

Brief Description of Procurement	Expression of Interest (EOI) for Empanelment of the Technology Service Providers (TSP) for Database Technical Resources
Bid Reference	LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB dated 09.10.2026
Date and Time of Pre-Bid Meeting	16 th October, 2026 (Friday) at 11.00 Hrs.
Venue of Pre-Bid Meeting	Hosted virtually at LIC of India, Central Office, IT/DT Department, 2nd Floor, South Wing, Jeevan Seva Annexe Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra – 400054.

The following officials of LIC of India were present in the pre-bid meeting:

1. Mr. Shashi Kumar, Dy. Secretary, IT/DT
2. Mr. Saurav Ganguli, AO, IT/DT

Proceeding of the pre-bid meeting is as follows:

- At the outset, AO (IT/DT) made a briefing about the purpose of the pre-bid meeting followed by detailed explanation of the eligibility evaluation criteria, technical evaluation criteria, Scoring Criteria, Commercial Evaluation Criteria, e-Tendering Guidelines and tender activity schedule along with other relevant information of the tender. Thereafter, prospective bidders were requested to put up their queries related to the tender document and were responded by AO (IT/DT).

The responses to queries sought from prospective bidders in e-mail and those asked during the meeting have been compiled as Response to Pre-bid Queries.

The Bidders' following representatives have attended the pre-bid meeting:

#	Name of the Organization	Names of the Representatives
1	M/s Bhawan Cybertek	Mr. Prashant Patil
2	M/s Mauli Infotech	Ms. Kranti
3	M/s Neosoft Private Limited	Mr. Tushar Gaikwad
4	M/s Codeweft Technologies	Mr. Ashish

Response to Pre-Bid Queries

Clarifications in regards to queries / suggestions received for
Expression of Interest (EOI) for Empanelment of the Technology Service Providers (TSP) for
Database Technical Resources
LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB dated 09.10.2026

#	Para / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
	Table A, Sl. 2 (Pg 14); Cl. 1.9.2 (Pg 12); Cl. 2.1.2 (Pg 16)	Eligibility: bidder should qualify as a Micro or Small Enterprise (valid Udyam Registration). Cl. 2.1.2 refers to specialized Database service providers 'including eligible MSEs'; Cl. 1.9.2 grants MSE exemption from fee/EMD.	Please confirm whether participation is restricted to Micro/Small Enterprises only, or whether other eligible firms may also participate (Cl. 2.1.2 refers to service providers 'including eligible MSEs', while Table A Sl. 2 requires Micro/Small status). Please also clarify whether an empanelled TSP that ceases to be an MSE during the 3-year empanelment period remains empanelled.	Please be guided by the EOI Document.

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	Table A, Sl. 4 (Pg 15); Part 3 (ix) and (x) (Pg 22-23)	Qualifying Database Assignment must include Database Administration and/or Migration; assignments consisting solely of manpower supply, staff augmentation or body-shopping are excluded.	Please clarify whether an assignment in which the bidder deployed its own on-payroll database resources under a Time & Material or managed-services model, and was responsible for database administration/migration activities and service levels, qualifies as a Qualifying Database Assignment. What documentary evidence would demonstrate that the database scope was 'distinct, substantial and identifiable'?	Please be guided by the EOI Document.
	Table A, Sl. 4 (Pg 15); Part 3 (xix) (Pg 24); Cl. 3.1, Sl. 3 (Pg 26)	Scope of qualifying assignment is worded as 'Migration and Administration' (Table A), 'Migration and/or Upgradation and Administration' (Part 3 xix) and 'Migration, Upgradation and Administration' (Cl. 3.1).	The required scope is worded differently in three places. Please confirm (a) the minimum scope required for eligibility, and (b) the scope required to earn marks under Cl. 3.1 Sl. 3. In particular, does an assignment limited to Database Administration (without Migration/Upgradation) qualify for eligibility and/or scoring?	Please refer Corrigendum 1

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	Table A, Sl. 4 (Pg 15); Cl. 3.1, Sl. 3 (Pg 26)	Minimum fifty (50) MySQL Database instances; scoring slabs 50-74 / 75-99 / 100+ instances.	Please clarify how MySQL instances are counted: (a) whether production and non-production (DEV/UAT/DR) instances are both counted; (b) whether replicas, HA cluster nodes and DR copies are counted as separate instances; (c) whether MySQL-compatible/managed variants (e.g. MariaDB, Percona, cloud-managed MySQL) are counted; (d) whether the 50 instances must be under a single assignment or may be aggregated across multiple work orders for the same client.	(a) Only Production instances will be counted. (b) Not counted (c) Only MySQL (d) May be aggregated across multiple work orders under the same project for the same client.
	Table A, Sl. 4 (Pg 15); Part 3 (xviii) (Pg 24)	Qualifying clients: IRDAI, RBI, Scheduled Commercial Banks, Insurance Companies in India (BFSI assignment = RBI / Scheduled Commercial Banks / IRDAI / IRDAI-regulated insurers).	Please confirm whether assignments for the following qualify as client types: Cooperative Banks, Regional Rural Banks, Small Finance Banks, Payments Banks, NBFCs, reinsurers, and other PSUs/Government bodies. Please also confirm that 'Insurance Companies' means IRDAI-regulated insurers only.	Please be guided by the EOI Document.

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	Part 3 (xvii) (Pg 23-24)	Where services are provided under a consortium, JV, subcontract or larger prime contract, only the portion executed by the bidder is considered.	Where the bidder executed the database scope as a subcontractor under a prime System Integrator for a qualifying end client, is a certificate issued by the prime System Integrator acceptable, or is a certificate from the end client mandatory? What evidence of the bidder's specific role and value is required?	Please be guided by the EOI Document.
	Part 3 (xii) (Pg 23)	Only the value attributable to Database-related services is considered for 'the aforesaid monetary threshold'.	Clause (xii) refers to 'the aforesaid monetary threshold', but no minimum assignment value is specified in the EOI. Please confirm whether any minimum assignment value applies and, if so, specify it.	Please refer Corrigendum 1.
	Part 3 (xi) and (xiii) (Pg 23)	Evidence for completed and ongoing assignments; no minimum duration for short-term assignments.	(a) For ongoing assignments, what minimum period of service must be demonstrated as on the date of submission? (b) Is there any look-back limit on how old a completed assignment may be? (c) Is a client-issued certificate dated before the EOI submission date acceptable?	Please be guided by the EOI Document.

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	Cl. 3.1, Sl. 1 and 3 (Pg 24-26); Part 3 (xix) (Pg 24)	Sl. 1 awards 10/20/30 marks for 1/2/3+ qualifying assignments; Part 3 (xix) states the evaluation is based on one (1) assignment; Sl. 3 may use one of the assignments under Sl. 1.	Please clarify: (a) whether all qualifying assignments submitted are scored under Sl. 1, given that Part 3 (xix) refers to evaluation based on one assignment; (b) whether assignments with fewer than 50 MySQL instances count towards Sl. 1; (c) whether the same assignment can be used for both Sl. 1 and Sl. 3.	Please be guided by the EOI Document.
	Table A, Sl. 4 (Pg 15); Part 3 (xiii) (Pg 23)	Documentary evidence: Work Order / PO / Agreement / Completion or Client Certificate; sensitive information may be redacted.	Please clarify the acceptable level of redaction (e.g. commercial values, client names) given confidentiality obligations. Is a client-signed certificate on the client's letterhead sufficient, or is notarisation / CA / CS certification also required?	Please be guided by the EOI Document.
	Table A, Sl. 3 (Pg 15)	Positive net worth in at least 2 of the last 3 financial years (FY 2022-23, 2023-24, 2024-25); CA certificate.	(a) Is a CA certificate bearing a UDIN acceptable? (b) Are provisional/unaudited FY 2025-26 figures acceptable? (c) How is net worth to be computed for an LLP or partnership firm?	Please be guided by the EOI Document.

#	Para / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
	Table A, Sl. 5 (Pg 15); Form 7 (Pg 46)	At least one L3 Database professional who is a direct employee, continuously employed for a minimum of 12 months as on the EOI submission date.	(a) How is '12 months continuous employment' computed (from date of joining or confirmation)? (b) Which documents are acceptable as proof (appointment letter, salary slips, PF/UAN statement, Form 16)? (c) May more than one L3 be proposed, and if so, which profile is scored?	Please be guided by the EOI Document.
	Cl. 2.4.4 (Pg 19); Part 5 (v) (Pg 31)	Any change in resources after shortlisting requires re-evaluation of the new profile for continued empanelment.	If the proposed L3 named resource leaves the bidder's employment (a) after submission but before evaluation, or (b) after empanelment, may the bidder substitute another L3? Will the 20 marks for presentation/interview be reassessed, and will the empanelment status be affected?	Please be guided by the EOI Document.

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	Cl. 3.1, Sl. 4 (Pg 26); Form 7, Declaration Item 13(e) (Pg 50)	Presentation, technical challenge and interview of the proposed L3 Named Resource (20 marks).	Please share (a) the tentative date, mode (online/in-person), duration and panel composition; (b) the syllabus/areas to be covered (e.g. MySQL versions, replication/HA, migration, performance tuning); (c) whether a bidder representative may accompany the L3; (d) the tie-break method if bidders obtain equal total marks.	Please be guided by the EOI Document.
	Cl. 3.1, Sl. 2 (Pg 24-25)	L3 credentials: 8+ years DB experience (10), relevant education (2), relevant DB certification(s) (3), enterprise/mission-critical experience (3), hands-on MySQL (2).	Please define: (a) which certifications are 'relevant' (e.g. MySQL/Oracle/other OEM) and whether one certificate earns the full 3 marks; (b) the 'relevant date' for validity of certificates, which is not stated in the EOI; (c) what qualifies as 'Enterprise / Mission-Critical' (scale, uptime, user base); (d) whether the 8 years must be MySQL-specific or any RDBMS; (e) which degrees count as 'relevant educational qualification'.	Please be guided by the EOI Document.

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	Form 7 (Pg 46); Cl. 2.3.3 (Pg 18); Cl. 3.2 (Pg 27)	Form 7 captures the profile of the proposed L3 Named Resource only; bidders may apply for one or more resource levels.	Are named profiles for L1 and L2 required at the EOI stage? Can a bidder be empanelled for L1 and L2 without submitting named profiles for these levels?	Please be guided by the EOI Document.
	Cl. 3.2 (Pg 27); Cl. 3.3.4 (Pg 28)	Desired profile lists Oracle, PostgreSQL, SQL Server, MySQL, MariaDB, MongoDB, RAC, Data Guard; eligibility and scoring are MySQL-focused.	Will empanelment cover all database technologies listed in Cl. 3.3.4 or only MySQL? Will a single standardised monthly rate per level (L1/L2/L3) apply across all database technologies?	Please be guided by the EOI Document.
	Cl. 1.5.7 (Pg 10); Cl. 2.2.4 (Pg 17)	Assignments may be awarded on a Time & Material basis or an Outcome/Deliverable-based basis.	(a) Are managed-service engagements (e.g. 24x7 support, SLA-bound, shared/pooled team) in scope, or only dedicated named resources? (b) For outcome/deliverable-based work, how will pricing be derived from the monthly resource rates?	Please be guided by the EOI Document.
	Cl. 1.1.19 and 1.1.20 (Pg 7); Cl. 2.1.1 (Pg 16)	Working Day and Working Hours are as notified by LIC for the relevant location/assignment.	Please specify: (a) deployment locations (Central Office, data centres, DR site, regional offices); (b) onsite / hybrid / remote working; (c) shift patterns (general, rotational, 24x7, on-call); (d) whether weekend, holiday or night work	Please be guided by the EOI Document.

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			is billable separately or covered by the monthly rate.	
	Cl. 1.5.8 (Pg 10); Cl. 2.2.4 (Pg 17); Cl. 2.4.9 (Pg 20)	Empanelment does not guarantee any minimum business or assignment volume.	Without any commitment on LIC's part, can LIC share indicative demand for planning purposes: approximate number of resources by level (L1/L2/L3), typical deployment duration, and expected number of RFQs in the empanelment period?	Please be guided by the EOI Document.
	Cl. 2.1.2 (Pg 16)	Eligibility criteria are structured to ensure participation of providers with appropriate organizational capacity and satisfactory information security practices.	(a) Is any certification (e.g. ISO 27001) required or scored at the EOI stage? (b) What background verification, NDA and access requirements apply to deployed resources (LIC-provided devices, VDI, PAM, MFA)? (c) Who bears the cost of background verification?	Please be guided by the EOI Document.

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	Cl. 2.3.3 (Pg 18); Cl. 4.2.2 (Pg 29)	Cl. 2.3.3: bidder may apply for one or more resource skill levels. Cl. 4.2.2: bidder shall quote rates for all three categories (L1 to L3); partial quoting not permitted.	The two clauses conflict. Please confirm whether a bidder must quote for all three resource categories (L1, L2, L3), or may apply for selected categories only.	Please refer Corrigendum 1
	Cl. 1.1.15 (Pg 6); Cl. 1.5.4 (Pg 10); Cl. 2.4.8 (Pg 20); Cl. 4.2.4-4.2.5 (Pg 29)	Lowest Discovered Rate (LDR) / 'L1 rate' determined per resource category; standardised rate may be benchmarked with LIC/Government rates (e.g. NeGD).	(a) Please confirm that 'L1 rate' in Cl. 2.4.8 and Cl. 4.2.4-4.2.5 means the lowest discovered rate and is distinct from resource level L1. (b) Is the LDR determined from all technically qualified bidders (Cl. 1.5.4) or only the top five (Cl. 4.2.5)? (c) Can a benchmark rate override the LDR and result in a standardised rate lower than the LDR?	Please be guided by the EOI Document.
	Cl. 4.2.5-4.2.8 (Pg 29-30); Cl. 1.5.6 (Pg 10)	Top five technically ranked bidders are invited to match the standardised rate, separately for each resource category.	(a) Will the finalised standardised rate and its basis be disclosed to bidders before they must accept or decline? (b) What is the time allowed to accept or decline? (c) If a bidder declines, will the next-ranked bidder be invited, or will empanelment proceed with fewer bidders?	Please be guided by the EOI Document.

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	Cl. 1.1.22 (Pg 7); Cl. 1.1.21 (Pg 7)	Man-Day Rate derived from the monthly rate based on the number of LIC Working Days in the month; Timesheet as prescribed by LIC.	Please clarify the billing formula: is the man-day rate = monthly rate / LIC working days of that month, billed on days present? How are LIC holidays, paid leave, sick leave and unplanned absence treated? How are partial months (joining/exit) billed?	Please be guided by the EOI Document.
	Cl. 2.2.2 (Pg 17); Cl. 4.2.1 (Pg 29)	Rates are fixed for 3 years with no revision during that period; rates inclusive of all costs, overheads and statutory obligations except GST.	(a) Will LIC allow pass-through of increases arising from changes in law (e.g. minimum wages, PF/ESI, labour codes) during the 3-year period? (b) For any extension beyond 3 years, what is the process and timeline for rate revision requests?	Please be guided by the EOI Document.
	Cl. 4.2.1 (Pg 29)	Rates are inclusive of all costs, overheads, margins and statutory obligations other than GST.	Please confirm which of the following are included in the monthly rate and which are separately reimbursable: travel, local conveyance, accommodation/relocation, laptops/devices, software licences, training/certification, background verification and insurance.	Please be guided by the EOI Document.

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	Cl. 1.13 (Pg 13); Cl. 1.10.3 and 1.10.5 (Pg 12); Cl. 1.9.2 (Pg 12)	Performance Security of 3% of Assignment/Work Order value within 15 days of award, unless otherwise specified; MSE exemption from EMD/EOI fee.	(a) Is the 3% Performance Security mandatory for T&M assignments billed monthly in arrears? (b) Does the MSE exemption extend to Bid Security Declaration and Performance Security? (c) Which forms are accepted (BG, e-BG, FDR, insurance surety bond)? (d) Is there a minimum assignment value below which it does not apply?	Please be guided by the EOI Document.
	Cl. 1.5.7 (Pg 10); Cl. 5.1.2 (Pg 32-33); Cl. 2.4.10 (Pg 20)	Assignments awarded on relative technical scoring of proposed profiles; Tier I resources get first priority; allocation among TSPs in the same tier on objective factors.	(a) Please explain the allocation sequence among empanelled TSPs for an RFQ (Tier I priority, then relative profile scoring, rotation, or direct nomination). (b) What is the usual response time for an RFQ? (c) May more than one profile be submitted per requirement? (d) What criteria and weightages will be used to score profiles at the RFQ stage?	Please be guided by the EOI Document.
	Cl. 1.1.8-1.1.9 (Pg 6); Cl. 5.1.1 (Pg 32)	Tier I = direct employee on regular payroll; Tier II = resource who meets requirements but is not a direct	(a) Who may be proposed as a Tier II resource (freelancers, partner/subcontractor staff, candidates who have accepted an offer but not yet joined)? (b)	Please be guided by the EOI Document.

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		employee at the time of proposal.	Is the standardised rate the same for Tier I and Tier II? (c) What deployment timeframe will LIC typically specify for Tier I resources?	
	Cl. 2.3.4 (Pg 18); Cl. 2.2.1 (Pg 17); Cl. 2.4.12 (Pg 20-21)	Empanelment is cancelled if a TSP fails to participate in three consecutive RFQ processes; removal for unsatisfactory service.	(a) If a TSP does not respond to an RFQ because of unavailability of suitable resources for a specific level, does this count as non-participation? (b) Can a TSP decline specific RFQs with notice without penalty? (c) Before removal from the panel, will LIC issue a notice and allow the TSP to respond?	Please be guided by the EOI Document.
	Cl. 2.4.13 (Pg 21); Part 5 (xi) (Pg 31)	Replacement of resources within the stipulated timeframe without cost implications; substitution requires LIC's prior written approval.	(a) What is the timeframe for replacing a resource? (b) Is any handover/overlap period billable? (c) What notice must LIC give to release a resource, and what notice is required from the TSP to withdraw a resource? (d) Is there a minimum deployment period?	Please be guided by the EOI Document.

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	Part 6, Cl. 6.1 (Pg 33); Cl. 1.1.5 (Pg 5-6); Form 6, Items (i)-(ii) (Pg 44)	'General Terms and Conditions for EOI - Empanelment of TSPs for Database Technical Resources' issued along with the EOI forms an integral part of the EOI; submission of Form 6 constitutes unconditional acceptance of GTC payment terms.	The GTC document is referred to as issued along with the EOI but was not part of the EOI document downloaded. Please share it, or confirm its location on the portal, before the bid submission date. In particular, bidders need to review payment terms and cycle, penalties and caps, liability and indemnity, termination, and the order of precedence between the EOI, GTC and PO/WO.	The General terms and condition document is available for download on: https://licindia.in/web/guest/tenders?p_p_id=lic_tender_web_LicTenderWebPortlet_INSTANCE_ycwe&p_p_lifecycle=0&p_p_state=normal&p_p_mode=view&lic_tender_web_LicTenderWebPortlet_INSTANCE_ycwe_mvcPath=%2FtenderDetails.jsp&lic_tender_web_LicTenderWebPortlet_INSTANCE_ycwe_tendersId=16116 www.tenderwizard.com/LIC

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	Cl. 1.7 (Pg 11); Form 1 (Pg 34); Form 3 (Pg 36); Form 4 (Pg 37); Form 5 (Pg 38); Form 6 (Pg 44); Part 8 (Pg 54)	EOI timelines and the EOI date quoted in the forms.	The dates are inconsistent: the EOI is dated 09.10.2026 with online submission starting 08.10.2026; Forms 1, 4 and 6 cite 08.10.2026; Form 3 cites 01.10.2026; Form 5 refers to '2025'. Further, Part 8 states that clarification requests close 2 days before the pre-bid meeting, whereas Cl. 1.7 sets the query deadline (18.10.2026) after the meeting (16.10.2026). Please confirm the correct EOI reference date to be used in the forms and the applicable query deadline.	Please refer Corrigendum 1
	Cl. 1.7 (Pg 11); Part 8, Opening of Tender (Pg 54)	Online opening of EOI on 30.10.2026 at 16:00 Hrs; Part 8 states the date of opening of the Price Bid will be intimated to eligible bidders.	Please confirm the sequence and dates of (a) eligibility opening, (b) technical evaluation including the L3 presentation/interview, and (c) commercial bid opening. Will bidders be informed of technical scores before the commercial opening?	Please be guided by the EOI Document.

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	Cl. 1.9 and 1.10 (Pg 12); Part 8, Submission of Tender Fees/EMD (Pg 52-53)	EOI Processing Fee and EMD are NIL; Part 8 describes Demand Draft/Bank Guarantee and sealed-envelope submission 'when applicable'.	Please confirm that no Demand Draft, Bank Guarantee or physical sealed envelope is required for this EOI. If any original documents are to be submitted physically (e.g. signed Integrity Pact), please specify the documents, address and last date. Please also confirm the dates for the hash submission and re-encryption stages.	Please be guided by the EOI Document.
	Form 5 (Pg 38-43); Cl. 7.1.3-7.1.4 (Pg 34)	Integrity Pact to be signed and witnessed in the prescribed format; no substantive alteration permitted; signature block shows CEO; each page to be signed.	(a) May an authorised signatory sign on behalf of the bidder instead of the CEO? (b) Is digital signing accepted for the Integrity Pact? (c) Is stamp paper required? (d) The Pact refers to EMD and to being an 'original manufacturer/integrator/authorized agent' (clause 3.5); may inapplicable clauses be marked 'Not Applicable' without breaching the 'no alteration' condition?	(a) Yes, (b) Yes, (c) No, (d) Please be guided by the EOI Document.

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	Form 4 (Pg 37)	Declaration pertaining to Rule 144(xi) GFR / land border clause.	Beyond the Form 4 declaration, is any additional evidence of ownership or beneficial ownership required from the bidder?	Please be guided by the EOI Document.
	Table A, Sl. 6-7 (Pg 16); Form 3 (Pg 36)	Self-declaration of no pending/threatened proceedings that may adversely affect performance; Form 3 allows disclosure of material litigation.	Please clarify what is regarded as 'material' litigation or proceedings for Table A Sl. 7 and Form 3. Would disclosure of an immaterial or routine matter affect eligibility?	Please be guided by the EOI Document.
	Clause 2.1, Table A, Criterion 4, Page 15	Bidder should have prior experience in Database Migration and Administration services for IRDAI, RBI, Scheduled Commercial Banks or Insurance Companies, including at least one assignment involving a minimum of 50 MySQL database instances.	The EOI is open only to MSEs (Criterion 2). Kindly clarify whether any exemption or relaxation from this experience criterion is available for MSEs.	Please be guided by the EOI Document.

Chief (IT/Digital Transformation)

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