The Bidder must implement and demonstrate all proposed technical specifications to the LIC team for complete sign-off.
- The implementation of the proposed solution must be done by an experienced team of professionals of the OEM along with the Bidder at LIC.
- The Bidder is responsible for providing, implementing, and maintaining the IT solutions or solutions for LIC's IT infrastructure for a five-year term post successful installation of the solution.
- The Bidder is expected to deliver an array of services, including installation, implementation, integration, management, maintenance, support, audit compliance, and knowledge transfer for the modules within the scope. It's essential that existing network performance, security, and availability are not disrupted during the various stages of solution implementation.
- The Bidder must also adhere to various standards such as ISO 27001:2013, PCI DSS, ISO 22301 or higher, while also ensuring compliance with all corresponding technical and statutory guidelines. Thorough implementation, verification, and checks of SCDs must be undertaken. Furthermore, crucial documents such as SOPs, SCDs, Software Integrity Certificates, and VAPT Clearance reports should be submitted accordingly.

4. Phase 3 - User acceptance testing

- The Bidder shall provide User Acceptance Testing (UAT) access to LIC users (nominated by Management).
- UAT test scenarios shall be prepared by the Bidder and reviewed by LIC.
- Bidder shall discuss the results of the UAT with LIC and resolve discrepancies if any. The highlighted discrepancies shall be resolved by the Bidder in a time bound manner. Bidder shall obtain the sign off from LIC management on the UAT.
- Adequate security assurance via testing should be provided by the Bidder to LIC to ensure protection of data and maintain functionality as intended.

5. Phase 4 - Movement to production environment (Deployment)

- Bidder shall develop the final version incorporating all feedback from LIC.
- Bidder shall give final certification to LIC management post go live that the software has been deployed successfully on LIC premises.
- The Bidder must assure the supplied software's integrity, free from bugs and malware, providing an Integrity Certificate to LIC.
- Disaster Recovery (DR) should copy the Data Centre (DC) and operate under full load at any time. The Bidder must conduct quarterly DC and DR transposition and submit reports to LIC.
- The installation of the proposed solution should be compatible with Docker Containers & Virtual cloud, facilitating on-premises deployment and construction.
- The Bidder must compile and render a comprehensive sign-off report, ensuring the complete functionality of the delivered solution before transfer.
- An alert service for any issues resulting in unavailability of service must be provided by the Bidder.
- The Bidder must draft and share a backup plan for the solution, following LIC's backup policy.
- The Bidder must also provide a load balancer or corresponding software to evenly distribute application traffic among multiple endpoints.
- Complete documentation of the project, including technical and functional details and relevant SOPs, should be submitted in physical or digital format before sign-off.

6. Phase 5 - Training and knowledge transfer

- The Bidder will be responsible to conduct adequate number of training sessions in consultation with LIC covering sufficient number of employees to ensure that appropriate skills are developed in the areas of system administration, implementation, use/ operations, management, database management, error handling / troubleshooting, etc. of the proposed solution.
- Training sessions should start at that stage of assignment which is deemed appropriate by the consultant and approved by LIC
- Structure of the training program covering number of trainings, locations and number of participants etc. is to be advised by the Bidder in the training schedule and approved by LIC.
- Bidder will also be responsible to develop training and reference materials for all the functionality of the software.
- Training material should comprehensively cover all the functionality of the proposed solution and be written in a user-friendly manner with use of graphs, processes flow, screenshots of the actual system functionality etc.
- Provide the Standard Operation Procedure (SOP) walkthrough which will include knowledge sharing of critical command features to maintain the solution in a healthy state. This shall include backup and restore operations, stop, start, and restart operation, updating patches / fix-pack and monitoring the solution.

Note: The Bidder will be responsible for providing the users with the requisite training material in both hard and soft copies.

7. Phase 6 - Post Go-Live support

- The Bidder should provide post implementation support to LIC's post system go-live stage till end of contract.
- Implementation support measures will include but not limited to:
 - a. Conduct adequate number of refresher training sessions as required in consultation with LIC.
 - b. Bidder to provide training on the implemented solution twice every year for each implemented module till end of contract date. Training shall be conducted at LIC Premises from Mumbai Location.
 - c. Fixing production defects (related to solution application) which are not in accordance with the technical specifications.
 - d. Resolve any operational issues encountered during day-to-day activities. Bidder should provide number of resources required for monitoring the solution and providing support during the contract period. Profile of suggested resources should be provided in the technical proposal. The number of resources and the level (L1, L2 or L3) is to be defined by the bidder with cost considerations reflected in **Annexure G**.
 - e. Incorporate relevant changes in system on request as and when required to comply with the regulatory requirements as and when notified by DPBI, IRDAI for Indian Insurers and other regulators. In the event the changes are known during the Business Requirements Specification (BRS) stage, then the same will be implemented within the original project cost. In the event the changes are subsequently known during

implementation, the same will be implemented by way of change request process within the original project cost.

- f. The Bidder must ensure unlimited support requests, remote assistance, maintenance, updates, patches, troubleshooting, performance optimization, software upgrades, advising on software vulnerabilities, DR drills, VA/ PT compliance/audit/review, and any support required to keep the system & solution operational as per the SLA and round-the-clock support for Severity Level-1 concerns are all included in their support and subscription services.
 - g. Bidder must obtain written confirmation from the OEM endorsing the reciprocal five-year agreement to LIC.
 - h. The Bidder must maintain a 24/7/365 support contact centre to address concerns. The Bidder must provide LIC with the contact information of the personnel involved in each level of escalation matrix and SLA (service level agreement).
 - i. If the solution fails to meet the specifications at any point during the contract, the Bidder must upgrade or enhance the solution at their own cost until the stipulated level of performance is reached.
- Identify a strategy and approach for providing a managed service for proposed solution.
 - Identify and provide level-1, level-2 and level-3 support.
 - Perform proposed solution environment Maintenance, Upgrade and Patching
 - Remediate issues identified as part of Vulnerability Assessment and Penetration Testing (VAPT) and other security assessments conducted around the proposed solution.
 - Support disaster recovery (DR) drills.
 - Perform root cause analysis (RCA) and document.
 - Provide on-call support for Priority-1 and Priority-2 incidents beyond standard support hours.
 - Adhere to LIC Incident/Problem/Change management processes.
 - Continuous service improvements
 - Reporting and audit support

Note:

Minutes of meeting with key actionable(s) to be prepared in the agreed format and sign-off to be taken from relevant LIC stakeholders by Bidder.

Weekly Status reports should be prepared and shared by Bidder for effective monitoring of status of solution implementation. Each phase will be deemed to be complete only after relevant deliverables are accepted by LIC and confirmation/sign off for same is provided by LIC in writing to the Bidder

LIC intends to execute the proposed solution which incorporates the following features:

- The proposed solution should have the capacity to integrate with SIEM, Active Directory/LDAP/PIM/ PAM for user identification, along with any additional Solutions specified by LIC to maintain control and visibility.
- It is imperative that the proposed solution should be devoid of all forms of vulnerabilities and be updated within the recommended time whenever any vulnerabilities are pointed out by LIC, regulatory bodies, the Indian Government, or any other Government agencies.
- The proposed solution needs to conform to the most recent DPDP norms to cater to LIC's personal data management, change, incident, problem, configuration management, Service Level Agreements (SLA) and asset management needs among others.
- The proposed solution we suggest must have in-built reporting and be able to create custom reports such as Executive Reports, Dashboards, Personal Data Breach Reports, Consent Management Report, Data Principal Rights Report, etc. in HTML/CSV/Excel and other required formats.
- The proposed solution offered should be modular and scalable, both horizontally and vertically, and they should be capable of meeting the requirements of LIC throughout the course of the contract period. They should provide end-to-end asset management capabilities for all hardware and software assets.
- The proposed solution should provide comprehensive logging capabilities to capture all relevant activities, configuration alterations, and system events within the system. These logs should be resistant to tampering, secured against unauthorized access, and stored for a designated period for auditing and forensic purposes.
- The proposed solution must rely on high-scale architecture designed for efficient scaling and support 64-bit architecture environments for improved scalability. These modules must be compatible with Windows and various Linux distributions. They should have an extensible architecture for easy integration and automation. Solution need to support High Availability built into the product.
- The Solution must adhere to domestic and international reporting standards - including but not limited to NIST, FIPS, PCI DSS, ISO etc., IT Act, and Data protection regulations in India.
- Any new versions, updates, service packs, or upgrades for the proposed solution released by the Original Equipment Manufacturer (OEM) should be communicated to LIC within a week of their release. Upgrades must be provided within one quarter of their release at no additional cost to LIC.
- Access to the management server/software of the proposed solution should be secured with HTTPS/TLS 1.3 or latest Protocol with a valid certificate.

- The respective solution must support and comply with all industry-standard protocols for functioning, detection of risks, and mitigation. The proposed solution should also be capable of collaborating with SOAR for automatic incident creation, notification, escalation and remediation.
- The proposed solution should ensure the encryption of data both during transit and while at rest. This is crucial to protect sensitive information such as user credentials and customer data from unauthorized access.
- The Bidder will be solely responsible for installation of the agent/agentless proposed solution in LIC's IT Assets/inventory for discovery of the enterprise-wide assets.
- The proposed solution should offer configuration options to enforce security measures, such as strong password policies, session timeouts, and secure communication protocols. The proposed solution should support API integration, ensuring all mechanisms of integration are secure - including validation of API calls, secure API authentication, and authorization mechanisms.
- The proposed solution must comply with all industry-standard protocols for functioning, risk detection, and mitigation. Moreover, it must ensure that critical data is stored in a format encrypted as per Information Security Guidelines.

3. Technical Specifications

1. General Requirements

- 1) The bidder needs to provide Hardware, support, licenses for 5 years post Go-live (for all the modules listed below in this section)
- 2) Hardware specifications for DC/ DR to be submitted along with technical proposal.
- 3) DC/ DR should be in active-passive mode for all the infrastructure of the solution.
- 4) Bidder should identify personal data from all the assets (servers, databases, endpoints, etc.) of LIC.
- 5) All hardware and software licenses to be procured on the name of Life Insurance Corporation of India. (only RHEL Licenses will be provided by LIC).
- 6) Configuration should be as per LIC and DPDP Act & Rules requirements.
- 7) The complete solution must be deployed in an on-premises setup only at LIC and no components must be deployed outside of LIC network at any point in time.
- 8) The proposed solution must have the capability to provide automatic workflow management and integration capabilities to integrate new purposes identified with consent, purpose library - its change management request and access to these workflows must be provided to all the business owners
- 9) The proposed solution must have the capability to update all the concerned modules including but not limited to Data Privacy Notice Management, Consent Management, RoPA, DPIA upon identification and approval of new purpose of processing.
- 10) The proposed solution must be scalable to onboard all branches and new privacy stakeholders as per future organizational requirements.
- 11) The Bidder will be responsible to plan and consider the sizing of the infrastructure including the hardware, software and other components. LIC will not be responsible for any issues related to the sizing related matters.
- 12) The proposed solution shall have the capability to provide an algorithmic due-diligence register documenting checks that the algorithmic/ AI processing will not risk the Data Principal Rights.

Please refer Annexure –XV for Technical Specifications (Given excel separately)

2. Project Requirements

A. Architecture Review & Approval

- The architecture of the proposed solution must be reviewed and approved by the LIC's Information Technology/ Information Security Team.
- In case any modifications or recommendations are suggested by the ITD team, the bidder shall incorporate all such changes during the design phase itself, without impacting project timelines or cost.

B. Vulnerability Assessment & Penetration Testing (VAPT)

- The proposed solution shall not go live unless all VAPT observations are resolved and only post approval from the delegated committee of the LIC.
- The bidder is solely responsible for the closure of all VAPT findings related to the proposed solution.

C. Operating System Vulnerability Closure

- The Bidder will be solely responsible to remediate all Vulnerability Assessment (VA) observations throughout the contract period as per the timelines defined by LIC.

D. Vendor Risk Assessment

- The risk assessment of the Bidder should be completed before on-boarding of the Bidder, and thus the Bidder is required to give all support and submit necessary documents to LIC or the authorized vendor(s) appointed by LIC for the purpose of risk assessment.

E. Information Security Posture

- The Bidder shall comply with the following in case LIC's sensitive data is being processed within its network/premises.
 - a. All relevant rules and regulations regarding information security and access control, maintaining confidentiality and documenting access.
 - b. All relevant rules and regulations and policies regarding information security and access control, prohibiting access to public external email servers and controlling external emails sent on behalf of LIC.
 - c. Documentation policies and procedures for encryption, safeguarding all sensitive information in accordance with relevant Information Security policies.
 - d. Document and test incident response processes and procedures, adhering to all relevant regulatory and statutory guidelines to effectively handle security incidents.
 - e. The information security policy, which has been reviewed and approved by management, to meet all necessary standards and requirements.
 - f. Maintaining a network diagram depicting the environment of services provided to LIC, including subcontractors such as Cloud services, along with corresponding access control lists, and a Data Flow Diagram for the service being provided to LIC.
 - g. A comprehensive physical and environmental security program to protect LIC's resources, including information and documentation etc.
 - h. the confidentiality of physical materials shredded when no longer needed
 - i. An Information Security and Privacy Awareness Training Program to educate employees and contractors on best practices for ensuring compliance with relevant policies and regulations of information security.
 - j. a comprehensive process for LOG monitoring and detecting network incidents, including deploying and maintaining a Security Information and Event Management (SIEM) system, continuously monitoring network traffic, system logs, and security events, establishing baseline behavior and setting up alerts for anomalous activities, and regularly tuning and updating detection rules and signatures.
 - k. Performing periodic vulnerability assessments and penetration tests on their network, servers, and clients to identify and mitigate potential security risks.
 - l. Periodically patching their network, servers, and clients to protect against known.

4. RACI Matrix

Below Table depicts desired RACI (Responsible-R, Accountable-A, Consulted-C, Informed-I) matrix for in-scope modules which is non-exhaustive. The successful bidder must submit comprehensive RACI for proposed services in a similar way in their response to RFP.

SN	Activity	SI and OEM	LIC
1	Design workshop & system configuration		
	Kick-off, plan creation, project governance & communications structure creation	R, A	C, I
	Conduct workshop to obtain a detailed understanding of the RFP requirements	R, A	C, I
	Prepare Business Requirement Specification (BRS) & System Requirement Specification (SRS)	R, A	C, I
	Obtain sign off from LIC management on agreed system functionalities	R, A	C, I
	Configure the system based on the agreed functional and non-functional requirements and provide demo for the system configured.	R, A	C, I
	Facilitating requirements gathering documentation, discussions & walkthrough	C, I	R, A
	Facilitation for SI team to work out of LIC offices	C, I	R, A
	Architecture and Design for Foundation Build	R, A	C, I
	Prerequisites sharing for readiness of the proposed solution- Sharing of Prerequisites with the client for Networking, Server, DC/DR, and Application information)	R, C	A, I
	Confirmation & revert with queries on Pre-Requisites templates	C, I	R, A
	Data centre readiness by client (Space, Racks, Power)	C, I	R, A
	Base Hardware/OS readiness for the proposed solution	R, A,	C, I
	Building all required VM as per OEM specification	R, A,	C, I
	Rack & stack of hardware provided by OEM/ Supplier & Network configuration, Port opening, and cabling completion	C, I	R, A
	LIC SPOC allocation & stakeholder identification for proposed solution deployment	I	R, A, C

SN	Activity	SI and OEM	LIC
	Conduct thorough study of LIC's current business processes and procedures	R, A	C, I
2	Implementation		
	Prepare an implementation strategy	R, A	C, I
	Prepare a detailed phase-wise plan including timelines and milestones	R, A, C	C, I
	Ensure integration of security and compliance requirements	R, A	C, I
	Implement the Solution with the specified modules	R, A	C, I
	Integrate the Solution with other systems, as applicable	R, A	C, I
	QA testing results for each module	R, A	C, I
3	User acceptance testing		
	Provide access for User Acceptance Testing (UAT)	R, A	C, I
	Prepare UAT test scenarios	R, A	C, I
	Review UAT test scenarios	C, I	R, A
	Perform User Acceptance Testing (UAT)	R, A	C, I
	Resolve discrepancies if any as highlighted during the UAT in timely manner	R, A	C, I
	Provide security assurance to ensure protection of data and maintain functionality as intended	R, A	C, I
4	Movement to production environment (Deployment)		
	Deploy the final version including all the feedbacks	R, A	C, I
	Provide final certification of successful deployment	R, A	C, I
5	Training and knowledge transfer		
	Prepare training schedule inclusive of number of trainings, locations and number of participants	R, A	C, I
	Develop training and reference materials and share the same with the users	R, A	I
	Conduct training sessions	R, A	C, I
6	Post go-live support		
	Provide post implementation support to LIC's core team for 5 years.	R, A	C, I
	Conduct adequate number of refresher training sessions	R, A	C, I
	Resolution of production defects and operational issues	R, A	C, I
	Incorporate relevant changes in system on request as and when required	R, A	C, I

5. Project Timelines

- The Bidder shall complete the entire activity within 20 weeks of signing of contract.
- The Bidder shall adhere to the timelines mentioned below to complete various phases of project activity.

Phase Wise Project Timelines as below:

Sr. No.	Milestones	Timelines (T=Date of Letter of Award)
1	Phase 1 – Planning & Designing Workshop	T+2 Weeks
2	Phase 2 - Delivery of Hardware	T + 8 Weeks
3	Phase 3 - Implementation	T+ 16 Weeks
4	Phase 4 - User acceptance testing	T+ 17 Weeks
5	Phase 5 - Movement to production environment (Deployment)	T+ 19 Weeks
6	Phase 6 - Training and knowledge transfer	T+20 Weeks
7	Phase 7 - Post Go-Live support	5 years from Go-live date

6. Hardware & Software Maintenance

The Hardware & Software Maintenance and Support Services contemplated herein shall be provided for all Hardware, Licensed Software, AMC, Subscription, etc implemented by the Bidder itself for a period of five years post go-live stage.

The Bidder shall ensure that they render both on-site and off-site maintenance and support services to LIC.

The Maintenance and Support Services will cover:

- All product upgrades, modifications, enhancements that have to be provided to LIC free of charge. The Bidder is also responsible for the entire solution and version migrations and performance tuning during the period of the contract and no additional charges would be paid by LIC for the same.
- Enhancements would include changes in the hardware, software due to Statutory and Regulatory changes and changes required due to changes in industry and other risk management practices in India. The Bidder is requested to provide per

hour rate for execution of the Change request which must be included in the overall costing. Further, this aspect would be considered during the process of Normalization of Bid.

- Enhancements include changes to the licensed software, which are of software fine-tuning in nature.
- Modifications include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the Application.
- Upgrades include product releases made by the Bidder to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by LIC.
- No customisation and subsequent implementation charges will be payable by LIC for enhancements, modifications and upgrades within the scope of the contract.
- The Bidder shall apply regular patches to the licensed software provided by Bidder as part of this Contract for which LIC will bear no additional costs.
- The Bidder shall ensure Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software and supply of information and advice on such deficiencies.
- The Bidder shall provide unscheduled, on call, corrective and remedial maintenance, and support services.
- The Bidder should adhere to the Recovery Time Objective (RTO) of 4 hours and Recovery Point Objective (RPO) of 15 minutes.

7. 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.

8. Compliance with IS Security Policy:

The Vendor shall have to comply with LIC's IT & IS Security policy in 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 as per DPDP Act and DLP.
- xiv. Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC;

Bidder should comply with Information security related guidelines issued by Govt. / regulator from time to time.

9. Right to Audit

- i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled 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.
- iv. The requirement for, and participation in, audits does not in any way reduce the Bidder's responsibility to perform its obligations in accordance with the Contract. Further, this clause applies for the Contract Period or till the termination or expiry of the Contract.

10. Survival

The following are general clauses which survive the termination and expiry of the contract.

- ❖ Intellectual Property Rights;
- ❖ Indemnity;
- ❖ Insurance;
- ❖ Confidentiality and privacy;
- ❖ Protection of personal information;
- ❖ Security;
- ❖ Audit and access; and
- ❖ Knowledge transfer
- ❖ Warranty

11. 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.

12. Knowledge transfer:

Vendor must transfer/provide LIC access to all information stored on termination or expiration of the contract. Duration of Knowledge transfer shall in no event exceed 90 days

13. Land Border Clause:

The land border clause is governed by the Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. Bidders have to submit a self-declaration for land border clause in the form of Annexure XII which shall form a part of eligibility criteria specified in this RFP.

14. 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.

Governing law and jurisdiction:

The contract shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction specified in Contract Details and hence, any legal dispute will come under the jurisdiction of Mumbai High Court only.

Prices

- a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction (if Online Reverse Auction is not held, the lowest price discovered through Commercial Bid) 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.

15. Service-Delivery and Project Management:

The selected vendor will have to post an onsite Project Manager immediately after the signing of the Contract. The details of the Project Manager should be conveyed in writing to LIC within 1 weeks of receipt of purchase order. The onsite Project Manager will be required to be posted for the entire implementation period and has to sit on site at LIC-CO-ERM/CSD, Mumbai office. The onsite Project Manager should have the following minimum profile:

- a) Minimum Qualification & Credentials - Graduate / Post-graduate; PMP / PRINCE2 or equivalent Law / Compliance / IT background; recognized privacy certification.
- b) Minimum experience of 10 years (incl. 3 years in large PSU / BFSI programmes), 8 years in data protection / regulatory compliance
- c) Recommended Certifications/ Credentials (DPDP – Aligned) – PMP/ PRINCE2 practitioner; ITIL; PSU/BFSI delivery governance

The responsibilities of the On-site Project 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) Coordination for Delivery/Installation of New hardware in stipulated time frame
- e) Call flow management, Quality Service Delivery
- f) On-site Team management
- g) Overall monitoring and management of project
- h) SLA management and reporting
- i) Submission of periodical Reviews and reports required by LIC.
- j) Crisis management and Emergency response procedures.
- k) Preparation and submission of detailed Project documentation to LIC (Purchase Order wise) and progress of initiatives taken by LIC.
- l) 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 (ERM), CO, Mumbai the name and contact details, including address; telephone number, mobile number, and FAX number/email address of the nominated Project Manager.

It is mandatory for the concerned Project Manager to have structured meeting with the ED (ERM)/ CISO/ DPO/ Secy (ERM-IT-CSD)/ Dy.Secy (ERM-IT-CSD), ERM-IT-CSD 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.

In short, Onsite Project Manager shall carry out and coordinate the various tasks involved in the project like Project scheduling, tracking, monitoring, identifying risks, liaisoning 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 Project Manager.

16. Onsite Resource Deployment and Governance

Bidder shall deploy qualified resources with valid certification and experience for conducting the in-scope activities at LIC Premises. Bidder shall deploy below given minimum number of resources and all the departments of the offices / locations mentioned above need to be covered as part of scope.

Interview and Approval by LIC:

- LIC reserves the right to conduct interviews for all proposed onsite resources.
- Only upon LIC finding the candidate suitable, the resource shall be formally onboarded for the project.
- The resources should be dedicated and deployed onsite in LIC premises as per the LIC's calendar working days for this project.
- The Bidder shall provide round-the-clock (24/7) support to LIC following the implementation of the solution (Application Support) & Infrastructure support from the time of the delivery of the Hardware, with support personnel physically present at the LIC's premises (Office, Data Centre/Disaster Recovery Centre) to resolve the issues (if any) within the turnaround time (TAT) and SLA as per LIC's defined guidelines.
- The Bidder will provide a warranty on the complete Infrastructure including Hardware, Software, etc. for the entire period of the contract and will be responsible to arrange for the replacement in case of any defects without any additional cost to LIC.

Performance Monitoring and Replacement:

At any point during the contract period, LIC assesses that a deployed onsite resource is not contributing effectively to the project or is not up to the required standards, LIC shall issue a 30-day written notice to the bidder to initiate replacement of the said resource.

Replacement Resource Eligibility:

- The replacement resource proposed by the bidder must meet the eligibility criteria as defined in the RFP or contract.
- The replacement shall be subject to the same evaluation and interview process by LIC, and only upon approval, the resource will be accepted and onboarded.

Education Qualification for On-site Resources:

Section	Competency / Requirement
Team Composition: Certifications	Team members certified in privacy. Certifications may include at least one from the following - IAPP - CIPP/E, CIPM, DSCI, ISC2 - Systems Security Certified Practitioner (SSCP), Certified Information Systems Security Professional (CISSP), Certified in Governance, Risk and Compliance (CGRC), ISACA - Certified Information Systems Auditor (CISA), Certified Data Privacy Solutions Engineer (CDPSE)
Team Composition: Technical Breadth	Team with at least 3 years of experience of the following – 1. Skilled in REST APIs, JSON/XML, modern web/mobile tech 2. REST APIs, JSON/XML, modern web/mobile tech
Resource: Education & Experience	Graduate (any discipline) with experience in privacy consulting and privacy operations solution design, implementation & management
Resource: Regulatory Knowledge	Thorough understanding of DPDPA and familiar knowledge with GDPR, CCPA, etc.
Resource: Privacy Ops Automation Experience	3+ years in design/implementation/management across: Cookie Consent, Universal Consent, Breach Management, Data Principal Rights, Privacy Notice Management, Assessment & Workflow Automation, Integrations

Sr No	Privacy Tool Modules	Number of Resources	Period
1	Project Manager	1	Complete duration of contract
2	Data Privacy Notice Management	1	Complete duration of contract
3	Consent Management & Cookie Consent Platform	6	Complete duration of contract
4	Data Discovery & Mapping	4	Complete duration of contract
5	Data Protection Impact Assessment & Records of Processing Activity (ROPA) integrated with DPIA	4	Complete duration of contract
6	Data Principal Rights Management (including grievance redressal)	2	Complete duration of contract
7	Personal Data Breach Management	1	Complete duration of contract
8	Third Party Vendor Risk Management	1	Complete duration of contract
9	Compliance Reporting & Dashboards	2	Complete duration of contract
10	Workflow management – Assignment of activities to Privacy Analysts		
11	DPDP Program Management Portal		
12	Infra Admin	2	Maintenance of all the privacy modules for the tenure of the RFP
	Total Resources	24	

Note:

- a. The provision of on-site support is required on-premises in Mumbai.
- b. LIC will conduct interviews of the proposed resources. It reserves the right to reject any resource which is not suitable for the proposed role.
- c. All the deployed resources will be monitored based on their skills and performance for the initial six months of the project. In case the performance of the deployed resources is not up to the mark during this period, LIC reserves the right to replace such resources. In this case, the Bidder has to onboard suitable resource with relevant skillset at no additional cost to the LIC.
- d. In case of exigencies, or as and when required

17. Onsite Support Services:

The successful Bidder has to provide throughout the contract period, the services of an onsite support personnel at Central office (IT), Mumbai with the qualifications and Experience as described below. As per the changing business needs, LIC may ask the Personnel to report for duty in different Time Windows as per the need of LIC.

The successful bidder has to submit a Background Verification Report conducted by Police of all resources deployed (onsite resource and Project Manager).

Onsite support personnel requirement:

- a. All onsite resources shall meet the Minimum Qualification and Minimum Experience requirements as specified in point 11 above.
- b. Onsite resources shall possess sound working knowledge of the respective phase for which they will be on-boarded as specified in point 11 above.
- c. All onsite personnel shall be full-time employees on the payroll of the selected vendor. Engagement of outsourced, subcontracted, or third-party personnel shall not be permitted.
- d. To ensure seamless execution across all project phases, onsite resources shall coordinate closely with LIC's internal departments, stakeholders, and designated teams, and shall proactively support issue resolution.
- e. Each onsite resource shall have a designated backup resource with comparable skills and qualifications to ensure continuity of operations during leave, absence, or contingencies
- f. Onsite resources shall be deployed at LIC premises during LIC's normal office hours. Working hours may be extended, as required, to meet project timelines and operational needs, without additional cost.
- g. If the performance is not up to the mark, the Personnel may have to be changed, if LIC so requests.
- h. The vendor shall provide the background verification, including Police Clearance Report of the onsite resources.

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

Following conditions shall be applicable regarding the onsite 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 1 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 2 weeks of being intimated of the selection by LIC.
- d. Shortlisted candidates will also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.
- e. 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.
- f. 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.
- g. In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. Additionally, an overlapping period of at least 21 days has to be there between the new and old engineer failing which penalty as per SLA conditions shall be applicable
- h. 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.
- i. The selected vendor will also have to earmark an Offsite resource 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 PLAN: The Bidder should provide a detailed plan on the implementation support for the Digital Personal Data protection Act.

SUPPORT PROCESS REQUIREMENT:

- a. The vendor shall provide an escalation matrix in consultation with the ERM/IT/CSD Department, Central Office, and LIC for different categories of support calls.
- b. The vendor has to comply with the following attributes:
 - 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 support may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given.

Section-F: Payment Terms

- 1) No advance payment or interest payment will be made by LIC.
- 2) Payment will not be released till the completion of the in-scope activities.
- 3) Payments will be made as per table given below based on activities completed Phase wise as per Scope of Services subject to bidder completing in-scope activities for the agreed project plan.
- 4) LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines.
- 5) LIC shall make payments in Indian Rupee (INR) on receipt of invoice through NEFT only, after deduction of penalties and applicable taxes at source from the agreed price to the selected bidder.
- 6) The payment will be released by ERM-IT-CSD department, Central Office. Payment related objections, if raised after 3 months from the date of release of payment, will not be entertained. Such objection must be raised in writing.
- 7) Efforts will be made by LIC to settle all payments with 30 days of receipt of invoices. However, the bidder has to ensure that all requirements, as mentioned in the RFP, are submitted for ensuring the payment.
- 8) The bidder is also duty bound to report to LIC about any short recovery of taxes, cess etc. at source. Such reporting to LIC should also happen at the earliest. In case, bidder fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC will have the right to recover all short recoveries of tax, related cess and surcharges, interest, and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.
- 9) The Amount against Penalties, if any will be recoverable from the payment or from any other payment due to the Vendor or from performance Bank Guarantee.
- 10) If an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Vendor, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by LIC to the Vendor under the contract in case of over payment.
- 11) The Vendor will not be entitled to charge LIC for any other fees, charges or expenses (including travel and accommodation, document reproduction, transportation and courier charges, and telecommunications).
- 12) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.
- 13) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.
- 14) In all other cases:
 - a) Following documents will be required to be submitted for release of payment:
 - i) Invoice printed on bidder's own letterhead (with reference to Purchase order, description of goods/ services delivered, quantity, unit price, total amount)
 - ii) Proof of payment of GST/Octroi / Entry Tax (wherever applicable)

- iii) UV Certificate (wherever applicable) duly signed and stamped by the bidder, and counter-signed by the LIC officials from the concerned project/department of LIC.

15) Warranties:

a) The Vendor will have to represent and warrant that:

- i) It has the right to enter into the Contract resulting from this RFP;
- ii) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
- iii) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services
- iv) The Services will be complete, accurate and free from material faults; and

b) The offer must include comprehensive on-site warranty for five years from the date of installation and acceptance of the systems by LIC. The warranty will include supply and installation of all updates and subsequent releases of security solutions.

c) All software to be supplied/ delivered and installed must be of the latest version and should form part of the OEM's current product line.

d) The bidder should also ensure that the solution proposed shall be technically compliant to perform satisfactorily as per requirements mentioned in the technical specification and deliverables.

e) The warranty, which for all practical purposes would mean Comprehensive On-site Warranty, shall start and remain valid for five years from the date of installation of products.

f) On-site warranty will start from the date of successful installation of the products subject to the acceptance of sign-off. If the vendor is unsuccessful to fine-tune the product, then the onsite warranty will be from the date of acceptance of sign off and not from the date of installation.

16) Maintenance during Warranty Period:

a) The Bidder shall attend to calls and arrange to solve the problems within the stipulated timelines as mentioned in the SLA.

b) LIC may at its discretion extend the services for onsite support for a further period from the expiry of the Warranty period on the same terms and conditions.

c) The on-site support services will be for entire contract period. The contract maybe renewed after the end of 5 years subject to the discretion of LIC.

d) LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services. In any case LIC's decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated, and the vendor may be blacklisted by LIC and may not be allowed to participate in the future tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements. Spares and support for the appliances should be available for a minimum period of six years from the date of installation of the appliances irrespective of whether the equipment is manufactured by the Vendor or procured from any other OEM. The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment. During this specified period if it is found that spares or support is not available, the appliances will have to be replaced by equivalent or higher model subject to evaluation if required by LIC, by the vendor at no extra cost to LIC.

e) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.

f) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.

g) In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.

h) Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:

- i) Customer Call Report (CCR) signed by both the service Personnel and Corporation's authorized official, confirming that the complaint is resolved.
- ii) Date and time of resolution of the complaint shall be indicated clearly.
- iii) Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.

Service Personnel/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Personnel of the vendor shall have access to the servers only after obtaining clearance from LIC's authorized officials. No component of the System/data/ log information will be taken out of LIC's premises without clearance from LIC's authorized Officials.

S.No.	Milestones	Payment	Remarks
Payment for the Delivery of the In-Scope Solutions & Its Implementation (The payment terms below shall be applicable for individual solution in this RFP)			
1	Delivery of all in-scope software and appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.	40 % of cost	• Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount). • Delivery Challans "Proof of Delivery" in original • Delivery Certificates for Software licenses • Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, ERM/CSD Mumbai. • Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents. • Certificate by the bidder that software licenses comply with OEMs guidelines/requirements.
2	Installation and integration, initial OEM audit and acceptance testing as per scope of work.	40 % of cost 100% of the Direct Premium Support Cost with the OEMs	• Invoice for Balance amount. • Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, ERM/CSD Mumbai. • Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents etc. • OEMs certification of the deployment being in accordance with the scope of work. • Receipt of Installation certificate & sign-off duly signed and stamped by the Bidder, and counter-signed by the officials of ERM/CSD dept., LIC Central Office. • Certificate/Evidence of Direct Premium Support with the respective OEMs.
3	After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	15 % of cost	After submission of OEM validation report and performance test report & Acceptance Certificate
4	Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	5 % of cost	Proper documentation (soft & hard copy) for the full project (product wise) should also be submitted with regard to the configuration, commands used, trouble shootings done in configuration phase etc. to LIC Central Office – ERM/CSD officials handling the project. Training as per scope of work.
Payment against Onsite Services of the In-Scope Solutions (The payment terms below shall be applicable for individual solution in this RFP)			
6	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	-	• After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms • Invoice for the amount payable quarterly. • Performance Report of the onsite Personnel. • Verification of 'Service level agreements' defined in this RFP • Updated SOP and Rule Review Report
7	Payment for subsequent OEM/s	-	• OEM Assessment report • Remediation report submitted by the bidder.

	Audits (OEM/s Audit conducted after the initial deployment)		
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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.

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 if any will be recoverable from any payment due to the vendor **OR** from performance Bank Guarantee.

TIME SCHEDULE FOR DELIVERY AND INSTALLATION

The total duration of the engagement for implementation shall be five (5) years, equivalent to sixty (60) months, from the date of issuance of the Letter of Award (LoA), subject to extension at the discretion of LIC.

Sr. No.	Milestones	Timelines (T=Date of Letter of Award)
1	Submission of receipt of Purchase Order within 7 days of being intimated by LIC	7 days
2	Submission of PBG within 15 days of being intimated by LIC	15 days
3	Submission of contract/SLA form within 30 days of being intimated by LIC	30 days
4	Commencement of the project	Within 7 days from the date of Contract / SLA execution
5	Issuance of Purchase Order to successful bidder	T
6	Phase 1 – Planning & Designing Workshop	T+2 Weeks
7	Phase 2 - Delivery of Hardware	T + 8 Weeks
8	Phase 3 - Implementation	T+ 16 Weeks
9	Phase 4 - User acceptance testing	T+ 17 Weeks
10	Phase 5 - Movement to production environment (Deployment)	T+ 19 Weeks
11	Phase 6 - Training and knowledge transfer	T+20 Weeks
12	Phase 7 - Post Go-Live support	5 years from Go-live date

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

1. Delay beyond four (4) consecutive weeks in any phase 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.
 - (vi) LIC may terminate the contract.

Section-G: Service Level Agreement (SLA)

Successful vendor(s) will have to agree to the defined SLA and Milestone schedule and non-compliance of which will result in application of penalties/liquidated damages as per penalty clauses given below. It will form part of the contract.

The successful bidder will provide a SLA management tool for providing the SLA reports.

The penalty so calculated will either be adjusted with the payments or will be separately realized from the bidder.

Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO).

The liquidated damages (LD)/penalties shall be deducted / recovered by LIC from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to LIC's right to levy any other penalty were provided for under the contract.

All the above are independent of each other and are applicable separately and concurrently. LD/penalty is not applicable for the reasons attributable to LIC and Force Majeure.

The Service Level Agreement for Operational issues (related to both software and hardware) will be finalized with the successful bidder at the time of signing of contract, based on the service delivery model proposed by the Bidder.

LIC reserves the right to extend the maintenance and support services for up to additional two years (i.e. 6th and 7th year) at a mutually agreed rate.

The bidder has to ensure adherence to SLAs given in this RFP. Non-adherence will attract penalties as given below:

Implementation SLA

SN	Description	Penalty
1	Request for details of information from LIC	Rs 1000 per week of delay subject to maximum of Rs. 5,000/-.
2	Submission of Scope of Work and Implementation Plan	Rs 1000 per week of delay subject to maximum of Rs. 5,000/-.
3	The details of Service Delivery Manager are not communicated to LIC within 3 weeks of receipt of PO	Rs.1, 000/- per day of delay subject to maximum of Rs. 5,000/-.
4	If CV and certified documents of the proposed candidates are not submitted within 3 weeks from date of Purchase Order (PO)	Rs.1,000/- per day per candidate subject to maximum of Rs. 5,000/-.
5	Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products.	Rs.1, 000/- per day of delay subject to maximum of Rs. 10, 00,000/-.
6	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.1,000/- per day for the delayed subject to maximum of Rs. 50,000/-.
7	Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order.	0.02% of the total PO value for every week of delay.
8	Delay in delivery of all Hardware solutions needed as per the expected deliverables within the defined timeline.	0.25 % of the total PO value of the hardware per week of delay or part thereof.
9	Delay in delivery of all software/appliances solutions needed as per the expected deliverables within the defined timeline.	0.25 % of the total value of the delayed software/appliances per week of delay or part thereof.

10	In case of a breakdown of appliances, hardware, components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 4 hours of the receipt/notice of the complaint.	0.01% of the annual onsite charges for each hour of delay or part thereof.
11	In case of a malfunctioning of appliances, accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 4 hours of the receipt/notice of the complaint.	0.01% of the annual onsite charges for every 4 hours of delay or part thereof.
12	If structured weekly meetings during the implementation phase up to go-live are not held (by the Service Delivery/ Project Manager) with ED(ERM)/CISO/DPO.	Rs.1,000/- for each meeting not held.
13	The on-site Personnel should be present in LIC's premises as per the RFP conditions.	Double the proportionate amount for the relevant onsite support charges will be deducted for any non-compliance.
14	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalization	2 % of the Annual on-site charges for the first incident, to be incremented by 1% 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, SI will be given a buffer of not more than 30 days to suitably replace the Personnel.
15	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. 2, 000/- per instance.
16	In case the 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.

*Penalty is percentage of Quarterly charges except for those items where other percentage has been explicitly mentioned.

- Exclusions from downtime calculation include the following:
 - Downtime because of LAN cabling faults.
 - Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
 - All failures due to source power unavailability and power conditioning, UPS failure etc. beyond control of Bidder Managed Services.
 - Force Majeure conditions defined above, or any condition not foreseen but mutually agreed by both the parties.
 - Link outages owing to ISPs.
 - Downtime due to any device/appliance not managed by the Bidder.

- Penalty caps:
 - The total penalty for delivery and installation shall not exceed 10% of the PO value.
 - The total penalty for onsite and offsite support shall not exceed 100% of the quarterly charges payable for onsite and offsite support for reasons other than absence.

EXECUTIVE DIRECTOR (ERM)

Section-H: ANNEXURES

1) Annexure-I: Covering Letter

To,
The Executive Director (ERM),
Life Insurance Corporation of India
Central Office, IT Dept.,
2nd Floor, Jeevan Seva, S.V. Road, Santa Cruz
(West), Mumbai 400 054

Sir,

LIC's RFP Ref. No: **LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026**
Reg.: Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025

Having examined the RFP document, terms and conditions including all Annexures the receipt of which is hereby duly acknowledged we, the undersigned, offer to supply, deliver, install, maintain, manage equipment's / devices / appliances, in conformity with the said RFP documents in accordance with the schedule of prices attached in the commercial bid and made part of this tender.

We hereby agree and accept all the clauses/terms and conditions mentioned in the RFP document Ref. No: **LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026** 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.
- 2) If our Bid for this RFP/tender is accepted, we undertake to enter into and execute at our cost, when called upon by LIC to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- 3) If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- 4) 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.83, 00,000/- (Rupees Eighty-Three Lakhs Only) 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.
- 5) We undertake that in competing for and if the tender is awarded 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".

Dated at _____ this _____ day of _____ 2026

Thanking you,

Yours faithfully

Authorised Signatory,
For _____ (Company name)

Company Seal

2) Annexure-II: Company profile and other information

To,

The Executive Director (ERM),
Life Insurance Corporation of India
Central Office, CSD Dept., 2nd
Floor, Jeevan Seva, S.V. Road, Santa
Cruz (West), Mumbai 400 054

Application form for the Eligibility of the bidder

LIC-CO/ERM/CSD/RFP/2026-27/DPDPA Tools Dated: 13/07/2026

A. Company Details/Bidder's Profile :-

Name of the company:		
Type of the Company [Govt./PSU/Pub.Ltd/Pvt Ltd/JV etc.]		
Address of Corporate Office (HQ)		
Sales Tax registration number and date of registration		
GST Registration Number and date of registration		
Year of Incorporation of the company		
Turnover and profit of the Company Financial Years : 2023-2024 2024-2025 2025-2026	Turnover (Rupees in Crore up to 3 decimals)	Profit Before Tax (Rupees in Crore up to 3 decimals)
Address for communication :		
Official Web Site (URL) :		
Contact persons details : ▪ Name: ▪ Designation: ▪ Phone (O): ▪ Fax (O): ▪ Cell No.: ▪ E-mail ID:	<u>First Person:</u>	

▪ Name: ▪ Designation: ▪ Phone (O): ▪ Fax (O): ▪ Cell No.: ▪ E-mail ID:	<u>Second Person:</u>
Any other relevant information bidder would like to submit, which is not covered in the above points :	

B. Details of the EMD (Bank Guarantee) :-

Description	Rs. 83,00,000/- towards EMD
Bank Guarantee details :	
Name and address of the Bank :	

C. Eligibility information/Compliance :-

SrNo	Eligibility	Eligibility Requirement	Supporting Document
1	Legal Status	The bidder must be a system integrator and registered legal entity in India in operation for a minimum of 5 years preceding the date of the RFP	Copy of Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. Company Profile as per Annexure –II along with other documentary proof.
2	Legal Status	The Bidder should hold a valid GST registration and PAN Card	Attested copies of documentary proof viz. GST certificate and PAN Card.
3	Financial Capability	The bidder must have an average annual turnover of not less than INR 100 Crores during the last three (3) audited financial years i.e., FY2023-2024, FY2024-2025 and FY2025-2026	Audited Financial statements / Balance Sheet /CA Certificate for the respective financial years.
4	Financial Capability	The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during the last 03(three) financial year(s) i.e., FY2023-2024, FY2024-2025 and FY2025-2026 AND The net worth of the bidder should be positive as on RFP date	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years. Certified letter from a CA clearly mentioning Turnover, operating profit and Net Worth.CA Certificate in this regard should be without any riders/qualification.
5	Bidder Eligibility Experience	The Bidder/OEM must have successfully implemented, or be in the process of implementing, privacy automation solutions comprising at least consent management, data principal rights management & data discovery for at least two (2) organizations belonging to the insurance and/or banking sectors.	Purchase order/work order/engagement letter, and completion certificate or email from the client and satisfactory reference letter/e-mail from the client as per Annexure-V.

SrNo	Eligibility	Eligibility Requirement	Supporting Document
6	Support Requirements	The Bidder & OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support when required.	Complete address of the Bidder and OEM along with contact details should be submitted on Company letter head duly signed by the authorized signatory of the Bidder.
7	Bidder Capability	The Bidder should have revenue of at least 50 Crore from DPDP related projects and Services / Cyber Security Projects during each of the last 3 financial years. FY 2023-24, FY 2024-25, FY 2025-26	The Bidder should submit a Certificate from their Chartered Accountants regarding their Financial capability.
8	Bidder Capability-Competent Professionals	The Bidder must have a minimum of 30 Data Privacy Professionals /IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CIPT/ CIPP/E/CIPM (IAPP)/DSCI Privacy Certifications/CISSP/ OSCP/CEH/CISA/CISM.	CVs / Certificates of proposed resources attested by the Bidder Valid certification copies attested by the Bidder Letter of undertaking on total number of resources in Privacy Domain.
9	Bidder Certification	The Bidder must be certified with any 3 of the following Certifications ISO27001 ISO9001 ISO22301 ISO 20000	Valid certification copies to be included as part of bid submission
10	OEM Financial Capability	The proposed OEM shall have an average annual turnover of not less than INR 500 Crores during the last three audited financial years. The OEM shall have positive EBITDA, positive Profit After Tax (PAT) and positive Net Worth during each of the last three financial years.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years. Certified letter from a CA clearly mentioning Turnover, Net profit and Net Worth.CA Certificate in this regard should be without any riders/qualification.
11	OEM Product Maturity	The proposed privacy automation solution shall be commercially available for a minimum of two years and implemented/under implementation in at least three enterprise customers.	Letter of Undertaking on OEMs letterhead
12	OEM Implementation Capability	The OEM shall have a dedicated implementation team comprising Project Manager, Solution Architect, Privacy Consultant and Technical Specialists with minimum five years' experience.	Letter of Undertaking on OEMs letterhead
13	Blacklisting	The Bidder should not have been blacklisted by Government of India/RBI/SEBI/IRDAI as on date of RFP. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the Bidder has obtained stay order in any court of India.	Declaration about non-blacklisting as per Annexure-IV duly signed by the authorized signatory of the bidder.
14	Duplicate/ Multiple participation	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	Letter of Undertaking on bidder's letterhead
15	Bidder/OEM Capability	Legal & Regulatory Expertise: Bidder/OEM must have either In-house legal	At least two CVs of Legal Experts Minimum qualification: LLB/LLM Experience explicitly mentioning:

SrNo	Eligibility	Eligibility Requirement	Supporting Document
		team with expertise in data privacy regulations, OR Signed MoU / Contract with law firms / privacy consultancies	DPDP Act 2023 implementation Regulatory advisory in BFSI Certifications (Any of the following) CIPP/E, CIPM (IAPP) DSCI Privacy Certifications ISO 27701 Lead Implementer (if available)
16	Integrity Pact	Integrity Pact duly filled and signed	Proforma attached as Annexure-XIV related to Integrity Pact.
17	MAF	Submission of MAF duly filled and signed	Proforma attached as Annexure-X related to MAF.
18	Land Border Agreement	Land Border Agreement duly filled and signed.	Proforma attached as Annexure-XII related to Land Border Agreement.

Note:

- Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. LIC reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.
- Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their commercial bids will be subsequently opened for further evaluation.
- All the provisions pertaining to Make in India guidelines shall be applicable.

(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.

SIGNATURE

Authorised Signatory

Date:
Place:

Name:
Designation:
Mobile No. :
E-mail ID:
FAX No.

Official Seal of the company

3) Annexure–III: Self Declarations

Tender Reference No: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA Tools Dated: 13/07/2026

To,

The Executive Director (ERM),
Life Insurance Corporation of India
Central Office, CSD Dept., 2nd
Floor, Jeevan Seva, S.V. Road,
Santacruz (West), Mumbai 400 054

Dear Sir,

We hereby declare and confirm that:

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

SIGNATURE

Authorised Signatory

Name:
Designation:
Mobile No. :
E-mail ID:
FAX No.

Date:
Place:

Official Seal of the company

4) Annexure-IV: Declaration regarding non-Blacklisting

Tender Reference No: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA Tools Dated: 13/07/2026

To,
The Executive Director (ERM),
Life Insurance Corporation of India
Central Office, CSD Dept., 2nd
Floor, Jeevan Seva , S.V. Road,
Santacruz (West), Mumbai 400 054

This has reference to the LIC's Tender Reference No: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA Tools Dated: 13/07/2026, for Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025 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.

SIGNATURE

Name:

Designation:

Authorised Signatory

Date: _____ " 2026

Place:

Company Seal

5) **Annexure-V: Bidder's Experience Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025**

Tender Reference No: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA Tools Dated: 13/07/2026

A. Information of the projects undertaken:

Financial year (based on Purchase order)	Name of the client for whom projects undertaken	Project details	OEMs	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.)*

Authorised Signatory

Date:
Place:

Name:
Designation:
Mobile No. :
E-mail ID:
FAX No.

Official Seal of the company

6) Annexure-VI: Bank Guarantee Format for E.M.D.

This Deed of Guarantee is 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, formed under section III of the LIC Act, 1956 (Act 31 of 1956) (hereinafter referred to as “the Corporation”) having its Information Technology Dept. of Central Office at the 2nd floor, Jeevan Seva, S. V. Road, Santacruz (W), Mumbai 400 054, for an amount not exceeding Rs.83,00,000/- (Rupees Eighty-Three 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.83,00,000/- (Rupees Eighty-Three 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 registered head office at _____

_____ (Address), is participating in the RFP Ref. No. **LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026** for “**Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025**” and subsequent modifications issued on .

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.20,00,000/- (Rupees Twenty Lakhs Only) and we undertake to pay you, upon your first written demand without cavil or argument declaring the Vendor to be in default as per the terms and conditions of the RFP LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026 for “**Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025**” and without cavil or argument, any sum or sums as specified by you within the limit of Rs.83,00,000/- (Rupees Eighty-Three 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.83,00,000/- (Rupees Eighty-Three Lakhs Only).
3. The bank Guarantee will be valid for a period up to _____. (Note: Validity of BG should be one year from the date of submission of BG to the Corporation, including the claim period).
4. 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.
5. The corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.
6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Vendor.
7. 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 2026

SEALED & SIGNED BY BANK

7) **Annexure-VII: Format for Non-Disclosure Agreement**

To be executed over Rs.500 Stamp/Franked paper & notarized: (No deviations in wordings permitted)

Non-disclosure Agreement (NDA)

This Non-disclosure Agreement ("NDA") is made and entered into this __ day of _____ in the year **Two Thousand and Twenty Six (2026)**

BY AND BETWEEN

Life Insurance Corporation of India, with registered office at Central Office, Yogakshema", J B Marg, Mumbai 400 021, hereinafter referred to as "LIC"

AND

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

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

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

WHEREAS, the Respondent is aware that while responding to LIC's Request For Proposal (RFP) **LIC-CO/ERM/CSD/RFP/2026-27/DPDPA Tools Dated: 13/07/2026** the Respondent may be gathering information on LIC's Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., ("Proprietary Information") indicated as confidential by LIC and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of LIC.

WHEREAS, Respondent agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC's confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees that:

Respondent agrees to hold all Confidential Information received from LIC in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said RFP; restrict disclosure of such Confidential Information to its employees and employees of its affiliated or partner companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of LIC.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants reports, trade secrets, proformas and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. 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 should not make public announcements/comments on any website/or issues any media statements about the existence of this engagement and scope. The Respondent agrees to be responsible for any breach of this Agreement by its Representatives.

Respondent agrees to protect the Confidential Information received from LIC with the same degree of care as it normally exercises to protect its own proprietary information of a similar nature. Respondent agrees to promptly inform LIC of any unauthorised 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. 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 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.

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 agrees 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 honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.

This Agreement shall be governed and construed in accordance with the laws of India. In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect. Respondent agree not to assign this Agreement or any interest herein without express prior written consent of LIC.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language. The Respondent will adhere to all the provisions of the Digital Personal Data Protection Act, 2023 and Digital Personal Data Protection Rules 2025 and further amendments by Central Govt from time to time.

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

Authorised Signatory

Name:

Designation:

Date:

Place:

Office Seal:

- 8) **Annexure-VIII: Commercial Bid (indicative) Format (Given separately in an Excel sheet)**
- 9) **Annexure-IX: Commercial Bid final after reverse auction (Given separately in an Excel sheet)**

10) Annexure– X: Manufacturer’s Authorization Form (MAF)**Tender Reference No: LIC-CO/ERM/CSD/RFP/2026-27/DPDPA Tools Dated: 13/07/2026**

To,
The Executive Director (ERM),
Life Insurance Corporation of India
Central Office, CSD Dept., 2nd
Floor, Jeevan Seva , S.V. Road,
Santacruz (West), Mumbai 400 054

Dear Sir,

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

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

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

_____ (OEM) certify that, the equipment’s being sold would not be declared End of Support (EoS) in the next 5Years and that _____ (OEM) shall supply suitable substitute in case EoS of equipment’s. Also _____ (OEM) certifies that the products being sold would be covered under Warranty / Support and support will be available for next five years from the date of installation at LIC of India.

The products being sold under this RFP will be provided back-to-back/direct support with the OEM for 5 years. It would be the highest level of support provided by the OEM and would be able to meet the SLA parameters.

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

Yours faithfully,

Name of person
For and on behalf of M/s _____
Designation
Contact Details
Date:
Place:

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

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

LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026

This Deed of Guarantee is 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, Corporation established under Section 3 of LIC Act 1956 (Act 31 of 1956), having its IT Dept., Central Office at the 2nd Floor, Jeevan Seva , 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 registered head office at _____ has been selected as the vendor by the Corporation as per terms and conditions mentioned in the tender document/RFP Ref.: **LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026** 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 without cavil or argument 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 and unconditional 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. 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.
- e. The corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.
- f. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Vendor.
- 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

12) Annexure-XII: Land Border Clause (LBC)

LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026

Restrictions on Procurement from Bidders from a country or countries, on grounds of defence in India.

(This Certificate should be submitted on the letter head of the Bidder as well as the OEM/OSD/OSO/Manufacturer duly signed by the Authorised signatory of the Bidder/OEM/OSD/OSO.)

Date:

To,

The Executive Director, ERM
Life Insurance Corporation of India,
“Yogakshema, Jeevan Bima Marg,
Nariman Point, Mumbai – 400021

Dear Sir/Madam,

Re: Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025 LIC-CO/ERM/CSD/RFP/2026-27/DPDPA_Tools Dated: 13/07/2026.

1) I have read the Memorandum F.No.6/18/2019-PPD dated 23-07-2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144(xi) in the General Financial Rules(GFRs),2017 which defines clauses regarding restrictions on procurement from a bidder of a country which shares a land border with India. I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

2) I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

Place: Authorised signatory Bidder:

Date: Name:

Designation:

Name & Seal of Company:

Authorised Signatory (OEM/OSD/OSO):

Name:

Designation:

Name & Seal of Company

13) Annexure–XIII: Online e-tender guidelines(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” 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-Tender helpdesk	
Address	#24,SudhaComplex,03 rd Stage,04 th Block,Basaveshwaranagara,Bangalore- 560079.
email	dscprocessingunit@yahoo.com

HelpDeskContactDetails
E-mail&MobileNumbers
sushant.sp@antaressystems.com: +919731468511
lokesh.hr@antaressystems.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 the Hash (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 not be 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) through <http://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 GUARANTEE of any of the “Life Insurance deposit EMD of required amount in the form of BANK the Nationalized / Scheduled Banks drawn in the favor of Corporation of India” payable at “Mumbai” only, and not in the favor of any other Authority or Location.
- A scanned copy mandatorily along with of Bank Guarantee against EMD should be uploaded 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 (ERM), Central office, Life Corporation of India, ‘Jeevan Seva Annexe, S V Road, Santacruz West, 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 (Tender wizard) 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 2 (two) days before the schedule Pre-bid meeting.

14) Annexure –XIV: Integrity Pact (Given separately)

15) Annexure –XV: Technical Specifications (Given excel separately)