

SR No.	RFP Document Reference (Section & Page No.)	Clause (in brief) of RFP requiring clarification(s)	QUERIES	LIC RESPONSE	LIC Clarification
1	Section B – Minimum Eligibility Criteria (MEC) 1, Pg.11	Bidder should be System Integrator	Kindly clarify whether consulting firms having dedicated Cyber Security & Privacy implementation practices with OEM partnerships qualify as System Integrators.	N	Please be guided by the RFP.
2	Section B – Minimum Eligibility Criteria (MEC) 3, Pg.11	Bidder Turnover ₹100 Cr	Request LIC to reduce threshold to ₹75 Cr to encourage participation of specialized privacy firms.	N	Please refer to "Revised Eligibility Criteria"
3	Section B – Minimum Eligibility Criteria (MEC) 4, Pg.11	Positive EBITDA for last 3 years	Request clarification whether exceptional one-time accounting adjustments will be excluded while evaluating EBITDA.	Y	Please refer to "Revised Eligibility Criteria"
4	Section B – Minimum Eligibility Criteria (MEC) 5, Pg.11-12	Banking/Insurance implementation	Request LIC to include Government, NBFC, Telecom, Healthcare and other regulated sectors having DPDP/privacy implementations.	N	Please be guided by the RFP.
5	Section B – Minimum Eligibility Criteria (MEC) 5, Pg.11-12	Two implementations	Kindly confirm whether one completed implementation and one project under execution shall be acceptable.	N	Please be guided by the RFP.
6	Section B – Minimum Eligibility Criteria (MEC) 5, Pg.11-12	Consent + DPRM + Discovery	Request that implementation of these modules across multiple phases/projects for the same client be considered acceptable.	N	Please be guided by the RFP.
7	Section B – Minimum Eligibility Criteria (MEC) 6, Pg.12	Mumbai Support Centre	Kindly allow centralized support centre with onsite support SLA instead of mandatory Mumbai office.	N	Please be guided by the RFP.
8	Section B – Minimum Eligibility Criteria (MEC) 7, Pg.12	₹50 Cr DPDP/Cyber revenue every year	Request consideration of cumulative revenue across last three financial years instead of annual threshold.	N	Please be guided by the RFP.
9	Section B – Minimum Eligibility Criteria (MEC) 8, Pg.12	30 Certified Professionals	Request LIC to reduce requirement to 20 professionals	Y	Please refer to "Revised Eligibility Criteria"
10	Section B – Minimum Eligibility Criteria (MEC) 8, Pg.12	Accepted Certifications	Kindly include CDPSE, ISO 27701 Lead Implementer, ISO 27001 Lead Implementer and equivalent privacy certifications.	Y	Please refer to "Revised Eligibility Criteria"
11	Section B – Minimum Eligibility Criteria (MEC) 9, Pg.12	ISO Certifications	Kindly accept ISO 27701 in lieu of one of the listed certifications as it is directly relevant to Privacy Information Management.	Y	Please refer to "Revised Eligibility Criteria"
12	Section B – Minimum Eligibility Criteria (MEC) 10, Pg.12	OEM Turnover ₹500 Cr	Request LIC to reduce OEM turnover requirement to ₹250 Cr or accept OEMs with proven enterprise implementations.	Y	Please refer to "Revised Eligibility Criteria"
13	Section B – Minimum Eligibility Criteria (MEC) 11, Pg.12	OEM Product Maturity	Kindly consider products available for at least 18 months with successful enterprise deployments.	Y	Please refer to "Revised Eligibility Criteria"
14	Section B – Minimum Eligibility Criteria (MEC) 12, Pg.12	OEM Team	Kindly permit joint SI–OEM implementation team where SI provides PM/Privacy expertise and OEM provides product specialists.	N	Please be guided by the RFP.
15	Section B – Minimum Eligibility Criteria (MEC) 15, Pg.13	Legal Experts	Kindly clarify whether group legal team or retained external privacy counsel shall satisfy this requirement.	N	Please be guided by the RFP.

16	Section B – Minimum Eligibility Criteria (MEC) 15, Pg.13	Two Legal Experts	Kindly clarify whether proposed legal experts may be deployed on an as-needed basis instead of full-time.	N	Please be guided by the RFP.
17	Section B – Pg.13	MAF	Kindly clarify whether non-exclusive Manufacturer Authorization Form is acceptable.	N	Please be guided by the RFP.
18	Section C, Pg.16	Consortium not allowed	Kindly clarify whether multiple OEM products integrated under one prime SI are permissible, provided the SI remains solely responsible.	C	Please be guided by the the RFP and the clarifications issued in the corrigendum in this regard .
19	Section C, Pg.17	Commercial Bid Indicative	Kindly clarify whether indicative commercial bid shall be used for Reverse Auction or final L1 evaluation.	N	Please be guided by the RFP.
20	Scope, Pg.11	Workflow Management	Kindly clarify expected number of workflows and approval hierarchies to be configured.	C	Expected number of workflows shall be 40 with 3 level of approval hierarchies.
21	Scope, Pg.11	Consent Management	Kindly provide estimated annual consent volume and peak daily transaction volume.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
22	Scope, Pg.11	Data Discovery	Kindly provide estimated number of applications, databases and structured/unstructured repositories in scope.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
23	Scope, Pg.11	Third Party Risk	Kindly provide approximate number of vendors to be onboarded into the solution.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
24	Scope, Pg.11	Cookie Management	Kindly confirm whether cookie management is required only for public web portals or also for mobile applications.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
25	Scope, Pg.11	ROPA	Kindly clarify expected number of business processes and processing activities to be migrated.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
26	Scope, Pg.11	DPIA	Kindly provide approximate number of DPIAs expected annually.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
27	Scope, Pg.11	Data Principal Rights	Kindly provide estimated annual DSR request volumes.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
28	Scope, Pg.11	Reporting	Kindly clarify whether reports required by regulators are predefined or configurable by LIC administrators.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
29	Scope, Pg.11	Integrations	Kindly provide the indicative list of enterprise applications requiring integration.	C	Will be shared with the shortlisted bidder.
30	Scope, Pg.11	AI Governance	Kindly clarify whether AI governance and AI inventory are part of the current scope or future roadmap.	C	AI governance and inventory shall form part of the current scope to the extent that it relates to privacy and data protection requirements.
31	General	Regulatory Changes	Kindly confirm that future statutory amendments issued after contract award shall be handled through mutually agreed Change Request mechanism if they materially expand scope.	Y	Please refer to "Revised_SECTION–D_TERMS AND CONDITIONS"

32	General	Data Migration	Kindly clarify responsibility for cleansing and migration of historical consent records.	C	LIC does not have any repository of historical consent records
33	General	Languages	Kindly confirm multilingual privacy notices and consent forms required.	N	Please be guided by the RFP.
34	General	Deployment	Kindly clarify whether hybrid/on-prem/private cloud deployment options are acceptable.	N	Please be guided by the RFP.
35	General	Training	Kindly provide expected number of administrator, business and end-user training sessions.	Y	Please be guided by the RFP.
36	General	UAT	Kindly clarify acceptance criteria and maximum UAT duration.	N	Please be guided by the RFP.
37	General	Go-Live	Kindly clarify expected implementation timeline and phased rollout approach.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
38	General	Hypercare	Kindly confirm expected Hypercare duration after production deployment.	N	Please be guided by the RFP.
39	General	Existing Tools	Kindly share existing IAM, SIEM, DLP, ITSM and Microsoft ecosystem to facilitate integration sizing.	C	Will be shared with the shortlisted bidder.
40	General	API Integrations	Kindly indicate approximate number of inbound/outbound APIs expected.	C	Will be shared with the shortlisted bidder.
41	Clause 2.15 – Copyright Violation & Patent Rights (Page 25)	Broad IP indemnity including DPDP penalties and legal costs	Kindly clarify that the Vendor's indemnity shall be restricted to third-party IP infringement attributable to the Vendor or OEM and shall not extend to modifications, misuse, or configurations performed by LIC or third parties.	N	Please be guided by the RFP.
42	Clause 2.15 – Indemnifying LIC (Page 25)	Indemnity against all losses	Request that indemnity be restricted to direct losses arising from Vendor's negligence, fraud or willful misconduct. Kindly exclude indirect and consequential losses.	N	Please be guided by the RFP.
43	Clause 2.15 – DPDP Penalties (Page 25)	Vendor liable for all penalties levied by the Data Protection Board	Kindly clarify that liability for DPDP penalties shall be limited to breaches solely attributable to the Vendor's acts or omissions and not to LIC's policies, instructions, or operational decisions.	C	Bidder shall be responsible for penalties to the extent they arise from Bidders own non-compliance, gross negligence, fraud, willful misconduct or material breach of the agreement . LIC shall not be liable or responsible for any such penalties, liabilities, costs, or consequences attributable to the Bidder.
44	Clause 2.16 – Fraud & Corrupt Practices (Page 25 onwards)	Forfeiture of EMD/PBG	Kindly clarify that forfeiture shall be proportionate to the established breach after due process and not automatic.	N	Please be guided by the RFP.
45	Clause 9 – Right to Audit (Page 42)	LIC may conduct audits	Kindly request that audits be conducted with reasonable prior notice during business hours and limited to records relevant to this engagement.	Y	Please refer to "Revised Scope of work"

46	Clause 9 – Right to Audit (Page 42)	Access to records	Kindly clarify that no access to confidential information relating to other customers, proprietary tools or internal systems unrelated to LIC shall be required.	Y	Please refer to "Revised Scope of work"
47	Clause 9 – Right to Audit (Page 42)	External auditors	Kindly request that any third-party auditor appointed by LIC should execute confidentiality obligations and should not be a direct competitor of the bidder.	N	Please be guided by the RFP.
48	Clause 10 – Survival (Page 42)	Confidentiality, Audit, Warranty survive indefinitely	Kindly clarify the survival period applicable to confidentiality and other obligations. We propose confidentiality obligations survive for five years after contract expiry unless otherwise required by law.	N	Please be guided by the RFP.
49	Clause 12 – Knowledge Transfer (Page 42)	KT up to 90 days	Kindly confirm that Knowledge Transfer beyond 90 days, if requested, shall be on mutually agreed commercial terms.	N	Please be guided by the RFP.
50	Clause 14 – Governing Law & Jurisdiction (Page 42)	Mumbai High Court jurisdiction	Kindly confirm whether disputes shall first be referred to arbitration before approaching courts.	N	Please be guided by the RFP.
51	Bid Submission Instructions – Integrity Pact (Page 15–16)	Mandatory Pre-Contract Integrity Pact	Kindly clarify whether minor administrative deficiencies in the Integrity Pact may be rectified during bid evaluation instead of resulting in outright rejection.	N	Please be guided by the RFP.
52	Bid Submission Instructions (Page 15–16)	EMD & Bid Fee submission	Kindly clarify whether digitally signed Bank Guarantees and electronic verification will be accepted.	C	Digitally signed Bank Guarantees and electronic verification will be accepted.
53	Clause 12 – Clarification on Bids (Page 18)	Clarifications within 5 business days	Kindly request that the response period be increased to 7 working days , considering that OEM inputs may be required.	N	Please be guided by the RFP.
54	Clause 14 – Compliant Bids (Page 18)	Non-compliant bids liable for rejection	Kindly clarify that minor non-material deviations or clerical omissions may be rectified during evaluation.	N	Please be guided by the RFP.
55	Clause 14 – Verification of Information (Page 18)	LIC may reject inaccurate information	Kindly request that the bidder be provided an opportunity to clarify any perceived inconsistencies before rejection.	N	Please be guided by the RFP.
56	General Commercial Terms	Fixed pricing	Kindly clarify whether statutory changes in GST or other taxes after bid submission shall be reimbursed at actuals.	N	Please be guided by the RFP.
57	Commercial Terms	Foreign currency OEM pricing	Kindly clarify the mechanism for addressing significant foreign exchange fluctuations affecting OEM subscription pricing, if applicable.	N	Please be guided by the RFP.
58	Implementation Scope	Future DPDP amendments	Kindly confirm that material enhancements arising from future amendments to the DPDP Act or Rules during the contract period shall be managed through a mutually agreed Change Request process.	N	Please be guided by the RFP.

59	Acceptance / UAT	Acceptance mechanism	Kindly define measurable acceptance criteria and provide deemed acceptance if observations are not communicated within a defined period after submission.	N	Please be guided by the RFP.
60	Termination / Exit	Exit obligations	Kindly confirm that termination for convenience shall include payment for completed milestones, committed third-party costs and transition support already provided.	N	Please be guided by the RFP.
61	Section-E, Page 27	In-scope DPDP modules	Can LIC provide the expected number of users, administrators, privacy team members and business users for each in-scope module for licensing and sizing purposes?	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
62	Section-E, Page 27	Data Privacy Notice Management	Please clarify the number of privacy notices currently maintained, languages to be supported and channels where notices are published (website, portal, mobile app, branch operations etc.).	C	None
63	Section-E, Page 27	Consent Management Platform	Kindly provide the estimated annual consent volume, number of digital channels and customer touchpoints from which consents need to be collected and synchronized.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
64	Section-E, Page 27	Cookie Consent Management	Please confirm the number of public websites, customer portals, mobile applications and microsites that are in scope for cookie consent implementation.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
65	Section-E, Page 27	Data Discovery & Mapping	Please provide the approximate number of applications, databases, file shares, endpoints and cloud repositories that require discovery and mapping.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
66	Section-E, Page 27	Data Principal Rights Management	Kindly provide annual expected volume of Data Principal requests including access, correction, erasure, grievance and consent withdrawal requests.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
67	Section-E, Page 27	DPIA & ROPA	Please clarify whether LIC expects migration of existing DPIAs, risk assessments and processing records into the proposed platform.	C	Yes it is expected, Migration of existing DPIAs, risk assessments and processing records into the proposed platform.
68	Section-E, Page 27	Vendor Risk Management	Kindly confirm approximate number of third-party vendors/processors that require onboarding and assessment through the proposed solution.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
69	Section-E, Page 28	Compatibility with all LIC applications	Can LIC share the inventory and count of applications required to be integrated with the proposed privacy platform?	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
70	Section-E, Page 28	Compatibility with SIEM, PIM/PAM, LDAP, Analytics solutions	Please provide the list, OEM name and version details of existing SIEM, PAM/PIM, LDAP, IAM and analytics platforms requiring integration.	C	Will be shared with the shortlisted bidder.

71	Section-E, Page 28	DPDP, IRDAI and regulatory requirements	Is LIC expecting compliance solely with DPDPA 2023 and Draft Rules 2025 or additional compliance mapping to IRDAI guidelines, CERT-In directions, ISO 27701 or other frameworks?	N	Please be guided by the RFP.
72	Section-E, Page 28	Architecture certification by OEM	Please clarify whether OEM architecture validation and certification reports are mandatory for every module separately or for the overall enterprise deployment architecture.	N	Please be guided by the RFP.
73	Section-E, Page 28	Data Flow Diagram requirements	Does LIC expect enterprise-wide personal data flow mapping across all business units or only systems integrated with the proposed solution?	C	Systems integrated with the proposed tools .
74	Section-E, Page 28	Annual trainings by SI/OEM	Kindly confirm whether annual training requirements are included within project cost or may be separately chargeable if participant numbers increase.	Y	Please refer to "Revised Commercials"
75	Section-E, Page 28	Supply of hardware (if any)	Please confirm whether infrastructure will be procured and supplied by LIC or whether bidders should size and include servers, storage and backup infrastructure in commercial bids.	N	Please be guided by the RFP.
76	Section-E, Page 28	HA setup for DC & DR	Please provide expected RPO/RTO requirements and DC-DR architecture standards applicable to the proposed solution.	N	Please be guided by the RFP.
77	Section-E, Page 29	Integration with applications, servers, endpoints and IT assets	Can LIC provide estimated integration count and whether APIs/connectors are already available for all required systems?	Y	Will be shared with the shortlisted bidder.
78	Section-E, Page 29	REST API documentation deliverables	Please clarify whether custom APIs developed for LIC will become LIC intellectual property and whether source code handover is expected.	Y	Please refer to "Revised Scope of work"
79	Section-E, Page 29	Use cases as per DPDP and IRDAI guidelines	Kindly provide the minimum number of DPDP, privacy monitoring, compliance and risk use cases expected under the implementation scope.	N	Please be guided by the RFP.
80	Section-E, Page 29	QA Testing Results	Please clarify acceptance criteria and success thresholds for completion of QA testing for each module.	N	Please be guided by the RFP.
81	Section-E, Page 29	UAT Sign Off	Does LIC have standard UAT templates and sign-off criteria or should the bidder define the methodology and acceptance parameters?	N	Please be guided by the RFP.
82	Section-E, Page 29-30	OEM Audit and validation every year	Please clarify whether annual OEM audit costs, remediation reviews and re-certifications must be included for the entire 5-year period.	Y	Please refer to "Revised Commercials"
83	Section-E, Page 30	Post implementation management and monitoring	Kindly clarify whether managed services scope includes privacy operations execution or only platform administration and support.	N	Please be guided by the RFP.
84	Section-E, Page 30	End-to-end monitoring and operations	Please define expected operational activities such as consent administration, DSAR handling, breach workflow management and vendor assessment execution.	N	Please be guided by the RFP.

85	Section-E, Page 30	9x5 support requirement	Please confirm support hours, shift requirements and whether support is required from Central Office only or all LIC locations.	N	Please refer to "Revised Scope of work"
86	Section-E, Page 30	Weekly and monthly governance reporting	Kindly provide sample formats and expected KPIs/MIS reporting requirements.	C	Will be shared with the shortlisted bidder.
87	Section-E, Page 30	Business Continuity and Disaster Recovery	Please specify mandated RTO and RPO values to be considered for sizing and architecture design.	N	Please be guided by the RFP.
88	Section-E, Page 31	Annual updates to documentation	Is the bidder expected to review and update all policy and procedure documents for every regulatory change during the entire 5-year support period?	N	Please be guided by the RFP.
89	Section-E, Page 31	Privacy controls documentation	Please confirm whether privacy governance artefacts such as notice templates, consent templates, grievance workflows and retention schedules are to be prepared by the bidder.	C	No
90	Section-E, Page 31	Training and Certification	Please clarify whether certification examination costs for nominated LIC personnel are within project scope.	Y	Please refer to "Revised Scope of work"
91	Section-E, Page 33	End-to-end implementation responsibility	Can LIC provide department-wise stakeholder matrix and ownership structure for each privacy capability module?	C	Will be shared with the shortlisted bidder.
92	Section-E, Page 33	Identify prerequisites and dependencies	Will LIC provide access to application architecture documents, data dictionaries and integration specifications during project initiation?	C	Will be shared with the shortlisted bidder.
93	Section-E, Page 33	Design and support all integrations	Where third-party vendors are involved, will LIC facilitate coordination and obtain required integration support from those vendors?	C	YES
94	Section-E, Page 33	Any relevant specification not mentioned automatically forms part of scope	Kindly clarify how bidders should estimate effort for unspecified requirements and whether such requirements will be treated as change requests.	N	Please be guided by the RFP.
95	Section-E, Page 33	OEM responsibility for implementation	Please clarify the expected division of responsibility between OEM and SI for implementation, customization and managed services activities.	N	Please be guided by the RFP.
96	Section-E, Page 33	Premium OEM support	Kindly confirm expected OEM support tier (Platinum/Premium/Enterprise etc.) and corresponding SLA requirements.	C	It should be the highest level support available with the OEM .
97	Section-E, Page 34	10% growth assumption across 5 years	Please clarify current baseline counts for users, applications, databases, personal data records and integrations against which 10% growth should be considered.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
98	Section-E, Page 39-40	RACI Matrix	Is the provided RACI indicative only, or may bidders propose modifications based on OEM operating models and implementation approaches?	C	Indicative . The bidders may propose modifications , subject to approval from LIC

99	Section-E, Page 40	Completion timeline of 20 weeks	Please confirm whether all 11 modules, integrations, migration, training and UAT activities are expected to be completed within the 20-week implementation timeline.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
100	Section-E, Page 43-45	Onsite resource deployment	Please clarify the exact locations, number of offices and geographical coverage where onsite resources are required to be deployed during implementation and support phases.	N	Please be guided by the RFP.
101	Section-E, Page 43	24x7 physical support at LIC premises	Kindly confirm resource deployment model and minimum onsite staffing expectation for application support and infrastructure support.	N	Please be guided by the RFP.
102	Section-E, Page 43	Replacement of resources	Please clarify whether replacement timelines exclude delays due to LIC interview availability and approval process.	C	Delays attributable to LIC, in interview scheduling, resource evaluation, are excluded in the replacement timelines. However the request should be send by the bidder in writing for the sceduling of interviews.
103	Section-E, Page 44	Privacy-certified resources	Will equivalent international privacy certifications or OEM product certifications be considered acceptable where specified certifications are unavailable?	Y	Please refer to "Revised Scope of work"
104	Section-E, Page 44	Resource matrix by module	Kindly confirm whether the resource counts mentioned are minimum dedicated resources throughout the entire project duration or peak implementation requirements only.	Y	Please refer to "Revised Scope of work"
105	Section-E, Page 27, 33 & 44	DPDPA operationalization across LIC	Please confirm whether business process discovery, personal data inventory creation, ROPA population, DPIA execution and privacy governance operationalization are part of implementation scope or limited to technology enablement only.	C	Bidder will be required to perform Data Discovery , other aspects are as per the RFP . DPIA and ROPA will be prepared by LIC .
106	Section-E (Overall)	Scope vs Technology Implementation	Please confirm whether the successful bidder is expected to perform enterprise-wide privacy consulting activities (data inventorying, process mapping, ROPA creation, DPIA execution, notice drafting, vendor assessments, consent framework design etc.) or only implement and configure the technology platform based on inputs provided by LIC.	C	Please be guided by the the RFP and the clarifications issued in the corrigendum in this regard .

107	2.15. Copyright Violation and Patent Rights: Page 24	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.	Request to remove this clause	C	Bidder shall be responsible for penalties to the extent they arise from Bidders own non-compliance, gross negligence, fraud, willful misconduct or material breach of the agreement . LIC shall not be liable or responsible for any such penalties, liabilities, costs, or consequences attributable to the Bidder.
108	9. Right to Audit: Page 41	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.	All services are being delivered out of LIC premises. Request to remove the clause	N	Please be guided by the RFP.
109	Section-G: Service Level Agreement (SLA): Page 51	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	Request that all penalties under this contract be capped at 5% of PO value	N	Please be guided by the RFP.
110	C. Eligibility information/Compliance :- Bidder/OEM Capability: Page 56	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	Does the bidder have to render legal services. Note that SI's may have legal team with expertise in data privacy regulations but are not permitted to render legal services	N	Please be guided by the RFP.

111	2.11. Limitation of liability: Page 24	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	Request to modify as follows - Bidder's aggregate liability shall be limited to the total fees paid to the bidder in the preceding 12 months for the services under the purchase order/work order which gave rise to the claim. In no event shall the Bidder be liable for any indirect or consequential losses. Accordingly, the reference to total contract value shall mean the value of the PO and services which gave rise to the claim. Bidder shall be liable only for those regulatory and statutory penalty imposed by the by the Government or any Regulatory agency or non-compliance of statutory or regulatory guidelines to the extent such statutory or regulatory guidelines applicable to the Bidder and the penalty and non-compliance is determined to be attributable to Bidder Bidder shall be only responsible and liable as per terms herein for the services provided by it (services exclude products/solutions provided by the OEM). OEM (and not the Bidders) shall be responsible and liable for any Products provided by it subject to its	N	Please be guided by the RFP.
112	Sec-B, Eligibility #10,: Page 12	OEM turnover $\geq$ ₹500 Cr - 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.	DPDP is best served by India-native, purpose-built OEMs (incl. MeitY-NeGD challenge winners) that are younger/smaller. Request LIC either (a) reduce the OEM turnover threshold to ₹50 Cr, or (b) apply ₹100 Cr only to the primary/anchor OEM and a lower threshold to specialised module OEMs.	Y	Please refer to "Revised Eligibility Criteria"
113	Sec-B, Eligibility #11,: Page 12	Product $\geq$ 2 yrs, 3 enterprise customers - The proposed privacy automation solution shall be commercially available for a minimum of two years and implemented/under implementation in at least three <u>enterprise customers</u> .	As DPDP-specific modules launched after the Act/Rules are inherently recent, request LIC accept modules commercially available $\geq$ 1 year and count "underimplementation" enterprise deployments toward the three-customer requirement.	Y	Please refer to "Revised Eligibility Criteria"
114	Sec-E, Project Timelines: Page 40	The Bidder shall complete the entire activity within 20 weeks of signing of contract.	Confirm whether the 20-week timeline is for core-platform go-live with phased branch onboarding thereafter, and whether module-wise phased acceptance/payment is acceptable.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"

115	Section-B: ELIGIBILITY CRITERIA, Page 12	6. The Bidder & OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support when required.	We request LIC to consider a hybrid operating model with on-site and remote resources based on mutually agreed operational requirements.	N	Please be guided by the RFP.
116	Section-C: INSTRUCTIONS TO BIDDERS, Page 19	19. Bid Evaluation	Request LIC to share the scoring matrix and evaluation criteria for technical qualification in terms of functionality and scope.	N	Please be guided by the RFP.
117	Section-C, Page 16	Consortium not permitted	Please confirm whether an OEM can participate through an authorized System Integrator using a valid Manufacturer Authorization Form (MAF) without being treated as a consortium.	N	Please be guided by the RFP.
118	SECTION-E: SCOPE OF WORK, Page 27	13. Data Privacy Notice Management 14. Consent Management Platform	Request LIC to mention total number of Active and Inactive Data Principals. Also, request LIC to share average number of leads coming in for each month. This will help us provide the pricing as per LIC requirements.	N	Please be guided by the RFP.
119	SECTION-E: SCOPE OF WORK, Page 27	15. Cookie Consent Management	Request LIC to specify number of Domains and Sub-domains.	N	Please be guided by the RFP.
120	SECTION-E: SCOPE OF WORK, Page 27	16. Data Discovery & Mapping	Request LIC to provide following details : 1. Size of Structured data assets in TB - 2. Size of Unstructured data assets in TB - 3. No of endpoints (if any) -	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
121	SECTION-E: SCOPE OF WORK, Page 29	4. Movement to production environment (Deployment)	We request LIC to kindly specify the preferred model of deployment? Whether it will be SaaS, On LIC private cloud (AWS/GCP), or On-prem?	N	Please be guided by the RFP.
122	SECTION-E: SCOPE OF WORK, Page 35	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.	We request LIC to directly work with the supplier of hardware as IDfy will be providing the sizing required to host the solution.	N	Please be guided by the RFP.

123	General	Integrations	Please provide the list of applications, interfaces, APIs, databases and approximate data volumes to be integrated with the proposed solution.	C	Will be shared with the shortlisted bidder.
124	RFP Section-E, 2. Detailed Scope of Work – General Requirements, Page 33; Annexure XV – Consent Management Platform Req. 29; Annexure XV – ROPA Req. 2	End-to-end implementation and integration with LIC applications, APIs, servers, databases, endpoints, enterprise systems and all identified consent channels.	Please provide the complete inventory of LIC applications, portals, mobile apps, APIs, databases, middleware, channels, third-party systems and physical/digitized forms that must be integrated with the DPDP platform. Also confirm integration ownership, API/documentation availability and expected channel-wise integration priority.	C	Will be shared with the shortlisted bidder.
125	Annexure XV – Data Discovery & Mapping Req. 3, 7, 8, 11, 39 and Deliverable 2	Discovery and classification across databases, applications, file systems, endpoints, APIs, servers, backup media, tapes, cloud, SharePoint/OneDrive, mail archives and other structured/unstructured repositories.	Please provide source-wise inventory and volumes for data discovery including databases, file shares, endpoints, cloud/SaaS repositories, SharePoint/OneDrive, mail archives, backup media, legacy systems, scan windows, network constraints and acceptance criteria for scan completion.	C	Will be shared with the shortlisted bidder.
126	Annexure XV – Consent Management Platform Req. 4, 28 and 29	Consent platform to support peak load of 5 lakh policy issuance per day; bidder responsible for sizing; high-volume throughput for consent validation APIs and integration with all identified channels.	Please confirm expected average and peak TPS, channel-wise transaction volume, consent capture points, consent validation/API load, concurrency expectations, historical consent volume, retention expectations and performance test benchmarks.	y	Please refer to "Revised Scope of work - Revised Annexure-XV"
127	Annexure XV – Personal Data Breach Management Req. 19; Annexure XV – DPDP Program Management Portal; RFP Section-E, Page 28	Deployment/installation capability across on-premises, cloud, hybrid and third-party service environments; DPDP portal states only RHEL OS, if required, will be provisioned by LIC and remaining components are to be provisioned by bidder; DC/DR HA setup referred in implementation scope.	Please clarify the final hosting model: on-premises, LIC private cloud, public cloud, hybrid or bidder-provided infrastructure. Also confirm DEV/UAT/PROD/DR environments, VM/server/storage/network/OS ownership, HA/DR expectations, RTO/RPO and all bidder-provided components.	N	Please be guided by the RFP.
128	RFP Section-E, Pages 28–30; RFP Section-F Payment Terms, Pages 48–49; RFP Section-G Timelines, Page 49	Acceptance procedures, test cases, UAT scenarios, UAT report, sign-off, OEM certification, acceptance certificate and payment milestones linked to acceptance/testing/go-live.	Please define module-wise acceptance criteria, UAT entry/exit criteria, pass/fail thresholds, performance benchmarks, security acceptance criteria, defect severity handling, re-test process, sign-off authority and payment linkage.	N	Please be guided by the RFP.

129	RFP Section-E – General Requirements, Page 33; Annexure X – Manufacturer Authorization Form, Page 66	Bidder to engage respective OEMs for plan, design, implementation, maintenance and adoption; OEM-approved HLD/LLD and OEM validation/certification required.	Please confirm whether a best-of-breed multi-OEM solution is acceptable or whether LIC expects a single OEM/platform covering all DPDP modules. Also confirm MAF requirement per OEM, OEM audit/certification expectations and responsibility split between SI and OEM.	C	The best-of-breed multi-OEM solution is acceptable. However the bidder remains solely responsible for all contractual obligations.
130	RFP Section-E, Pages 27 and 33; Annexure XV – Consent Management Platform Req. 27; Annexure XV – ROPA Req. 10–11	Study of LIC's existing architecture, environment, processes and guidelines; bulk consent ingestion/migration; ROPA feeds from defined change sources.	Please confirm existing privacy tools/registers such as consent repository, ROPA register, grievance portal, DPIA templates, data catalog/data inventory tools and any migration/integration requirements, data volumes, formats and reconciliation expectations.	N	Please be guided by the RFP.
131	Annexure XV – Data Principal Rights Management Req. 1–4, 9, 16, 18, 21, 33–34 and Deliverable 1	Self-service portal, multi-channel intake, rights/grievance/nomination workflows, statutory 90-day grievance SLA, branch/service point assisted capture, surge handling and orchestration across applications/vendors.	Please clarify expected DPR request volumes, channel-wise intake split, grievance workflows, SLA clock rules, identity verification methods, escalation matrix, branch-assisted workflow, surge scenarios and integration requirements with applications/vendors.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
132	Annexure XV – Personal Data Breach Management Req. 2, 6, 18 and 23	Notification to DPBI/Data Principals, initial and final breach reports, regulator endpoint/portal connectors and 72-hour detailed reporting workflow.	Please confirm whether DPBI/regulator APIs or portal endpoints are available, authentication mechanism, templates, sandbox/test access, submission owner, fallback manual process and statutory reporting SLA expectations.	N	Please be guided by the RFP.
133	Annexure XV – Personal Data Breach Management Req. 8 and 15; Annexure XV – Data Discovery & Mapping Req. 37–38	Integration with EDR, SIEM, SOAR, DLP, IDS/IPS, IDAM/PAMS, LIC incident management and anomaly detection tools; integration with SIEM/SOC and IDAM/PAM systems.	Please provide the complete security tool stack, product versions, APIs/connectors, event ingestion requirements, ticketing workflow, alert severity mapping, data retention needs, network details and ownership of integration testing.	C	Will be shared with the shortlisted bidder.
134	Annexure XV – Data Privacy Notice Management Req. 3; Consent Management Platform Req. 31; Cookie Consent Management Req. 4	Notices, consent and cookie banners to support 22 Indian languages / Schedule 8 languages and additional languages added through amendments.	Please clarify module-wise multilingual scope, whether translation/transliteration content will be provided by LIC or bidder, legal validation responsibility, language UAT process, content governance and update process for future language additions.	N	Please be guided by the RFP.
135	Annexure XV – Third Party Vendor Risk Management Req. 2–14 and Deliverables 1–2	Vendor pre-onboarding/post-onboarding privacy risk assessment, periodic audits, vendor/contract system integration, DPDP contractual clauses/templates, vendor dashboard and compliance status.	Please provide number of vendors/processors, risk tiers, assessment frequencies, questionnaire templates, data processing agreement templates, existing procurement/vendor/contract systems, evidence requirements and reporting dashboard expectations.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

136	Annexure XV – Compliance Reporting & Dashboard Req. 1–8; Annexure XV – DPDP Program Management Portal Req. 1	Real-time dashboards, SLA-based time tracking, alerts/escalations, branch/function scorecards, RBAC and summary KPI exports for management/DPO/Legal/IT/Risk/Business users.	Please confirm dashboard personas, exact report catalogue, MIS frequency, drill-down levels, export formats, KPI definitions, role access matrix and whether an existing BI/reporting platform is mandated.	C	Will be shared with the shortlisted bidder.
137	Annexure XV – Workflow Management Req. 1–9; Annexure XV – DPDP Program Management Portal Req. 3	Configurable workflows for task assignment, review, approval, notifications, reminders, escalations, SLA tracking, audit trails and collaboration across business, IT, legal, vendor and external stakeholders.	Please provide sample process flows, approval hierarchy, role matrix, SLA thresholds, notification templates, exception handling paths, escalation rules and integration touchpoints for notice, consent, DPIA, ROPA, breach, vendor risk and grievance workflows.	N	Please be guided by the RFP.
138	Annexure XV – DPDP Program Management Portal Req. 1–5	Centralized DPDP portal for progress tracking, dashboards, artifact/evidence repository, approval workflows, change history, audit packs, evidence traceability, RBAC and integrations with IAM/HRMS/Agency Management/ticketing/document platforms.	Please clarify expected user count, user roles, admin capabilities, artifact taxonomy, evidence retention, audit pack format, portal integrations, RBAC model and ownership/access expectations after bidder engagement.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
139	RFP Section-E, Pages 28–31; Annexure XV module deliverables	Architecture diagrams, connectivity/data flow diagrams, SOPs, RACI, MBSS/SCD, acceptance procedures, test plans, BCP/DR/failover/backup/recovery strategy, incident response process, training material and hard/soft copy documentation.	Please provide module-wise document deliverable checklist, agreed templates, review/sign-off process, number of hard copies, soft copy format, evidence pack structure and responsibility for updating documents during support period.	N	Please be guided by the RFP.
140	RFP Section-E, Page 28 and Page 30	Training once every year for a batch of about 20–30 attendees at LIC premises in Mumbai; training for operational staff/users, IT department and senior management with decks/reference material.	Please clarify number of training batches, participant categories, location(s), mode, annual frequency, training language, recording requirements, assessment/certification expectations and train-the-trainer scope.	Y	Please refer to "Revised Commercials"
141	RFP Section-D Clause 2.3 – Performance Bank Guarantee, Page 21; Annexure XI, Page 67	Unconditional and irrevocable PBG equal to 5% of total contract value, to be submitted within 15 days, valid for 63 months and extendable/fresh PBG required for support extension beyond five years.	Please confirm whether phased reduction of PBG is allowed after implementation/go-live, exact validity and claim period expectations, invocation triggers, extension handling for year 6/7 support and whether alternate security instruments are acceptable.	N	Please be guided by the RFP.

142	RFP Section-D Clause 2.11 – Limitation of Liability, Page 24; Clause 2.12 Confidentiality; Clause 2.13 Intellectual Property Rights; Clause 2.15 Copyright/Patent Rights	Liability, confidentiality, IPR and copyright/patent obligations require clarification on limits and carve-outs.	Please clarify whether general liability is capped to contract value/TCO and whether unlimited liability applies only to specific carve-outs such as confidentiality, IPR infringement, fraud/wilful misconduct or statutory violations. Also confirm exclusion of indirect/consequential damages.	N	Please be guided by the RFP.
143	RFP Section-D Clause 2.1 – Assignment, Page 21; RFP Section-E, Pages 30–31 and Page 33	Successful bidder cannot assign obligations without LIC consent and cannot subcontract any portion of the RFP scope; RFP also requires OEM engagement and mentions subcontractors in BCP/DR context.	Please clarify whether OEM professional services, OEM-authorized implementation partners, specialized integration partners or subcontracted resources are permitted under bidder responsibility, and what approval process applies.	N	Please be guided by the RFP.
144	RFP Section-G SLA, Page 50; RFP Section-G Timeline, Page 49; RFP Section-D Clause 2.3, Page 21	Engagement/support extension can go up to additional two years at mutually agreed rate; PBG extension/fresh PBG needed if servicing extends beyond five years.	Please clarify pricing mechanism for support extension, scope, resource continuity, OEM support renewal pricing, PBG extension requirement and whether extension pricing is capped or subject to mutual agreement.	N	Please be guided by the RFP.
145	RFP Section-G Timeline, Page 49; RFP Section-G SLA, Page 50; RFP Section-D Clause 2.8 Termination, Page 23	Implementation milestones from T+2 to T+20 weeks; delay beyond four consecutive weeks may result in cancellation, penalty, recovery through bank guarantees and termination; LD/penalty not applicable for reasons attributable to LIC/Force Majeure.	Please clarify dependency exclusion mechanism for LIC delays, access approvals, infrastructure readiness, regulatory/API dependencies, OEM dependencies, deemed approval rules, delay attribution, cure period and penalty/termination exclusions.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation" and "Revised Service Level Agreement".
146	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~~	The bidder must have an average annual turnover of not less than INR ~~100~~ 300 Crores during the last three (3) audited financial years i.e., FY2023-2024, FY2024-2025 and FY2025-2026	Y	Please refer to "Revised Eligibility Criteria"
147	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~~	As Publised company we cannot share document any thing beyond our financial sheet (P&L, Balance sheet), So request you to accept the Audited balance sheet and the experince we aare submitting.	Y	Please refer to "Revised Eligibility Criteria"

148	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	Kindly accept undertaking signed by Authorised signatory in this regards	y	Please refer to "Revised Eligibility Criteria"
149	page 12/70 - Section-B: ELIGIBILITY CRITERIA - 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.	Please consider revising the clause - The Bidder must have a minimum of 20 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.	Y	Please refer to "Revised Eligibility Criteria"
150	RFP Section-E, 2. Detailed Scope of Work – General Requirements, Page 33; Annexure XV – Consent Management Platform Req. 29; Annexure XV – ROPA Req. 2	End-to-end implementation and integration with LIC applications, APIs, servers, databases, endpoints, enterprise systems and all identified consent channels.	Please provide the complete inventory of LIC applications, portals, mobile apps, APIs, databases, middleware, channels, third-party systems and physical/digitized forms that must be integrated with the DPDP platform. Also confirm integration ownership, API/documentation availability and expected channel-wise integration priority.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
151	Annexure XV – Data Discovery & Mapping Req. 3, 7, 8, 11, 39 and Deliverable 2	Discovery and classification across databases, applications, file systems, endpoints, APIs, servers, backup media, tapes, cloud, SharePoint/OneDrive, mail archives and other structured/unstructured repositories.	Please provide source-wise inventory and volumes for data discovery including databases, file shares, endpoints, cloud/SaaS repositories, SharePoint/OneDrive, mail archives, backup media, legacy systems, scan windows, network constraints and acceptance criteria for scan completion.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
152	Annexure XV – Consent Management Platform Req. 4, 28 and 29	Consent platform to support peak load of 5 lakh policy issuance per day; bidder responsible for sizing; high-volume throughput for consent validation APIs and integration with all identified channels.	Please confirm expected average and peak TPS, channel-wise transaction volume, consent capture points, consent validation/API load, concurrency expectations, historical consent volume, retention expectations and performance test benchmarks.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

153	RFP Section-E, Pages 28–30; RFP Section-F Payment Terms, Pages 48–49; RFP Section-G Timelines, Page 49	Acceptance procedures, test cases, UAT scenarios, UAT report, sign-off, OEM certification, acceptance certificate and payment milestones linked to acceptance/testing/go-live.	Please define module-wise acceptance criteria, UAT entry/exit criteria, pass/fail thresholds, performance benchmarks, security acceptance criteria, defect severity handling, re-test process, sign-off authority and payment linkage.	N	Please be guided by the RFP.
154	RFP Section-E – General Requirements, Page 33; Annexure X – Manufacturer Authorization Form, Page 66	Bidder to engage respective OEMs for plan, design, implementation, maintenance and adoption; OEM-approved HLD/LLD and OEM validation/certification required.	Please confirm whether a best-of-breed multi-OEM solution is acceptable or whether LIC expects a single OEM/platform covering all DPDP modules. Also confirm MAF requirement per OEM, OEM audit/certification expectations and responsibility split between SI and OEM.	C	Please be guided by the the RFP and the clarifications issued in the corrigendum in this regard
155	Annexure XV – Data Principal Rights Management Req. 1–4, 9, 16, 18, 21, 33–34 and Deliverable 1	Self-service portal, multi-channel intake, rights/grievance/nomination workflows, statutory 90-day grievance SLA, branch/service point assisted capture, surge handling and orchestration across applications/vendors.	Please clarify expected DPR request volumes, channel-wise intake split, grievance workflows, SLA clock rules, identity verification methods, escalation matrix, branch-assisted workflow, surge scenarios and integration requirements with applications/vendors.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
156	Annexure XV – Third Party Vendor Risk Management Req. 2–14 and Deliverables 1–2	Vendor pre-onboarding/post-onboarding privacy risk assessment, periodic audits, vendor/contract system integration, DPDP contractual clauses/templates, vendor dashboard and compliance status.	Please provide number of vendors/processors, risk tiers, assessment frequencies, questionnaire templates, data processing agreement templates, existing procurement/vendor/contract systems, evidence requirements and reporting dashboard expectations.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
157	Annexure XV – Workflow Management Req. 1–9; Annexure XV – DPDP Program Management Portal Req. 3	Configurable workflows for task assignment, review, approval, notifications, reminders, escalations, SLA tracking, audit trails and collaboration across business, IT, legal, vendor and external stakeholders.	Please provide sample process flows, approval hierarchy, role matrix, SLA thresholds, notification templates, exception handling paths, escalation rules and integration touchpoints for notice, consent, DPIA, ROPA, breach, vendor risk and grievance workflows.	C	Will be shared with the shortlisted bidder.
158	Annexure XV – DPDP Program Management Portal Req. 1–5	Centralized DPDP portal for progress tracking, dashboards, artifact/evidence repository, approval workflows, change history, audit packs, evidence traceability, RBAC and integrations with IAM/HRMS/Agency Management/ticketing/document platforms.	Please clarify expected user count, user roles, admin capabilities, artifact taxonomy, evidence retention, audit pack format, portal integrations, RBAC model and ownership/access expectations after bidder engagement.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

159	RFP Section-E, Page 28 and Page 30	Training once every year for a batch of about 20–30 attendees at LIC premises in Mumbai; training for operational staff/users, IT department and senior management with decks/reference material.	Please clarify number of training batches, participant categories, location(s), mode, annual frequency, training language, recording requirements, assessment/certification expectations and train-the-trainer scope.	Y	Please refer to "Revised Commercials"
160	RFP Section-D Clause 2.11 – Limitation of Liability, Page 24; Clause 2.12 Confidentiality; Clause 2.13 Intellectual Property Rights; Clause 2.15 Copyright/Patent Rights	Liability, confidentiality, IPR and copyright/patent obligations require clarification on limits and carve-outs.	Please clarify whether general liability is capped to contract value/TCO and whether unlimited liability applies only to specific carve-outs such as confidentiality, IPR infringement, fraud/wilful misconduct or statutory violations. Also confirm exclusion of indirect/consequential damages.	N	Please be guided by the RFP.
161	RFP Section-D Clause 2.1 – Assignment, Page 21; RFP Section-E, Pages 30–31 and Page 33	Successful bidder cannot assign obligations without LIC consent and cannot subcontract any portion of the RFP scope; RFP also requires OEM engagement and mentions subcontractors in BCP/DR context.	Please clarify whether OEM professional services, OEM-authorized implementation partners, specialized integration partners or subcontracted resources are permitted under bidder responsibility, and what approval process applies.	N	Please be guided by the RFP.
162	RFP Section-G Timeline, Page 49; RFP Section-G SLA, Page 50; RFP Section-D Clause 2.8 Termination, Page 23	Implementation milestones from T+2 to T+20 weeks; delay beyond four consecutive weeks may result in cancellation, penalty, recovery through bank guarantees and termination; LD/penalty not applicable for reasons attributable to LIC/Force Majeure.	Please clarify dependency exclusion mechanism for LIC delays, access approvals, infrastructure readiness, regulatory/API dependencies, OEM dependencies, deemed approval rules, delay attribution, cure period and penalty/termination exclusions.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation" and "Revised Service Level Agreement".
163	Section E, Clause 3.1, Page 38; Annexure XV	Technical Specifications (Annexure XV given separately)	The main RFP identifies twelve DPDP modules, while the detailed functional checklist is stated to be contained in Annexure XV. Kindly share / confirm the final, version-controlled Annexure XV functional compliance sheet and clarify that the technical evaluation and acceptance will be based on this checklist along with written corrigenda only.	Y	Please refer to "Revised Eligibility Criteria"

164	Section B, Clause 1.10–1.12, Pages 12–13	OEM financial and product maturity requirements	The prescribed turnover threshold of INR 500 Crores for the OEM appears disproportionately high in relation to the specialized nature of the proposed privacy and DPDP technology solution. This criterion may unintentionally restrict participation by technically capable, innovation-led Indian OEMs that possess proven deployments, relevant certifications, mature products and adequate financial capacity, but do not meet such a high turnover threshold. Further, requiring positive EBITDA and PAT in each of the last three financial years may exclude otherwise financially sound OEMs due to a single year of planned investment, product development, market expansion or exceptional expenditure, despite having positive net worth and sufficient capability to execute the contract. We request LIC to amend the OEM financial criterion by replacing the INR 500 crore average-turnover requirement to one of the following: - Bidder/OEM to meet 500 crore revenue -positive net worth and average annual turnover proportionate to the OEM's quoted scope; or -eligibility based on product maturity, enterprise deployments, valid certifications and back-to-back	Y	Please refer to "Revised Eligibility Criteria"
165	Section E, Clause 1, Page 27	Twelve DPDP modules listed as part of proposed solution	Kindly clarify whether LIC envisages one unified privacy platform with common identity, purpose, workflow, audit and reporting layers across all twelve modules, or whether tightly integrated OEM product components / modules will be evaluated as compliant.	C	Please be guided by the RFP and the clarifications issued in this document with regard to this aspect.
166	Section E, Clauses 3.1.8 & 3.1.9, Page 38	Purpose library, new-purpose workflow and automatic updates to Notice, Consent, RoPA and DPIA	Kindly confirm whether LIC will provide an approved initial purpose taxonomy, purpose owners and change-approval matrix at project commencement; otherwise, please confirm that creation of the baseline purpose library and mapping of each purpose to applications / data categories will be jointly finalised during the design workshops.	C	LIC will provide the initial list of purposes with the shortlisted Bidder. The Bidder may be required to add any additional purposes as applicable and required as part of this RFP.
167	Section E, Clauses 3.1.8 & 3.1.9, Page 38	Automatic update of concerned modules following approval of a new purpose	Please clarify the intended operating model: should approval of a new / amended purpose automatically create versioned updates and impact tasks in Notice, Consent, RoPA and DPIA, with business-owner approval at each affected module; or is only a workflow notification / manual update expected?	N	Please be guided by the RFP.

168	Section E, Clause 1, Page 27; Clause 2.1.aa, Page 34	Consent Management Platform and retrospective consent	For retrospective consent, kindly clarify whether the product is expected to provide configurable campaigns, consent capture, evidence and status dashboards only; while LIC / SI owns policyholder segmentation, approved communication content, outreach execution and business follow-up.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
169	Section E, Clause 2.1.aa, Page 34	Costs associated with obtaining retrospective consent from Data Principals	Kindly share the estimated policyholder / prospect population, legacy consent sources and channels to be covered for retrospective consent, including whether existing consent evidence is digital, scanned, paper-based or unavailable. This is required to configure an appropriate consent-evidence and migration approach.	C	Will be shared with the shortlisted bidder.
170	Section E, Clause 1, Page 27; Clause 3.1.9, Page 38	Consent Management and purpose-linked module updates	Kindly clarify whether LIC expects consent to be managed at a common Data Principal level across policyholder, prospect, employee, agent, nominee and vendor personas, or whether separate identity domains and consent journeys will be configured for each category.	N	Please be guided by the RFP.
171	Section E, Clause 1, Page 27; Clause 2.1.c, Page 33	Consent Management Platform; integrations, APIs, connectors and workflows	Please clarify the expected downstream behaviour when consent is withdrawn or a purpose expires: should the platform issue a real-time purpose-status decision / event to connected applications, create a task for application owners, or both?	C	Will be shared with the shortlisted bidder.
172	Section E, Clause 1, Page 27; Clause 2.1.v, Page 34	Consent Management; audit logs retrievable within five hours of a breach	Kindly confirm the minimum consent evidence expected for audit / dispute handling - notice version, purpose, data categories, channel, timestamp, identity-verification context, affirmative action, withdrawal history and downstream propagation status.	C	The minimum consent evidence expected for audit/ dispute handling should be as per the requirements of the DPDP Act.
173	Section E, Clause 1, Page 27	Data Privacy Notice Management	Please clarify the channels and Data Principal categories for which privacy notices are expected at go-live - policy issuance / servicing, web portals, mobile apps, call centre, agents, employees, vendors and prospective customers - so notice template and workflow scope can be finalised.	C	Will be shared with the shortlisted bidder.
174	Section E, Clause 1, Page 27	Cookie Consent Management	Please clarify whether the Cookie Consent module is intended for public websites only, or also for authenticated customer portals, agent portals and mobile applications; please share the indicative count of digital properties in scope.	C	Cookie management is required for all applications.

175	Section E, Clause 1, Page 27	Data Discovery & Mapping	Please clarify the intended output of Data Discovery & Mapping for LIC acceptance: a data inventory and classification catalogue only, or a validated application-to-data-field-to-purpose-to-recipient data-flow map that is directly consumable by RoPA and DPIA workflows.	N	Please be guided by the RFP.
176	Section E, Clause 2.1.c, Page 33; Phase 1, Page 35	Identification of data sources / fields in BRS and mapping in SRS	Kindly confirm whether LIC will provide an authoritative application and data-source inventory with nominated business/data owners, and whether the product scope will be prioritised in agreed onboarding waves where inventory is incomplete or source-owner access is pending.	C	While LIC will try to provide the existing inventory; the Bidder is expected to use the output generated as part of the Data Discovery module to ensure the completeness of the coverage.
177	Section E, Clause 1, Page 27	RoPA : automated and integrated to DPIA	Please clarify what “automated and integrated to DPIA” means for acceptance: should discovery / data-flow findings pre-populate RoPA records and automatically trigger or update DPIAs based on defined risk conditions, or is integration limited to links between manually maintained records.	N	Please be guided by the RFP.
178	Section E, Clause 1, Page 27	Data Protection Impact Assessment	Kindly confirm the DPIA trigger catalogue expected at go-live - for example, new application, new purpose, sensitive-data processing, high-volume processing, third-party sharing, cross-border transfer and algorithmic / AI use case - and whether LIC will approve the risk-scoring methodology during design.	C	The DPIA trigger catalogue expected at go-live - for example, new application, new purpose, sensitive-data processing, high-volume processing, third-party sharing, cross-border transfer and algorithmic / AI use case. Also, as part of the SDF reporting requirements an annual trigger (including refresh) of DPIAs should also be performed to update the existing DPIAs for reporting to DPBI. Risk scoring in DPIA can be discussed and agreed during the design stage.
179	Section E, Clause 1, Page 27	Third Party Vendor Risk Management	Kindly share the approximate number and types of Data Processors / third parties to be onboarded at go-live, and clarify whether the module must maintain purpose-wise data-sharing, processing instructions and deletion / return obligations for each processor.	C	Will be shared with the shortlisted bidder.

180	Section E, Clause 1, Page 27	Personal Data Breach Management	Please clarify whether the OEM product scope for breach management is limited to privacy-impact assessment, affected-data-principal cohorting, notification workflow, approval trail and regulator-ready reporting; while cybersecurity detection / incident creation remains with LIC's existing security operations systems.	C	The understanding is correct.
181	Section E, Clause 2.7, Page 37	In-built reporting and custom reports - Executive, Breach, Consent and Rights reports	Kindly share the minimum Day-1 report / dashboard pack and its acceptance criteria, including purpose-wise consent status, withdrawal and pending-propagation status, Rights-request ageing, RoPA completeness, DPIA risk posture, processor risk posture and breach-notification status.	C	Will be shared with the shortlisted bidder.
182	Section E, Clause 3.1.12, Page 38	Algorithmic due-diligence register for algorithmic / AI processing that may risk Data Principal Rights	Please clarify whether LIC expects an AI governance register and assessment workflow (use-case inventory, purpose, data categories, owner, rights-impact checks, approvals and periodic review), or technical monitoring of model drift, explainability, bias and model performance within the privacy platform.	N	Please be guided by the RFP.
183	Section E, Clause 3.1.12, Page 38	Algorithmic due-diligence register	Kindly share the initial population of AI / algorithmic use cases that LIC expects to register, and clarify whether the register must link each use case to the relevant RoPA, DPIA, consent purpose, data source and third-party processor.	N	Please be guided by the RFP.
184	Section E, Clause 2.1.k, Page 33; Phase 4, Page 29	OEM post-implementation audit, validation, certification and annual audit	Kindly define the OEM audit deliverable: please confirm it is a product health / configuration / compliance review against the approved OEM reference design, with a documented findings report; and clarify the expected scope, duration and acceptance of the annual audit during the five-year support period.	N	Please be guided by the RFP.
185	Section E, Clause 2.1.e & 2.1.f, Page 33	Technical specifications are minimum; relevant specifications not mentioned automatically form part of scope	To avoid ambiguity in product acceptance, kindly confirm that any additional product capability deemed "relevant" will be assessed against a jointly approved requirement / acceptance note, and not introduced as an unstated mandatory feature after bid submission.	N	Please be guided by the RFP.

186	Section E, Clauses 3.1.8–3.1.9, Page 38; Clause 1, Page 27	Purpose library, Consent, Notice, RoPA and DPIA integration	LIC has required purpose-library-driven updates across Consent, Notice, RoPA and DPIA. Kindly clarify the expected control model for ensuring that personal data is collected, accessed, shared and otherwise processed only for the active, approved and consented purpose - including whether purpose-based decisioning / enforcement events must be issued to connected applications.	N	Please be guided by the RFP.
187	Section E, Clause 1, Page 27; Clause 2.1.c, Page 33	Data Discovery, Mapping and integrations across LIC applications	For data use beyond the original operational purpose - such as analytics, testing, model development, vendor sharing or cross-application use - kindly clarify the expected Privacy Enhancing Technology control pattern. Please indicate whether LIC expects product capabilities for pseudonymisation, tokenisation, masking, anonymisation and/or synthetic data, with purpose- and use-case-specific policy selection.	N	Please be guided by the RFP.
188	Section E, Clause 1, Page 27; Clauses 3.1.8–3.1.9, Page 38	Consent Management, purpose workflow and module synchronisation	Kindly clarify whether LIC expects the platform to maintain a purpose-to-data-category-to-recipient / processor traceability record, so that a change in consent, withdrawal or purpose expiry can identify the affected data-sharing and processing activities and trigger the appropriate restriction / remediation workflow.	C	LIC expects the platform to maintain a purpose-to-data-category-to-recipient / processor traceability record, so that a change in consent, withdrawal or purpose expiry can identify the affected data-sharing and processing activities and trigger the appropriate restriction / remediation workflow.
189	Section E, Clause 1, Page 27; Clause 3.1.12, Page 38	Data Discovery, DPIA and algorithmic due-diligence register	Where anonymised or pseudonymised data is proposed for analytics or algorithmic / AI use cases, kindly clarify the expected assurance approach: should the solution document re-identification risk assessment, approved transformation method, residual-risk acceptance and permitted-purpose / recipient controls as part of DPIA and algorithmic due diligence?	N	Please be guided by the RFP.
190	Section C, Clause 18.d, Page 18 and Section E, Phase 1, Page 35	Technical presentation / demo scoring	Please share whether the product demonstration carries a formal scoring weight and, if yes, what dimensions are evaluated?	N	Please be guided by the RFP.

191	Section E, Clause 3.1.4, Page 38	Bidder to identify personal data from all LIC assets (servers, databases, endpoints)	Kindly share the list of structured repositories in scope for product-side discovery - database engines (Oracle, MS SQL, PostgreSQL, MySQL, DB2, MongoDB, Cassandra, data warehouse / lake products such as Cloudera, Databricks, Teradata, Snowflake) and the approximate count of instances / schemas / row volumes - so discovery licensing, connector enablement and scanning cadence can be planned.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
192	Section E, Clause 3.1.4, Page 38	Bidder to identify personal data from all LIC assets	Kindly share the list of unstructured repositories in scope for product-side discovery - for example file shares (SMB / CIFS / NAS), SharePoint / DMS, Exchange / O365 mail archives, OneDrive, third-party document portals, archival - so that connector enablement and scanning scope can be planned.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
193	Section E, Clause 3.1.4, Page 38	Bidder to identify personal data from all LIC assets	Kindly clarify whether image / scanned-document discovery is expected from the product, including scanned KYC documents, photographs, signatures, claim forms and supporting documents; please share the expected file formats (PDF, TIFF, JPEG), languages, and approximate volume in TB at go-live.	N	Please be guided by the RFP.
194	Section E, Clause 3.1.4, Page 38	Bidder to identify personal data from all LIC assets	Kindly share the list of personal / sensitive identifiers in scope for discovery and classification - for example Aadhaar, PAN, bank account, debit / credit card, IFSC, UPI, mobile, email, biometric, photograph, signature, health, financial, nominee, minor, employee, agent - so that identifier library, classification taxonomy and out-of-the-box patterns can be aligned.	C	The list of personal / sensitive identifiers in scope for discovery and classification includes and is not limited to - Aadhaar, PAN, bank account, debit / credit card, IFSC, UPI, mobile, email, biometric, photograph, signature, health, financial, nominee, minor, employee, agent etc and all other standard identifiers applicable from the insurance sector while ensuring compliance with the DPDP requirements.
195	Section E, Clause 1, Page 27; Section 6, Page 10	LIC presence across India (2,048 branches, 113 divisional offices, etc.)	Kindly share the indicative volumes of Data Principals in scope at go-live and at the 5-year peak - policyholders, prospects, nominees, agents, employees, vendors / processors - so that product licensing and consent / rights workflow sizing can be calibrated.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

196	Section E, Clauses 3.1.8 & 3.1.9, Page 38	Consent Management and purpose management	Kindly share the expected daily / monthly volume of consent capture, modification, withdrawal and audit events to be handled by the platform at go-live and at the 5-year peak, including channel mix (digital self-service, branch, call centre, agent-assisted).	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
197	Section E, Clause 1, Page 27	Data Principal Rights Management including Grievance Redressal	Kindly share the expected monthly / yearly volume of Data Principal requests - access, correction, erasure, grievance, nomination and consent withdrawal - so rights-fulfilment workflow, channel mix and SLAs can be planned.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
198	Section E, Clause 2.1.v, Page 34	Audit logs retrievable within five hours of a breach	Kindly share the historical breach / incident frequency over the past two years and the expected annual frequency at go-live and at the 5-year peak, so breach-management workflow, notification templates and reporting can be planned.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
199	Section E, Phase 1, Page 28; Clause 2.1.c, Page 33	Compatibility with SIEM, PIM/PAM, LDAP, SOAR, cloud support, analytics solutions, etc.; secure API integration	Kindly share the identity (make / product) of LIC's existing API gateway, enterprise service bus, IAM / SSO, SIEM, PAM and SOAR platforms that the proposed privacy product must integrate with - only the product identity is requested, not sizing - so product compatibility and connector availability can be confirmed at bid stage.	C	Will be shared with the shortlisted bidder.
200	Section E, Clause 2.1(a)–(d), Pages 33–34; Phase 2, Pages 35–36	Compatibility and integration with all LIC applications and existing IT systems	Kindly share the indicative number of applications to be integrated at go-live and over the five-year contract period. Please also clarify whether the bidder is expected to complete integration with all identified applications within the 20-week implementation period, or whether an agreed set of priority applications will be implemented initially and the remaining applications onboarded in defined phases.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
201	Section E, Phase 2, Pages 35–36; Technical Specifications, Page 38	Deployment in pre-production, production and DR environments	Kindly confirm the exact environment topology required under the RFP. Specifically, please clarify whether LIC requires separate Development, Test/SIT, UAT, Production/DC and DR environments, or whether Development and Test will constitute a combined pre-production environment. Please also confirm whether High Availability is required within the Production/DC environment in addition to the active-passive DC/DR arrangement.	N	Please be guided by the RFP.

202	Section E, Clause 3.1.5, Page 38	Only RHEL licences will be provided by LIC	The RFP states that only RHEL licences will be provided by LIC. Kindly confirm whether the following will be provided by LIC or must be included by the bidder: virtualization platform and underlying physical infrastructure Kubernetes/OpenShift or equivalent container platform database licences and enterprise support storage and backup infrastructure load balancer and WAF HSM/KMS and secrets-management platform monitoring, APM and log-management tools container registry and vulnerability-scanning tools SSL/TLS certificates SMS, email and other communication-gateway charges This clarification is required to prepare a complete BOM and avoid duplication with LIC's existing enterprise infrastructure.	N	Please be guided by the RFP.
203	Section E, Phase 4, Page 37; Technical Specifications, Page 38	DR to copy DC, operate at full load and support quarterly DC/DR transposition	Kindly specify the required Recovery Point Objective, Recovery Time Objective, replication mode and maximum permissible data loss for the proposed solution. Please also clarify whether "DR should copy the DC and operate under full load" requires identical compute and storage capacity at DC and DR, and whether the quarterly DC/DR transposition must involve complete production operation from DR or may be demonstrated through an agreed DR drill and validation exercise.	N	Please be guided by the RFP.

204	Section E, Clause 2.1(r) and 2.1(x), Page 34; Clause 3.1.11, Page 38	Bidder responsible for sizing and 10% annual growth	Kindly provide the expected workload baseline for infrastructure sizing, including: - named and concurrent internal users - peak API requests per second - daily consent and withdrawal transactions - concurrent portal sessions - Rights-request volumes - discovery scan volumes and expected scan completion windows - report-generation concurrency - log volume and retention - peak batch-processing requirements Please confirm that final infrastructure sizing and performance acceptance will be based on these LIC-provided workload assumptions and jointly approved ~~non-functional requirements~~.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
205	Section E, Detailed Scope, Pages 33–38	implementation and configuration of all modules	Kindly clarify whether migration of existing privacy and compliance records forms part of the scope, including: - existing consent and withdrawal records - privacy notices and notice versions - grievance and Data Principal Rights records - RoPA and DPIA records - vendor and processor assessments - breach records - purpose and data-category inventories Where migration is required, kindly provide the indicative source systems, formats, record volumes, data-quality position and availability of unique ~~identifiers~~.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
206	Section E, Consent, Rights and centralized identity requirements, Pages 33–36	Centralized identity repository	Kindly clarify whether LIC has an existing authoritative customer or Data Principal master that provides a common identifier across policyholders, nominees, prospects, agents, employees and other personas. Where multiple identifiers exist across LIC applications, please confirm whether identity matching, deduplication and creation of a unified Data Principal identity are expected from the proposed solution, or whether LIC will provide the resolved identity and mapping through its master-~~data systems~~.	N	Please be guided by the RFP.

207	Section B- Eligibility criteria. Point no 6- Support requirements. Page 12	The Bidder & OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support <u>when required</u> .	We kindly request LIC to change it to " The Bidder/OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support when required".	N	Please be guided by the RFP.
208	Section B- Eligibility criteria. Point no 7- Bidder Capability. Page 12	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	Since DPDP is a relatively new act and the wide scale implementation and adoption is still on going. We kindly request LIC to give the bidders and OEM, a kind relaxation over this clause and help with a broader participation. Change requested: " The Bidder/OEM should have revenue of at least 10 Crore from DPDP related projects and Services / Cyber Security Projects/ Financial IT & Banking services projects during each of the last 3 financial years. FY 2023-24, FY 2024-25, FY 2025-26 " OR Please consider the overall Networth of the bidder/OEM over all projects in the BFSI segment for this clause. (As a strong network will help LIC assess the strong financial capability of the bidder/OEM)	Y	Please refer to "Revised Eligibility Criteria"
209	Section B- Eligibility criteria. Point no 8- Bidder Capability, competent professionals. Page 12	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.	We kindly request LIC to give the bidders and OEM relaxation under this clause as DPDP is still relatively new and the implementations are still being rolled out at various phases. Change requested: " The Bidder/OEM must have a minimum of 10 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 "	Y	Please refer to "Revised Eligibility Criteria"

210	Section B- Eligibility criteria. Point no 10- OEM Financial capability. Page 12	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.	The RFP requires the proposed OEM to have an average annual turnover of not less than INR 500 Crores over the last three audited financial years, with positive EBITDA, PAT and Net Worth. We respectfully submit that this criterion, while appropriate for the System Integrator, inadvertently excludes India's most specialised DPDP-native platform OEMs — a category that, by definition, is young, since the DPDP Act itself was enacted only in 2023. In line with the Government of India's Public Procurement Policy for MSEs (Order 2012, as amended) and the Startup India initiative — under which Ministries and PSUs, including public sector insurers, are directed to relax prior-turnover and prior-experience conditions for DPIIT-recognized Startups and MSEs, we request LIC to relax the OEM turnover criteria for DPIIT-recognized Startup/MSE OEMs, subject to the following safeguards, which fully protect LIC's interests: 1. Full technical compliance — the proposed solution meets 100% of the RFP's technical and functional requirements, with no dilution. 2. Proven enterprise and insurance-sector	Y	Please refer to "Revised Eligibility Criteria"
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211	Section-B, Page 12, Sr. No. 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.	The RFP requires the proposed privacy automation solution to have been commercially available for a minimum of two (2) years and implemented/under implementation at three or more enterprise customers. We respectfully submit that the two-year availability condition contains an inherent contradiction: the DPDP Rules were notified only in 2025, and the obligations this RFP seeks to operationalise — consent artefacts, breach notification timelines, data principal rights workflows, Significant Data Fiduciary duties — crystallised only with those Rules. A solution that has been in the market for two-plus years is, by definition, one architected before India's legal framework existed, i.e., a global privacy suite retrofitted to DPDP. Purpose-built DPDP-native platforms — the very solutions most aligned to LIC's compliance objective — could not have existed commercially for two years, no matter how mature. The criterion therefore does not measure maturity; it inadvertently filters for retrofitted products and against India-first engineering. We submit that maturity is better evidenced by what the RFP already requires and should retain in full: successful	Y	Please refer to "Revised Eligibility Criteria"
	Section-E, Detailed Scope of Work – Implementation (Supply & Installation) Pg. No. 28	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.	We request LIC to kindly clarify whether the required server infrastructure (compute, storage, virtualization platform, operating system, database, load balancer, backup infrastructure, etc.) has already been provisioned by LIC for hosting the DPDP solution, or whether the bidder is expected to size, propose, and supply the complete hardware and associated infrastructure as part of the bid. A clarification on the existing infrastructure availability will enable bidders to accurately size the solution and submit a comprehensive commercial proposal.	N	Please be guided by the RFP.
	2.13. Intellectual Property Rights Pg. No. 24	2.13. Intellectual Property Rights • Vendor must obtain a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, modify that Auxiliary Material.	We request LIC to kindly clarify whether this requirement is applicable only to project-specific deliverables and customized artefacts developed exclusively for LIC, or whether it also extends to the OEM's proprietary software, pre-existing intellectual property, product source code, frameworks, libraries, utilities, and standard product components.	N	Please be guided by the RFP.

	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	14. Consent Management Platform	Kindly provide the estimated number of active consents, annual consent transactions, and expected consent growth over the contract period for accurate solution sizing.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	16. Data Discovery & Mapping	Kindly provide the approximate number of data sources/applications, total data volume (TB/PB), and estimated number of data records to be scanned for discovery and classification.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	17. Data Principal Rights Management (including Grievance Redressal)	Kindly provide the approximate number of Data Principals (customers/users/employees) and the expected annual volume of Data Principal Rights requests (Access, Correction, Erasure, etc.).	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg.	21. Third Party Vendor Risk Management	Kindly provide the estimated number of third-party vendors to be onboarded and assessed under the Third Party Risk Management module	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	18. Data Protection Impact Assessment	Kindly provide the estimated number of DPIAs expected to be conducted annually.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	23. Workflow Management	Kindly provide the estimated number of users, approvers, and concurrent users expected to access the solution.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

	Section-B, Page 12, Sr. No. 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.	The RFP requires the proposed OEM to have an average annual turnover of not less than INR 500 Crores over the last three audited financial years, with positive EBITDA, PAT and Net Worth. We respectfully submit that this criterion, while appropriate for the System Integrator, inadvertently excludes India's most specialised DPDP-native platform OEMs — a category that, by definition, is young, since the DPDP Act itself was enacted only in 2023. In line with the Government of India's Public Procurement Policy for MSEs (Order 2012, as amended) and the Startup India initiative — under which Ministries and PSUs, including public sector insurers, are directed to relax prior-turnover and prior-experience conditions for DPIIT-recognized Startups and MSEs, we request LIC to relax the OEM turnover criteria for DPIIT-recognized Startup/MSE OEMs, subject to the following safeguards, which fully protect LIC's interests: 1. Full technical compliance — the proposed solution meets 100% of the RFP's technical and functional requirements, with no dilution. 2. Proven enterprise and insurance-sector	Y	Please refer to "Revised Eligibility Criteria"
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221	Section-B, Page 12, Sr. No. 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.	The RFP requires the proposed privacy automation solution to have been commercially available for a minimum of two (2) years and implemented/under implementation at three or more enterprise customers. We respectfully submit that the two-year availability condition contains an inherent contradiction: the DPDP Rules were notified only in 2025, and the obligations this RFP seeks to operationalise — consent artefacts, breach notification timelines, data principal rights workflows, Significant Data Fiduciary duties — crystallised only with those Rules. A solution that has been in the market for two-plus years is, by definition, one architected before India's legal framework existed, i.e., a global privacy suite retrofitted to DPDP. Purpose-built DPDP-native platforms — the very solutions most aligned to LIC's compliance objective — could not have existed commercially for two years, no matter how mature. The criterion therefore does not measure maturity; it inadvertently filters for retrofitted products and against India-first engineering. We submit that maturity is better evidenced by what the RFP already requires and should retain in full: successful	Y	Please refer to "Revised Eligibility Criteria"
222	Section-E, Detailed Scope of Work – Implementation (Supply & Installation) Pg. No. 28	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.	We request LIC to kindly clarify whether the required server infrastructure (compute, storage, virtualization platform, operating system, database, load balancer, backup infrastructure, etc.) has already been provisioned by LIC for hosting the DPDP solution, or whether the bidder is expected to size, propose, and supply the complete hardware and associated infrastructure as part of the bid. A clarification on the existing infrastructure availability will enable bidders to accurately size the solution and submit a comprehensive commercial proposal.	N	Please be guided by the RFP.
223	2.13. Intellectual Property Rights Pg. No. 24	2.13. Intellectual Property Rights • Vendor must obtain a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, modify that Auxiliary Material.	We request LIC to kindly clarify whether this requirement is applicable only to project-specific deliverables and customized artefacts developed exclusively for LIC, or whether it also extends to the OEM's proprietary software, pre-existing intellectual property, product source code, frameworks, libraries, utilities, and standard product components.	N	Please be guided by the RFP.

224	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	14. Consent Management Platform	Kindly provide the estimated number of active consents, annual consent transactions, and expected consent growth over the contract period for accurate solution sizing.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
225	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	16. Data Discovery & Mapping	Kindly provide the approximate number of data sources/applications, total data volume (TB/PB), and estimated number of data records to be scanned for discovery and classification.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
226	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	17. Data Principal Rights Management (including Grievance Redressal)	Kindly provide the approximate number of Data Principals (customers/users/employees) and the expected annual volume of Data Principal Rights requests (Access, Correction, Erasure, etc.).	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
227	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	21. Third Party Vendor Risk Management	Kindly provide the estimated number of third-party vendors to be onboarded and assessed under the Third Party Risk Management module	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
228	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	18. Data Protection Impact Assessment		Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
229	SECTION-E: SCOPE OF WORK 1. Brief scope of work Pg. 27	23. Workflow Management	Kindly provide the estimated number of users, approvers, and concurrent users expected to access the solution.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
230	Pg.11 Section 7. Brief on the Scope of Work:	4. Data Discovery & Mapping	Query: Kindly confirm Number of Data Sources or Endpoints to be discovered.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
231	Pg.38 Section 7. Phase 6 - Post Go-Live support	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.	Query: Kindly confirm Number of database instances to be considered for data at rest encryption	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

232	Pg.11 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	5. 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.	Query: We request you to kindly consider relaxing this eligibility criterion to encourage wider participation while maintaining the objective of selecting competent bidder/OEM. It is requested that either: 1. MSME bidders/OEM be exempted from this experience criterion, in line with Government of India policies promoting participation of MSMEs in public procurement, subject to the proposed solution meeting all technical and functional requirements; or 2. The experience requirement be revised from two (2) organizations to at least one (1) organization in the BFSI sector. This relaxation will foster broader competition, encourage participation from capable MSMEs and emerging technology providers, and ensure a competitive procurement process without compromising the technical objectives of the project. Suggested Change: 5. The Bidder/OEM must have successfully implemented, or be in the process of implementing, privacy automation solutions	N	Please be guided by the RFP.
233	Pg.12 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	10. 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	Query: We request to kindly reconsider the OEM turnover criterion. The RFP prescribes a minimum average annual turnover of INR 100 Crores for the Bidder, whereas the proposed OEM is required to have an average annual turnover of INR 500 Crores, which is five times higher than the Bidder eligibility criterion. This appears disproportionate and may unnecessarily restrict participation of specialized OEMs offering mature privacy solutions. Suggested Change: The proposed OEM shall have an average annual turnover of not less than INR 15 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.	Y	Please refer to "Revised Eligibility Criteria"

234	Annexure IV: Data Discovery & Mapping	2. Automatically discover and identify personal data (structured and unstructured) across storage repositories including but not limited to databases, applications, file systems, endpoints, APIs, servers, backup media, tapes and cloud environments	Query: Agentless Discovery: Kindly clarify whether LIC will permit the proposed solution to leverage the existing Privileged Access Management (PAM) solution for secure SSH-based access to servers during agentless discovery. Agent-based Discovery: Kindly clarify whether endpoint/server agents, if required, are expected to be deployed through LIC's existing endpoint security/DLP framework or whether the OEM may deploy and manage its native agents independently.	C	The proposed solution may leverage LIC's existing Privileged Access Management (PAM) solution for secure SSH-based access during agentless discovery, subject to LIC's infrastructure and security policies. Lic does not envisage deployment of agent-based discovery. The proposed solution should support agentless discovery discovery, and deployment of OEM native agents is not expected as part of the implementation.
235	Annexure IV: Data Discovery & Mapping	3. Automatically discover and identify personal data (structured and unstructured) across storage repositories including but not limited to databases, applications, file systems, endpoints, APIs, servers, backup media, tapes and cloud environments	Query: Kindly clarify the connectivity model for discovery of cloud-hosted repositories. Will the DDC solution be provided the necessary internet or cloud connectivity to access supported cloud services, or will access be restricted through proxy, private connectivity, or other security controls?	N	Please be guided by the RFP.
236	Annexure IV: Data Discovery & Mapping	5. Support identification of high-risk personal data and enable risk-based tagging to facilitate DPIAs and enhanced safeguards	Query: Oktify supports largest set of Insurance domain classifiers and offers the broadest coverage of DPDP sensitive identifiers. Kindly confirm whether LIC will provide representative/sample datasets or classification policies specific to its insurance business processes to facilitate configuration, validation, and optimization of domain-specific data classification models.	C	Will be shared with the shortlisted bidder.
237	Annexure IV: Data Discovery & Mapping	70. The Proposed Solution must support AI/ML-assisted discovery and classification. The AI engine must be deployable within LIC infrastructure and be trainable using LIC-specific datasets	Query: Kindly confirm will LIC allow internet access on the servers with OEM AI/Models?	N	Please be guided by the RFP.
238	Annexure IV: Data Discovery & Mapping	20. Identification of Single Source of Truth opportunities	Query: Kindly elaborate the scope of this requirement. Specifically, please clarify whether this refers to identification of the Master record identification of Data Principal?	N	Please be guided by the RFP.
239	Annexure IV: Data Discovery & Mapping	37. Integrate with SIEM/SOC platforms for monitoring classification-related events and anomalies	Query: Kindly confirm whether LIC will provide a test/sandbox environment and the required API/documentation to validate integrations with existing SIEM, SOAR, PAM, IAM, DLP, and other security platforms during implementation.	N	Please be guided by the RFP.

240	Annexure IV: DPDP Program Management Portal	The Bidder shall design, configure, and operationalize a centralized DPDP Program Management Portal to enable end-to-end visibility, governance, and audit readiness of the Organization's DPDP compliance program. The portal shall serve as the single system of record for DPDP compliance and shall, at a minimum, support the following capabilities:	Query: Kindly confirm whether providing the centralized DPDP Program Management Portal lies with the OEM or the System Integrator.	N	Please be guided by the RFP.
241	Additional Query		Query: We request capabilities needed around Access Governance, Usage Governance, Purpose drift monitoring, Database activity monitoring and Data Quality capabilities requirements added as a separate section	N	Please be guided by the RFP.
242	Section-B: ELIGIBILITY CRITERIA, Page 12	10. 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	As per point no 3 on Pg no 11 of the RFP the Bidder's turnover required is INR 100 Cr. for last 3 years average. But in point no. 10 here the OEM's turnover requirement is INR 500 Cr. We request you to kindly reduce the OEM turnover requirement to INR 100 Cr. so that technically capable OEM's can participate.	Y	Please refer to "Revised Eligibility Criteria"
243	Section-B: ELIGIBILITY CRITERIA, Page 12	6. The Bidder & OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support when required.	We request LIC to consider a hybrid operating model with on-site and remote resources based on mutually agreed operational requirements.	N	Please be guided by the RFP.
244	Section-B: ELIGIBILITY CRITERIA, Page 12	7. 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	Considering the nascent stage of DPDP implementation in India we request LIC to consider the projected revenues of the the Confirmed projects for maximum participation of the technically qualified bidders.	Y	Please refer to "Revised Eligibility Criteria"
245	Section-C: INSTRUCTIONS TO BIDDERS, Page 19	19. Bid Evaluation	Request LIC to share the scoring matrix and evaluation criteria for technical qualification in terms of functionality and scope.	N	Please be guided by the RFP.

246	Section-C, Page 16	Consortium not permitted	Please confirm whether an OEM can participate through an authorized System Integrator using a valid Manufacturer Authorization Form (MAF) <u>without being treated as a consortium.</u>	N	Please be guided by the RFP.
247	Section-C: INSTRUCTIONS TO BIDDERS, Page 19	21. Commercial Bid Evaluation process 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	Request LIC to share total contract period for the RFP	N	Please be guided by the RFP.
248	SECTION-E: SCOPE OF WORK, Page 27	13. Data Privacy Notice Management 14. Consent Management Platform	Request LIC to mention total number of Active and Inactive Data Principals. Also, request LIC to share average number of leads coming in for each month. This will help us provide the pricing as per LIC requirements.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
249	SECTION-E: SCOPE OF WORK, Page 27	15. Cookie Consent Management	Request LIC to specify number of Domains and Sub-domains.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
250	SECTION-E: SCOPE OF WORK, Page 27	16. Data Discovery & Mapping	Request LIC to provide following details : 1. Size of Structured data assets in TB - 2. Size of Unstructured data assets in TB - 3. No of endpoints (if any) -	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
251	SECTION-E: SCOPE OF WORK, Page 29	4. Movement to production environment (Deployment)	We request LIC to kindly specify the preferred model of deployment? Whether it will be SaaS, On LIC private cloud (AWS/GCP), or On-prem?	N	Please be guided by the RFP.

252	SECTION-E: SCOPE OF WORK, Page 35	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.	We request LIC to directly work with the supplier of hardware as IDfy will be providing the sizing required to host the solution.	N	Please be guided by the RFP.
253	16. Onsite Resource Deployment and Governance, Page 43	Education Qualification for On-site Resources: 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)	Please clarify if the "Bidder/SI" can provide the required on-site resources with required qualifications and "OEM" will only provide tool?	N	Please be guided by the RFP.
254	General	Integrations	Please provide the list of applications, interfaces, APIs, databases and approximate data volumes to be integrated with the proposed solution.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

255	B.1.1 Pg 11	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	We request to include OEM as a bidder also, apart from the System Integrator only . We believe the OEM's who has implementation capability and already engaged in the direct implementation with the customers should be qualified as a bidder too. At Data Safeguard India we have our AI Powered unified privacy platform ID-PRIVACY® , designed to meet End-to-End DPDP Act & Rules, compliance requirements. In India we have several projects including Go Live and In Progress, in which we are doing the direct implementation, having a strong Technical resources all across India.	N	Please be guided by the RFP.
256	B.1.7 Pg 12	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 Digital Personal Data Protection Act, 2023 is a recent legislation, and commercial adoption across industries is still maturing. The stipulated turnover requirement is highly restrictive-MSME having INR 50 Crore turnover from DPDP for last 3 years is restrictive clause , Request waiver of this clause . At Data Safeguard India we are exclusively Data Privacy Management solution company hence our dependency is on the turnover from the DPDP solution deployment. For the last 3 years our turnover from DPDP solution is little more than INR 5 Cr , therefore request you to bring down the qualification turnover criteria to INR.5 cr. for MSME. And at present we have significant pipeline, Active Customers and POs to ramp up our sales turnover.	Y	Please refer to "Revised Eligibility Criteria"
257	B.1.9 Pg 12	The Bidder must be certified with any 3 of the following Certifications ISO27001 ISO9001 ISO22301 ISO 20000	Since the proposed project pertains to the implementation of a Digital Personal Data Protection (DPDP) compliance and Consent Management solution , the most relevant and widely accepted certification is ISO/IEC 27001:2022 – Information Security Management System (ISMS) , which demonstrates the bidder's commitment to information security and protection of sensitive data. Hence request you to limit the certification requirement to Data Privacy solution only.	Y	Please refer to "Revised Eligibility Criteria"

258	B.1.10 Pg 12	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 Year	We request herewith to bring down the OEM turnover to INR 5 cr for the MSME to give the equal opportunity to the Start ups / OEMs who has the capability of advance technology to make LIC DPDP compliant within the enforcement time line. As a MSME certified Start up, at Data Safeguard India we would like to highlight that we are a MSME Certified start up , exclusively developed our AI Powered Unified Privacy automation platform - ID-PRIVACY® , Make In India made for DPDP Act. We have 3 years in India , operating since Sept 2022, and in last 3 years we have done a turnover little more than INR 5 cr from from DPDP solution implementation in few of the early adopter enterprises before the rule was announced in Nov 2025. At present we have already secured a significant amount of PO from enterprises all across the industries.	Y	Please refer to "Revised Eligibility Criteria"
259	Section 2.11 (Limitation of Liability), Page 24 Section 2.13 (Intellectual Property Rights), Page 24	2.11. 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	These sections are contradictory in nature where one section sets out an aggregate liability cap applicable to the whole contract while the other section carves out unlimited liability standard for claims. We request LIC to reconcile these two sections in a manner that the liability of the service provider is limited to direct losses due to any breach of contractual terms or fault of the service provider.	N	Please be guided by the RFP.

260	Section-B: ELIGIBILITY CRITERIA Minimum Eligibility Criteria: 5 Bidder Eligibility Experience, Page 11	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.	The clause currently restricts qualifying reference experience to 'insurance and/or banking sectors' only. Since privacy automation capabilities (consent management, DPRM, data discovery) are functionally identical across all BFSI segments, we request LIC to broaden the eligible reference sectors to include NBFCs and other BFSI entities in addition to insurance and banking	N	Please be guided by the RFP.
261	Section-B: ELIGIBILITY CRITERIA Minimum Eligibility Criteria, 7 – Bidder Capability, Page 12	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.	DPDP Act, 2023 is a relatively new legislation (effective 2025), and a dedicated 'DPDP-related revenue' stream of Rs.50 Crore per FY for each of the last 3 FYs (including FY2023-24, prior to the Act's enforcement) is an unreasonably high and impractical threshold even for established privacy-tech/cybersecurity specialists. We request LIC to relax this clause.	Y	Please refer to "Revised Eligibility Criteria"

262	Section-B, ELIGIBILITY CRITERIA Minimum Eligibility Criteria, 10 – OEM Financial Capability, Page 12	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.	The Rs.500 Crore average annual turnover threshold for OEMs disproportionately excludes specialized, MSME-registered privacy-tech product companies that have deep domain focus and proven DPDP-specific implementations despite smaller balance sheets, as MSMEs are inherently capital-light and revenue-conservative by nature of registration norms. We request LIC to relax this OEM turnover criterion to Rs.50 Crores for OEMs holding a valid MSME/Udyam registration certificate, consistent with the Government's MSME Procurement Policy intent of encouraging innovative MSME participation in public procurement.	Y	Please refer to "Revised Eligibility Criteria"
263	Section-B, ELIGIBILITY CRITERIA Eligibility Criteria, 11 – OEM Product Maturity, Page 12	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.	Kindly clarify whether the requirement of the privacy automation solution being 'commercially available for a minimum of 2 years' means the solution must have been launched at least 2 years prior to the RFP release date (13/07/2026), or whether this 2-year period may be completed even after the RFP release/bid submission date. We request LIC to confirm the exact reference date against which this 2-year commercial availability is to be evaluated	Y	Please refer to "Revised Eligibility Criteria"

264	19.Bid Evaluation: Page 19	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) If any compliance or clarification sought by LIC is not submitted within 5 business days of being called for, the	The clause states that evaluation and selection of the successful bidder(s) will be entirely at LIC's discretion, without specifying a defined scoring methodology or evaluation matrix for the technical/eligibility bid. We request LIC to kindly clarify the specific parameters, weightages, or minimum qualifying thresholds (if any) that will be applied to arrive at the list of technically qualified bidders eligible for the commercial bid/reverse auction stage	N	Please be guided by the RFP.
265	Section-B, Eligibility Criteria, Sr. No. 14 – Duplicate/Multiple Participation, Page 12-13	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.	We request LIC to kindly clarify whether a single OEM is permitted to extend Manufacturer's Authorization Forms (MAF) to multiple, independent System Integrators (Bidders) submitting separate bids in response to this RFP, or whether an OEM's product may be backed by only one Bidder for this tender. This clarification will help ensure full compliance with the Duplicate/Multiple Participation clause and avoid any ambiguity in bid submission.	N	Please be guided by the RFP.

266	Section-B: Eligibility Criteria – Minimum Eligibility Criteria (MEC), Clause 10 – OEM Financial Capability , Page no. 12	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.	We request LIC to kindly reconsider the minimum OEM turnover requirement of INR 500 Crores. The Data Privacy and Governance market, particularly solutions aligned with the Digital Personal Data Protection Act (DPDP Act), is an emerging and rapidly evolving technology domain. As the DPDP Act has been introduced only recently, several technically mature and specialized OEMs with proven enterprise implementations, strong product capabilities, and successful deployments in BFSI/Government sectors may not yet meet the prescribed turnover threshold despite possessing the necessary expertise to successfully deliver the project. We therefore request LIC to either reduce the minimum turnover requirement to a reasonable threshold or allow OEMs with demonstrable experience in implementing similar Enterprise Data Privacy & Governance solutions for large enterprises, BFSIs, Government organizations, or PSUs to qualify. This would encourage wider competition while ensuring participation of technically competent and experienced solution providers.	Y	Please refer to "Revised Eligibility Criteria"
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267	Section-E: Scope of Work → Technical Specifications → Project Requirements → Project Timelines, Page no. 40	The Bidder shall complete the entire activity within 20 weeks of signing of contract.	Considering the scale and complexity of LIC's enterprise environment, the implementation timeline of 20 weeks appears to be highly challenging. The project encompasses planning and requirement workshops, BRS/SRS preparation, architecture design, procurement and installation of hardware, deployment of multiple DPDP modules, development and testing of integrations with existing enterprise systems, configuration, customization, QA testing, User Acceptance Testing (UAT), production deployment, OEM validation and certification, documentation, training, and knowledge transfer. In addition, successful implementation is dependent upon timely availability of infrastructure, application owners, integration teams, business stakeholders, approvals, and UAT sign-offs from LIC. We therefore request LIC to kindly revise the overall implementation timeline from 20 weeks to 30 weeks, with corresponding adjustments to the milestone schedule. This revised timeline will enable proper planning, integration, testing, user validation, and a stable production rollout without compromising solution quality, security, or regulatory compliance.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
268	Section-E: Scope of Work → Technical Specifications → Project Requirements → Project Timelines, Page no. 40	The Bidder shall complete the entire activity within 20 weeks of signing of contract.	Request you to consider below Project timelines Phase Existing Timeline Recommended Timeline Phase 1 – Planning & Designing Workshop T + 4 Weeks Phase 2 – Delivery of Hardware T + 12 Weeks Phase 3 – Implementation T + 24 Weeks Phase 4 – User Acceptance Testing T + 27 Weeks Phase 5 – Production Deployment T + 29 Weeks Phase 6 – Training & Knowledge Transfer T + 30 Weeks	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"

269	Section-E: Scope of Work → Phase 2 – Implementation, 35-36	Integrate the key in-scope applications with proposed solution. Integrate with SMS Gateway, Email Gateway, SIEM, PAM Solution, etc.	Kindly provide the list and approximate number of websites, portals, mobile applications, customer-facing digital channels, and other interfaces where Consent Management, Privacy Notice Management, and Cookie Consent capabilities are required to be implemented. Additionally, request LIC to specify the expected number of consent collection touchpoints, APIs, third-party applications, and digital properties to be integrated as part of the project. This information is essential for accurately estimating implementation effort, integration complexity, licensing, timelines, and commercial sizing.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
270	Section-E: Technical Specifications → General Requirements (Clause 4 & 11) Pageno. 38	"Bidder should identify personal data from all the assets (servers, databases, endpoints, etc.) of LIC." "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."	Kindly provide the detailed inventory of assets proposed to be onboarded under the Data Discovery & Mapping module. Specifically, request LIC to provide the approximate number of servers, databases, endpoints, file servers, NAS/SAN storage, email servers, SaaS applications, cloud workloads, and other repositories to be scanned, along with the estimated total data volume (in TB/PB) for structured and unstructured data. Additionally, kindly specify the expected scan frequency (one-time/full, scheduled, or incremental), expected annual data growth, and the approximate number of assets to be added annually. This information is essential for accurate infrastructure sizing, licensing, worker node estimation, implementation planning, project timelines, and commercial estimation.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
271	8. Compliance with IS Security Policy – iv & v , Page no. 41	iv. Physical Security of the facilities; v. Physical and logical separation from other customers of the Vendor.	Kindly clarify the applicability of this requirement since the proposed solution is to be deployed entirely within LIC's on-premises infrastructure. Physical security of the hosting facilities and logical separation from other customers are generally applicable to cloud-hosted or vendor-managed multi-tenant environments. We request LIC to confirm that, for an on-premises deployment hosted within LIC's data centres, compliance with these requirements shall be deemed fulfilled through LIC's existing physical and logical security controls, and no additional bidder-managed infrastructure or segregation obligations are expected.	N	Please be guided by the RFP.

272	Annexure XV, Tech Specs : Consent Management Platform.	The platform shall be capable to handle consent requests during the peak load of 5 lakhs policy issuance in a day. The Bidder will be responsible to plan and consider the sizing of the infrastructure including the hardware, software and other components accordingly. LIC will not be responsible for any issues related to the sizing related matters.	Kindly clarify the expected peak TPS (Transactions Per Second), concurrent users, API throughput, average consent payload size, and peak notification volume. Additionally, please confirm whether the stated load represents consent transactions or total policy transactions.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
273	Annexure XV, Tech Specs : Data Discovery & Mapping S.no. 37, 38.	Integration with security tools	Kindly provide the list of SIEM, SOAR, DLP, CASB, IAM, PAM, ticketing, CMDB, and monitoring solutions that require integration with the Data Discovery module.	C	Will be shared with the shortlisted bidder.
274	Annexure XV, Tech Specs : Data Discovery & Mapping	Data Volume	Kindly provide the total structured and unstructured data volume (TB/PB) proposed to be scanned during the initial implementation and the estimated annual growth rate.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
275	Annexure XV, Tech Specs : Data Discovery & Mapping	Asset Count	Kindly provide the total number of repositories, databases, applications, servers, endpoints, and storage systems that fall within the scope of enterprise-wide data discovery.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
276	Annexure XV, Tech Specs : Data Discovery & Mapping	Initial Scan Timeline	Kindly clarify the expected timeline for completing the initial enterprise-wide discovery scan and whether phased onboarding of assets will be acceptable.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
277	Annexure XV, Tech Specs : Data Discovery & Mapping	Scan Windows	Kindly specify whether scanning activities are permitted during business hours or must be restricted to defined maintenance windows to minimize impact on production systems.	C	Will be shared with the shortlisted bidder.
278	Annexure XV, Tech Specs : Data Discovery & Mapping	Connector Responsibility	Kindly confirm whether LIC will facilitate API documentation, technical support, credentials, and connectivity from third-party application owners required for developing and testing integrations.	N	Please be guided by the RFP.
279	8, pg 15	Forfeiture of EMD	We would request that the forfeiture of EMD be restricted to point ii, i.e. on indulging in fraud and corruption. We would request that the same edits be carried forth in the annexure as well.	N	Please be guided by the RFP.
280	9 (d), pg 16	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.	We would request that mere participation not be assumed to accepting all T&Cs, but the T&Cs be finalized at the contract finalization upon mutual agreement.	N	Please be guided by the RFP.

281	2.8, pg 23	New clause under Termination	We would request that the Vendor have one termination right that exists, i.e. in case of failure to pay by LIC for due amounts within 30 days of the Vendor raising the invoice.	N	Please be guided by the RFP.
282	2.10, pg 24	New clause under Force Majeure	We would request that the following additional language also be included in the clause: <i>"(f) For clarity, a Force Majeure event will not exempt LIC from making good the due payment to the Vendor."</i>	N	Please be guided by the RFP.
283	2.11, pg 24	Limitation of liability	We would propose that existing language that we have in other LIC contracts be introduced herein. We would request that all indirect damages be excluded as these are far too remote to be assumed any party. We would also request that there not be exceptions to the LOL cap except for gross negligence, wilful misconduct, IPR infringements (i.e. the exceptions to indirect damages mentioned in this clause).	N	Please be guided by the RFP.
284	2.15, pg 25	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	We would request clarity on what actions would be expected under point a except for IPR (as covered under point c). We would also request the following amendment be made to point b: <i>"Against all third party direct losses on account of Vendor's gross negligence or willful misconduct / default in performance or non-performance under the contract."</i>	N	Please be guided by the RFP.
285	10, pg 42	Survival	We would submit that audit and access is not a surviving right and would expire with the contract term.	N	Please be guided by the RFP.

286	Annexure VII; pg 64	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.	We would request that this indemnity be for wilful breaches / failure, etc.	N	Please be guided by the RFP.
287	Annexure-XI; pg 67	Format for submitting the Performance Bank Guarantee (s)	We would request that the PBG be invoked for material breaches not cured within 30 days of notice of such breach.	N	Please be guided by the RFP.
288	Section B, Eligibility Criteria Clause #3 Page 11	Financial CapabilityThe 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 FY2025-2026Audited Financial statements / Balance Sheet /CA Certificate for the respective financial years. Audited Financial statements / Balance Sheet /CA Certificate for the respective financial years.	Due date for filing audited accounts for Private Limited companies are 30th Sept every year and for the year ended 31st March 2026, audited accounts are filed with ROC by 30th September and there upon XBRL returns filed by 31st October as per the companies act timelines. Currently audit is in progress and hence we request you to allow submission of Unaudited Financial Number for FY 2025-26. We can furnish audited financial statements for FY 2022-23, FY 2023-24 and FY 2024-25.	Y	Please refer to "Revised Eligibility Criteria"
289	Section-C: INSTRUCTIONS TO BIDDERS.Point No. 16, Page 18	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.	Considering the volatility of the Market and impact on various Hardware, Software solutions, request you to consider overall bid validity of 120 days. Commercial Bid Validity - 90 days from ORA	N	Please be guided by the RFP.

290	Other / General Terms and Conditions 2.5 Transportation & Insurance, Page 22	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:	We understand that post delivery of hardware at LIC site/LIC's Data Centre Insurance for Equipment will be managed by LIC. Kindly confirm	N	Please be guided by the RFP.
291	Other / General Terms and Conditions 2.8 Termination Page 23	LIC may terminate the agreement for delay beyond four (4) consecutive weeks in any phase for delivery and installation.	Request you to consider a cure period for 30 days before any such termination.	N	Please be guided by the RFP.
292	17. Onsite Support Services Page 45	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.	We respectfully request LIC to consider permitting deployment of qualified personnel from the selected vendor's approved subcontractors/OEM/OEM Authorized Partners, while retaining complete contractual accountability, governance, security compliance, and service delivery responsibility with the Vendor.	N	Please be guided by the RFP.
293	16. Onsite Support Services Page 44		For the Resource Requirement , request LIC to define the categorization of resources under L1, L2, L3 for all 24 Resources.	Y	Please refer to "Revised Scope of work"
294	17. Onsite Support Services Page 45		Request LIC to add the below clause "To ensure required Minimum Level of Resource quality, following floor limit for Resource Cost to be quoted / factored" L1 - 10,00,000 L2- 15,00,000 L3- 22,00,000	N	Please be guided by the RFP.

295	Section F Payment Terms Point No 2 Page 48	Installation and integration, initial OEM audit and acceptance testing as per scope of work.- 40% OEMs certification of the deployment being in accordance with the scope of work	We request clarification/modification of the clause requiring OEM certification for compliance with the overall Scope of Work. Since the Scope of Work is owned and delivered by the Bidder/System Integrator and not the OEM, the OEM may not be in a position to certify compliance with the entire RFP scope. We request that compliance with the Scope of Work be certified by the Bidder, while OEM certification be limited to deployment/configuration of OEM products and licenses and Technical Specifications as listed in Annexure XV	N	Please be guided by the RFP.
296	Section G Service Level Agreement Implementation SLA Page 50,51		The points in the table Sr no 7 to Sr. no 16 does not mention any penalty capping under each of the line item. We presume the cumulative capping for any non compliance for Implementation/ Operations SLA will be capped as per below mentioned clause. ☑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.	Y	Please refer the "Revised Service Level Agreement"
297	Annexures. Annexure V, Page 55	5)Annexure-V: Bidder's Experience Procurement and Implementation of Tools related to DPDP Act, 2023 and DPDP Rules, 2025	We understand "OEM's" direct Experience can be included in the same tabular format as per Annexure V.	N	Please be guided by the RFP.
298	Section D, clause 2.3 Page 21 of 70	The PBG shall be valid for the period of 63 months	Bidder request to allow submission of BG with 12 months validity which shall be renewed each year till 63 months period	N	Please be guided by the RFP.
299	Section D, clause 2.20 Page 21 of 70	Vendors must factor in a maximum of 25% scope changes within the services cost to be quoted in the commercial bid	Bidder confirms that commercial bid will cover the current scope of work. Any change will require to be mutually discussed and accepted.	Y	Please refer to "Revised_SECTION–D_TERMS AND CONDITIONS"
300	Section F Page 46 of 70	Efforts will be made by LIC to settle all payments with 30 days of receipt of invoices.	Bidder request to confirm the payment shall be made within 30 days from date of valid invoice.	N	Please be guided by the RFP.

301	Section F Page 48 of 70	Payment milestone 1. 40% - on delivery of all HW and SW 2. 40% - on installation and initial OEM Audit 3. 15% - after go-live 4. 5% - after training and knowledge transfer	Bidder request to change Payment milestone as 1. 70% - on delivery of respective HW and SW 2. 20% - on installation and initial OEM Audit 3. 10% - after go-live	N	Please be guided by the RFP.
302	Section G Page 52 of 70	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	Bidder request to change penalty cap as The total penalty for delivery and installation shall not exceed 10% of the deployment cost ☐ The total penalty for onsite and offsite support shall not exceed 10% of the quarterly charges payable for onsite and offsite support	N	Please be guided by the RFP.
303	Minimum Eligibility Criteria - 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	Requesting LIC to mention Demerger Clause - <i>"In case, the bidding company/firm is demerged (by virtue of a corporate restructuring exercise etc.) be permitted to use credentials of original/ parent entity for initial five years from the incorporation of the demerged entities, provided that the parent company doesn't apply in the same RFP process (All relevant additional documents may be called for, which should be duly attested by the Chartered Accountant or Authorized Signatory of the Company along with Name and Seal.)"</i>	N	Please be guided by the RFP.

304	Payment Terms - Delivery	Payment for the Delivery - 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 2. Installation and integration, initial OEM audit and acceptance testing as per scope of work. - 40 % of cost and 100% of the Direct Premium Support Cost with the OEMs 3. After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 15% of cost 4. Training/ knowledge transfer, documentation of entire solution at specified locations as per the scope of work. - 5% of cost	Payment for the Delivery - 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. - 60 % of cost 2. Installation and integration, initial OEM audit and acceptance testing as per scope of work. - 20 % of cost and 100% of the Direct Premium Support Cost with the OEMs 3. After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 15% of cost 4. Training/ knowledge transfer, documentation of entire solution at specified locations as per the scope of work. - 5% of cost	N	Please be guided by the RFP.
305	Delivery Terms - Phase wise	Phase 2 - Delivery of Hardware - T + 8 Weeks Phase 3 - Implementation - T + 16 weeks Phase 4 - User acceptance testing - T+ 17 Weeks Phase 5 - Movement to production environment (Deployment) - T+ 19 Weeks Phase 6 - Training and knowledge transfer - T+20 Weeks	Phase 2 - Delivery of Hardware - T + 12 Weeks Phase 3 - Implementation - T + 20 weeks Phase 4 - User acceptance testing - T+ 21 Weeks Phase 5 - Movement to production environment (Deployment) - T+ 23 Weeks Phase 6 - Training and knowledge transfer - T+24 Weeks	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
306	Support Requirements	The Bidder & OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support <u>when required</u> .	requesting - The Bidder/OEM should have support center in Mumbai with availability of 24x7 onsite, telephonic and remote support when required.	N	Please be guided by the RFP.

307	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 Digital Personal Data Protection Act was notified only recently, and the associated Rules/implementation framework are still being operationalized across sectors. Organized market demand for "DPDP-specific" projects has therefore existed only for a limited period — well short of three full financial years. Requiring ₹50 Crore of revenue specifically attributable to DPDP compliance/implementation work in FY 2023-24 is not practical, since DPDP-related project work at scale did not commence that early in the industry. We request you to consider the relaxation for this criteria.	Y	Please refer to "Revised Eligibility Criteria"
308	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	The Bidder must have a minimum of 15 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.	Y	Please refer to "Revised Eligibility Criteria"
309	2.15. Copyright Violation and Patent Rights	All penalties levied by the Data Protection Board of India for violations under the Digital Personal Data Protection (DPDP) Act.	As there is no qualifier limiting this to breaches caused by the vendor, request you to kindly add qualifier restricting this to breaches attributable to vendor negligence/default.	C	Bidder shall be responsible for penalties to the extent they arise from Bidders own non-compliance, gross negligence, fraud, willful misconduct or material breach of the agreement . LIC shall not be liable or responsible for any such penalties, liabilities, costs, or consequences attributable to the Bidder.
310	Liability Cap and Indemnity	The RFP's liability cap and indemnity clauses require the vendor to indemnify LIC for "all penalties levied by the Data Protection Board of India for violations under the DPDP Act."	Requesting LIC for restricting this to breaches attributable to vendor negligence/default. Furthermore, kindly consider liability cap be limited to 5% of the contract value instead of 100% of the contract value	N	Please be guided by the RFP.
311	Performance Bank Guarantee	The PBG shall be valid for the period of 63 months (including sixty-three months of claim period)	The PBG shall be valid for the period of 63 months (including three months of claim period)	N	Please be guided by the RFP.
312	Transportation and Insurance	The RFP requires us to insure goods for the transit period AND for 10 days after delivery at LIC's offices	Requesting to limit our insurance obligation to the transit period only, ending at delivery	N	Please be guided by the RFP.

313	Right to Audit	Clause 9 references the vendor's "outsourced agents/sub-contractors (if allowed by LIC)" facilitating LIC/IRDAI audits directly.	We can accept full liability for the acts of any subcontractor /agent we engage (i.e., we stand behind their performance), but we cannot accept an obligation for LIC or its auditors to directly audit our subcontractors/agents, since we would have no authority to grant LIC that access over a third party. Kindly clarify the same	N	Please be guided by the RFP.
314	Commercial Quote & Architecture Sizing	To provide a commercially viable and accurate proposal, the bidder requires the volumetric sizing of the environment.	Please provide the following sizing details: 1. Total number of Employees/Internal Users. 2. Total number of target Data Sources (Databases, File Shares). 3. Total volume of data to be scanned (in TB/PB). 4. Average monthly website visitors (for Cookie Consent).	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
315	Deployment Model & Infrastructure	The RFP does not explicitly mention the preferred deployment architecture (SaaS, Hybrid, Private Cloud, or 100% On-Premises Air-Gapped).	Please clarify if a Hybrid/SaaS model (where data stays on-premise and the control plane is hosted on a secure MeitY-empanelled public cloud) is acceptable.	N	Please be guided by the RFP.
316	Sr. No. 2: "Perform Automated Asset Discovery... including but not limited to Desktops, Laptops, Servers, etc."	Automated content scanning of hundreds of thousands of individual user endpoints (Desktops/Laptops) consumes heavy network bandwidth and processing power.	Please clarify if endpoint asset discovery can be achieved via integration with LIC's existing ITAM / EDR solutions (e.g., SCCM, Tanium) rather than deploying a dedicated privacy discovery agent on all end-user machines.	N	Please be guided by the RFP.
317	Sr. No. 3: "...backup media, tapes and cloud environments"	Automated, scheduled content scanning of offline backup media and physical/magnetic tapes is technically prohibitive without dedicated hardware/middleware restoration.	Please clarify if the requirement for backup media and tapes is restricted to scanning metadata/catalogs , or if it implies live data extraction, which would require offline restoration by LIC.	N	Please be guided by the RFP.
318	Sr. No. 3 & 14: "AI/ML-powered scanning of structured and unstructured data across repositories..."	Insurance environments heavily rely on legacy Core Insurance Systems running on Mainframes (e.g., IBM DB2 for z/OS).	Please confirm if Mainframe file systems/databases are within the immediate scope of automated AI-driven discovery, and provide the specific versions in use.	N	Please be guided by the RFP.
319	Sr. No. 1: "...based on product, channel, user journey, and regulatory requirements"	Under the DPDP Act, data principals have the right to access notices/consent forms in English or any of the 22 languages specified in the Eighth Schedule to the Constitution.	Please clarify if the platform must support out-of-the-box localization and multi-lingual translation engines for all 22 official Indian languages from Day 1.	N	Please be guided by the RFP.
320	End-to-end consent lifecycle management	The DPDP Act introduces the framework of a " Consent Manager " designated by MeitY to act on behalf of the Data Principal.	Please confirm if the solution is expected to integrate with external, MeitY-authorized interoperable Consent Manager APIs once the technical specifications are formally published by the Government.	N	Please be guided by the RFP.

321	Sr. No. 1: "Automated scanning and classification of cookies across web and mobile assets..."	Sizing high-availability banner delivery depends on web traffic.	Please provide the total number of public-facing domains/URLs and mobile applications that require cookie scanning and banner deployment.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
322	Sr. No. 2: "Multi-channel request intake (web, mobile, branch, call center)"	Securiti provides native web/mobile portal widgets. Intake through physical branches or call centers typically requires integration with an existing CRM/Helpdesk system.	Please clarify if the tool should provide native intake screens for branch operators, or if it will expose APIs to ingest requests logged via LIC's existing CRM/Ticketing tools (e.g., Salesforce, CRMnext).	N	Please be guided by the RFP.
323	Sr. No. 3: "Right to Correction and Erasure of Data including third-party workflow integrations..."	Automated erasure ("Right to be Forgotten") directly in core production banking/insurance databases poses significant data integrity and statutory regulatory retention risks (e.g., IRDAI guidelines).	Please confirm that the system should trigger approval workflows and downstream integration alerts/tickets for erasure rather than executing unassisted, automated hard-deletes inside core databases.	C	Yes, the system should trigger approval workflows and downstream integration alerts/tickets for erasure rather than executing unassisted, automated hard-deletes inside <u>core databases</u>
324	Sr. No. 2: "...conduct pre-onboarding and post-onboarding privacy risk assessment of vendors"	License sizing for third-party assessment modules depends on the scale of the vendor ecosystem.	Please provide the approximate number of Third-Party Vendors / Data Processors that will be assessed through the platform annually.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
325	Sr. No. 9 (Footnote): "All configurations, dashboards, workflows, and artefacts... shall be owned by LIC..."	Software as a Product (SaaS/COTS) vendors maintain intellectual property (IP) rights over their core software platform architecture, source code, and updates.	Bidder proposes to amend the text: <i>"All customer-specific data, configured workflows, localized notices, and generated compliance artefacts shall be owned exclusively by LIC. The underlying software platform IP remains with the OEM/Bidder."</i>	N	Please be guided by the RFP.
326		Request to consider a hybrid deployment architecture for the DPDP Compliance platform	A hybrid deployment architecture brings the best of capabilities in a secure and efficient manner. This architecture ensures that the Data plane always resides in the customer environment and all analysis and automation is within in the customers' prescribed boundaries. Only the metadata (no PII, no sensitive) is exchanged with the management console.	N	Please be guided by the RFP.
326	EC Point No. 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	Kindly confirm if this required starting from the assessment/implementation phase or only during the operations/support phase	N	Please be guided by the RFP.

327	Section E – Brief Scope of Work (Page 27)	The proposed solution shall support DPDP compliance and comprise twelve modules including Privacy Notice, Consent, Cookie Consent, Data Discovery, DPR, DPIA, ROPA, PDBM, Vendor Risk, Reporting, Workflow and DPDP Portal.	Kindly confirm whether LIC expects all twelve modules to be implemented in a single phase or whether phased implementation with agreed priorities is acceptable. Also signoff for all modules shall be based on UAT criteria's decided mutually within 20 weeks. Please confirm.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
328	Section E – Brief Scope of Work (Page 27–28)	The activities and deliverables mentioned are indicative and not exhaustive and shall be provided for each module.	Kindly clarify the mechanism for identifying additional deliverables during implementation and whether such items will be treated as part of the base scope or through Change Request.	Y	Please refer to "Revised Scope of work"
329	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Conduct kick-off meeting and study LIC's present architecture, existing environment, processes and guidelines.	Kindly share the high-level enterprise architecture, application landscape and technology inventory that shall be part of bidders scope.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
330	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Study present architecture at Data Centres.	Kindly confirm the number and location of Data Centres and DR sites, virtualization platform, operating systems and database technologies in scope.	C	Will be shared with the shortlisted bidder.
331	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Study LIC's existing security environment and guidelines.	Kindly share the list of existing security products (SIEM, IAM, PAM, DLP, EDR, WAF, API Security, CASB, etc.) that are expected to integrate with the proposed solution.	N	Please be guided by the RFP.
332	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Obtain list of IT assets (tangible and non-tangible).	Kindly provide the approximate number of servers, endpoints, databases, applications, APIs, cloud workloads and network devices to be discovered and onboarded.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
333	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Identify business objectives and technical requirements.	Will LIC conduct structured Business Requirement Workshops with each department, or is the SI expected to independently collect and document all departmental requirements?	N	Please be guided by the RFP.
334	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Define prerequisites for implementation.	Kindly clarify whether prerequisite infrastructure, firewall openings, certificates, DNS entries, service accounts and privileged access will be provisioned by LIC before implementation milestones commence.	N	Please be guided by the RFP.
335	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Outline implementation strategy with timelines and milestones.	Kindly confirm whether the bidder may propose revised milestone sequencing based on dependency analysis without affecting the overall contractual timeline.	N	Please be guided by the RFP.
336	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Ensure DPDP, IRDAI, security, regulatory and compliance requirements are integrated into the solution design.	Kindly share the complete list of regulatory frameworks (DPDP, IRDAI circulars, CERT-In, ISO, internal policies, etc.) against which compliance is expected.	N	Please be guided by the RFP.
337	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Ensure compatibility and interoperability with all LIC applications.	Kindly provide the indicative list of enterprise applications requiring integration along with technology stack and interface mechanism (API, DB, File, MQ, etc.).	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

338	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Ensure interoperability with SIEM, PIM/PAM, LDAP, cloud support and analytics solutions.	Kindly provide OEM names, versions and deployment models of these existing platforms to facilitate accurate integration sizing.	N	Will be shared with the shortlisted bidder.
339	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Design High-Level and Low-Level Architecture for each in-scope module.	Kindly confirm whether LIC has any mandatory enterprise architecture standards, reference architectures or documentation templates to be followed.	N	Please be guided by the RFP.
340	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Connectivity and Data Flow Diagram shall be prepared for each module and third-party solutions.	please share existing network topology, VLAN information, firewall zones and application connectivity diagrams will be shared by LIC.	N	Will be shared with the shortlisted bidder.
341	Section E – Phase 1 Planning & Designing Workshop (Page 28)	OEM shall certify the implementation architecture prepared by the SI.	Kindly clarify whether architecture certification from every OEM is mandatory or only for OEMs supplying licensed products under this RFP.	N	Please be guided by the RFP.
342	Section E – Phase 1 Planning & Designing Workshop (Page 28)	OEM may recommend implementation changes after deployment validation and bidder shall implement them.	Kindly confirm whether OEM recommendations involving scope enhancement or additional licensing shall be processed through Change Request and commercial approval.	N	Please be guided by the RFP.
343	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Bidder shall prepare SOPs, operational procedures, MBSS/SCD, acceptance procedures, BCP/DR, Incident Response documents and RACI.	Kindly provide standard LIC documentation templates and expected review/approval workflow for these deliverables.	N	Please be guided by the RFP.
344	Section E – Phase 1 Planning & Designing Workshop (Page 28)	Separate plan documents shall be submitted for each in-scope module.	Kindly confirm whether consolidated documentation will also be accepted in addition to module-wise documents to simplify governance and change management.	N	Please be guided by the RFP.
345	Section E – Detailed Scope of Work – General Requirements (Page 33)	Bidder shall perform end-to-end implementation, configuration, customization, testing, deployment and commissioning including coordination with LIC teams and third parties.	Kindly clarify the responsibility matrix for third-party vendors already engaged by LIC and whether their support is contractually assured by LIC.	N	Will be shared with the shortlisted bidder.
346	Section E – Detailed Scope of Work – General Requirements (Page 33)	Bidder shall understand application architecture, data flows, integrations and identify prerequisites before implementation.	Kindly confirm whether application owners and infrastructure SMEs from LIC will be nominated for each business application during discovery.	C	Will be shared with the shortlisted bidder.
347	Section E – Detailed Scope of Work – General Requirements (Page 33)	Bidder shall design, develop, configure, test and support APIs, connectors, workflows and data synchronization mechanisms.	Kindly provide the estimated number of integrations, APIs and custom connectors expected under this engagement.	C	Will be shared with the shortlisted bidder.
348	Section E – Detailed Scope of Work – General Requirements (Page 33)	Ensure compatibility and interoperability with all LIC applications/solutions.	Kindly clarify whether integration with legacy applications lacking REST APIs shall be considered within the bidder's scope or will require separate arrangements.	N	Please be guided by the RFP.

349	Section E – Detailed Scope of Work – General Requirements (Page 33)	Technical specifications are minimum and equivalent or higher specifications may be quoted. Requirements not explicitly mentioned but relevant <u>automatically form part of scope.</u>	Kindly define the commercial boundary of "automatically forming part of scope" to avoid ambiguity regarding additional features, integrations or components not explicitly listed.	N	Please be guided by the RFP.
350	Section E – Detailed Scope of Work – General Requirements (Page 33–34)	OEM shall be engaged for design, implementation, post-implementation audit, validation <u>and certification.</u>	Kindly clarify whether OEM professional services, audit charges and certification costs are expected to be included in the bidder's commercial proposal.	Y	Please refer to "Revised Commercials"
351	Section E – Detailed Scope of Work – General Requirements (Page 34)	Bidder shall appoint a Service Delivery/Project Manager as the Single Point of Contact and provide premium OEM support; solution shall be scalable for five years with <u>10% annual growth.</u>	Kindly confirm whether the 10% annual growth applies to users, endpoints, applications, data volume, transactions, licenses, or all infrastructure components for sizing and commercial estimation.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
352	Section E – General Requirements (Pg. 34)	Bidder shall quote highest/premium OEM support for all OEMs.	Kindly clarify whether LIC expects OEM Premium/Enterprise Support, 24x7 Mission Critical Support or equivalent support package for every OEM.	C	It should be the highest level support available with the OEM .
353	Section E – General Requirements (Pg. 34)	Bidder and OEM shall conduct workshops with all LIC departments for requirement gathering.	Kindly provide the indicative number of departments, business units and stakeholders expected to participate in workshops.	C	Will be shared with the shortlisted bidder.
354	Section E – General Requirements (Pg. 34)	Workshop shall cover solution architecture, sizing, policy configuration, HA and BCP/DR <u>scenarios.</u>	Kindly confirm whether LIC has predefined HA/BCP/DR architecture standards that must be followed.	N	Please be guided by the RFP.
355	Section E – General Requirements (Pg. 34)	Workshop shall cover integration with other network and security solutions.	Kindly provide the complete inventory of security tools expected to integrate with the proposed solution, including OEM and software versions.	N	Please be guided by the RFP.
356	Section E – General Requirements (Pg. 34)	Workshop shall include acceptance testing strategy and test cases.	Kindly clarify whether LIC has predefined UAT templates or whether the bidder is expected to prepare and mutually finalize all acceptance criteria.	N	Please be guided by the RFP.
357	Section E – General Requirements (Pg. 34)	Workshop includes identifying gaps, crown jewels, parser creation, rule creation, use case development and <u>fine tuning.</u>	Kindly define LIC's methodology for identifying business critical assets ("Crown Jewels") and whether an existing asset criticality register will be shared.	C	Will be shared with the shortlisted bidder.
358	Section E – General Requirements (Pg. 34)	Requirement Gathering Document and Detailed Design Document shall be submitted.	Kindly confirm the review cycle, approval authority and expected turnaround time for approval of Requirement Gathering and Design Documents.	N	Please be guided by the RFP.
359	Section E – General Requirements (Pg. 34)	Entire solution should integrate with LIC's NTP solution.	Kindly share the existing enterprise NTP architecture and whether dedicated NTP servers will be provided for synchronization.	C	Will be shared with the shortlisted bidder.

360	Section E – General Requirements (Pg. 34)	Solution should retain logs for at least 12 months and 2 years in SIEM with retrieval within five hours.	Kindly clarify whether the proposed solution itself should store logs for the specified duration or whether archival in LIC's enterprise SIEM will satisfy this requirement.	N	Please be guided by the RFP.
361	Section E – Scope of Work (Pg. 35)	Solution shall support 10% year-on-year growth.	Kindly confirm whether growth calculations should consider infrastructure expansion, business acquisitions, new applications and increased transaction volume in addition to user growth.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
362	Section E – Scope of Work (Pg. 35)	Wrong sizing or BoQ shall be replaced by bidder without additional cost.	Kindly clarify whether sizing assumptions approved jointly during design workshops shall be treated as the baseline for future capacity obligations.	N	Please be guided by the RFP.
363	Section E – Scope of Work (Pg. 35)	Bidder shall prepare implementation plans, integration plans and rollback strategies.	Kindly confirm whether LIC follows standard CAB/Change Management procedures and specify the expected approval timelines for production deployment.	C	Will be shared with the shortlisted bidder.
364	Section E – Scope of Work (Pg. 35)	Bidder shall factor costs associated with obtaining retrospective consent.	Kindly clarify the estimated number of existing customers/Data Principals for whom retrospective consent campaigns are envisaged.	Y	Please refer to "Revised Scope of work"
365	Section E – Scope of Work (Pg. 35)	OEM deployment audit after implementation and annually thereafter.	Kindly confirm whether the OEM audit scope shall include security hardening validation, performance review and configuration compliance assessment.	N	Please be guided by the RFP.
366	Section E – Scope of Work (Pg. 35)	Successful bidder shall install all associated equipment required to complete the job.	Kindly clarify whether rack space, power, cooling, IP addressing and network connectivity will be provided by LIC for all proposed hardware appliances.	Y	Please refer to "Revised Scope of work"
367	Section E – Scope of Work (Pg. 35)	Successful bidder shall coordinate with other bidders appointed by LIC.	Kindly provide the list of incumbent vendors or major implementation partners expected to participate during deployment and integration activities.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
368	Section E – Scope of Work (Pg. 35)	No extra claim shall be entertained for rework due to bidder's negligence.	Kindly clarify whether rework arising due to changes in LIC requirements after approved design sign-off shall be processed through Change Request.	N	Please be guided by the RFP.
369	Section E – Scope of Work (Pg. 35)	Bidder shall submit updated escalation matrix whenever changes occur.	Kindly confirm the expected escalation hierarchy from LIC and whether a joint governance committee will be constituted for issue resolution.	N	Please be guided by the RFP.
370	Section E – Scope of Work (Pg. 35)	Bidder shall understand application, network, server and security environment before deployment.	Kindly confirm whether detailed infrastructure diagrams and CMDB information will be shared with the successful bidder after award.	N	Please be guided by the RFP.
371	Section E – Scope of Work (Pg. 35)	Solution shall comply with DPDP Act, IRDAI Guidelines, ISO 27001:2022, ISO 22301 and IT Act.	Kindly clarify whether compliance mapping against each regulatory control is expected as a project deliverable.	N	Please be guided by the RFP.

372	Section E – Scope of Work (Pg. 35)	Bidder shall suggest network integration plan for various devices and appliances.	Kindly confirm whether firewall policy modifications, VLAN creation and routing changes will be executed by LIC infrastructure teams.	C	Will be shared with the shortlisted bidder.
373	Section E – Scope of Work (Pg. 35)	Integration and coordination with future in-scope solutions.	Kindly clarify whether future integrations added after Go-Live are included under the managed services scope or will be handled through separate Change Requests.	N	Please be guided by the RFP.
374	Section E – Scope of Work (Pg. 35)	Detailed execution plan to be submitted within five weeks of Purchase Order.	Kindly clarify whether delays in receiving prerequisite information, approvals or third-party dependencies will result in proportional extension of project milestones.	N	Please be guided by the RFP.
375	Section E – Scope of Work (Pg. 35)	Execution plan shall include downtime, architecture changes, deployment schedule and logging parameters.	Kindly provide the permissible production maintenance windows and blackout periods applicable to LIC's business operations.	C	Will be shared with the shortlisted bidder.
376	Section E – Scope of Work – Planning & Designing Workshop (Pg. 35–36)	Detailed workshop shall be conducted to understand LIC's DPDP business, architecture and security requirements before implementation.	Kindly confirm whether completion and approval of the Planning & Designing Workshop deliverables shall constitute the baseline for freezing scope, timelines and commercials prior to implementation.	N	Please be guided by the RFP.
377	Annexure XV – Technical Specifications	Ability to generate configurable, dynamic, contextual, comprehensive and short privacy notices based on product, channel, user journey and regulatory requirements.	Kindly confirm the approximate number of products, customer journeys, channels and notice templates that need to be configured during implementation.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
378	Annexure XV – Technical Specifications	Provide downloadable capability for users to download consent receipts/artefacts for transparency.	Kindly clarify the format (PDF/JSON/XML) and retention period expected for consent receipts and whether digitally signed receipts are mandatory.	N	Please be guided by the RFP.
379	Annexure XV – Technical Specifications	Ensure translation and transliteration of notices into all 22 Indian languages.	Kindly confirm whether LIC will provide approved translations or whether translation services are expected to be included in the bidder's scope.	N	Please be guided by the RFP.
380	Annexure XV – Technical Specifications	Audit trail for all consent-related activities and notice interactions that cannot be altered.	Kindly clarify the retention period, archival strategy and legal admissibility requirements for immutable audit logs.	C	As per the regulatory and compliance requirements
381	Annexure XV – Technical Specifications	Identify and notify Data Principals who consented to outdated notice versions.	Kindly clarify whether notification through SMS, email, mobile application and portal is expected under the base scope.	N	Please be guided by the RFP.
382	Annexure XV – Technical Specifications	Version control and historical traceability of all notices and consent artefacts.	Kindly confirm whether historical versions are required to remain searchable throughout the contract period or beyond as per statutory retention.	N	Please be guided by the RFP.
383	Annexure XV – Technical Specifications	End-to-end consent lifecycle management including capture, storage, validation, renewal, revocation and expiry.	Kindly confirm the estimated annual consent transaction volume to be considered for sizing.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

384	Annexure XV – Technical Specifications	Integration with National Consent Stack (NeGD Consent Framework) and future Government platforms.	Kindly clarify whether LIC expects this integration during Phase-1 or only when Government APIs become publicly available.	N	Please be guided by the RFP.
385	Annexure XV – Technical Specifications	Platform shall align with NeGD Business Requirement Document dated 15-Apr-2025.	Kindly confirm whether compliance mapping against every NeGD BRD requirement is expected as a contractual deliverable.	N	Please be guided by the RFP.
386	Annexure XV – Technical Specifications	Platform shall support peak load of five lakh policy issuances per day.	Kindly clarify the expected peak concurrent users, API TPS and consent transactions per second to enable accurate infrastructure sizing.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
387	Annexure XV – Technical Specifications	Support explicit, implicit, opt-in and opt-out consent models.	Kindly clarify whether all consent models will be applicable across every LIC business process or only for specific customer journeys.	N	Please be guided by the RFP.
388	Annexure XV – Technical Specifications	Granular consent for policyholders, employees, pensioners, agents, vendors, contractors, website visitors and others.	Kindly provide the approximate population count for each stakeholder category for sizing and licensing purposes.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
389	Annexure XV – Technical Specifications	Automated scanning and classification of cookies across web and mobile assets.	Kindly provide the number of public websites, portals and mobile applications that are in scope for cookie discovery.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
390	Annexure XV – Technical Specifications	Consent-based blocking and activation of scripts including third-party tags.	Kindly clarify whether LIC currently uses Tag Management platforms (such as Google Tag Manager or equivalent) that require integration.	N	Please be guided by the RFP.
391	Annexure XV – Technical Specifications	Cookie notices shall use clear language describing cookie types, purposes and collected data.	Kindly clarify whether LIC will provide approved legal content for cookie notices or whether drafting support is expected from the bidder.	N	Please be guided by the RFP.
392	Annexure XV – Technical Specifications	Auto-translation of cookie banner content into 22 Indian languages.	Kindly confirm whether translation accuracy validation and legal review are within bidder scope.	N	Please be guided by the RFP.
393	Annexure XV – Technical Specifications	Deploy user-friendly cookie banner ensuring consent is freely given, informed and unambiguous.	Kindly clarify whether LIC has predefined UI/UX and branding standards that the cookie banner must comply with.	N	Please be guided by the RFP.
394	Annexure XV – Technical Specifications	Real-time modification and withdrawal of cookie consent by users.	Kindly clarify the maximum acceptable propagation time for consent withdrawal across integrated applications.	N	Please be guided by the RFP.
395	Annexure XV – Technical Specifications	Support compliance by identifying, classifying and governing Digital Personal Data across the organization.	Kindly provide the estimated number of structured and unstructured repositories that require onboarding during Phase-1.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
396	Annexure XV – Technical Specifications	Perform automated asset discovery using agent-based and/or agentless scans.	Kindly provide the estimated number of desktops, laptops, servers and other enterprise assets to be scanned.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

397	Annexure XV – Technical Specifications	Automatically discover personal data across databases, applications, file systems, endpoints, APIs, servers, backup media, tapes and cloud environments.	Kindly clarify which repositories are in scope on Day-1 and which may be onboarded in later phases.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
398	Annexure XV – Technical Specifications	Classify data based on sensitivity, risk, purpose and retention requirements.	Kindly confirm whether LIC has an existing enterprise data classification policy that will be adopted or whether it must be created during implementation.	C	Will be shared with the shortlisted bidder.
399	Annexure XV – Technical Specifications	Support identification of high-risk personal data and enable risk-based tagging.	Kindly clarify whether LIC has predefined risk classification criteria or expects the bidder to recommend the methodology.	C	Bidder may propose methodology. Final decision rest solely with LIC.
400	Annexure XV – Technical Specifications	Support linkage of classified data with consent status and purpose limitation.	Kindly clarify whether consent identifiers are already available within existing applications or need to be generated by the proposed platform.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
401	Annexure XV – Technical Specifications	Support linkage of classified data with consent status and highlight deviations.	Kindly clarify whether automated remediation workflows for consent-purpose violations are expected under the base scope or only deviation reporting.	N	Please be guided by the RFP.
402	Annexure XV – Technical Specifications	Identify and assess all data touch points including data entry, processing, storage, transfer, erasure and physical records later digitized.	Kindly confirm the approximate number of business applications, manual processes and third-party platforms that are expected to be assessed during Phase-1.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
403	Annexure XV – Technical Specifications	Bidder shall provide all tools, utilities and resources required for data discovery without dependency on LIC.	Kindly clarify whether database credentials, API credentials and privileged accounts required for discovery will be provisioned by LIC.	C	Only read-only credentials will be provided, if required. No other credentials will be provided by LIC.
404	Annexure XV – Technical Specifications	Bidder shall deliver deployed scanners/collectors.	Kindly confirm whether virtual scanners are acceptable or whether dedicated physical appliances are mandatory for all environments.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
405	Annexure XV – Technical Specifications	Coverage evidence and completeness reporting including inventory lists, scan logs, success/failure metrics and audit evidence.	Kindly clarify the minimum acceptable discovery coverage percentage expected by LIC for project acceptance.	C	Discovery of all the assets to be performed by the Bidder.
406	Annexure XV – Technical Specifications	Self-service portal for Data Principals to view and manage their privacy rights.	Kindly clarify whether the portal will be exposed externally over the Internet or only through LIC authenticated channels.	N	Please be guided by the RFP.
407	Annexure XV – Technical Specifications	Multi-channel request intake through web, mobile, branch and call centre.	Kindly confirm whether integrations with existing CRM, branch applications and call centre platforms are included within the implementation scope.	N	Please be guided by the RFP.
408	Annexure XV – Technical Specifications	Workflow orchestration for Access, Consent Withdrawal, Correction, Erasure, Grievance Redressal and Nomination rights.	Kindly provide the expected approval hierarchy and departmental workflow owners for each type of Data Principal Rights request.	Y	Please refer to "Revised Scope of work"

409	Annexure XV – Technical Specifications	End-to-end automated Data Principal Rights Management aligned with DPDP Act and LIC policies.	Kindly clarify whether LIC will provide standardized privacy operating procedures before implementation or expects the bidder to develop them.	N	Please be guided by the RFP.
410	Annexure XV – Technical Specifications	Maintain immutable audit trails documenting every stage of rights request handling.	Kindly confirm the statutory retention period expected for DPR audit trails and evidence records.	C	The statutory retention period expected for DPR audit trails and evidence records should be as per the DPDP compliance requirements.
411	Annexure XV – Technical Specifications	Ready-to-use standardized response templates compliant with DPDP Act.	Kindly clarify whether legally approved response templates will be provided by LIC's Legal Department or are expected from the bidder.	C	Bidder to provide the same for review and approval from LIC.
412	Annexure XV – Technical Specifications	Structured nominee management covering capture, validation, update and revocation.	Kindly clarify whether nominee information already exists within LIC core systems or must be captured through the proposed solution.	N	Please be guided by the RFP.
413	Annexure XV – Technical Specifications	Reporting capabilities for management and regulators with export to CSV/PDF.	Kindly confirm whether board-level dashboards, regulator-specific reports and audit reports are all expected under the base implementation scope.	N	Please be guided by the RFP.
414	Annexure XV – Technical Specifications	Operational SLAs aligned with statutory grievance resolution timelines and notifications.	Kindly provide the complete SLA matrix expected for each category of Data Principal Rights request.	N	Please be guided by the RFP.
415	Annexure XV – Technical Specifications	Bidder shall deliver policies, SOPs, RACI matrices and structured training.	Kindly clarify the expected number of SOPs, policy documents, administrator trainings and end-user awareness sessions.	Y	Please refer to "Revised Commercials"
416	Annexure XV – Technical Specifications	Configurable DPIA templates aligned with DPDP Act.	Kindly confirm whether LIC has predefined DPIA templates or expects the bidder to design and customize templates during implementation.	C	LIC has predefined DPIA template however, the Bidder is also expected to provide customized templates during implementation.
417	Annexure XV – Technical Specifications	Automatic initiation or refresh of DPIA based on ROPA risk rules and thresholds.	Kindly clarify whether risk scoring methodology and trigger thresholds will be provided by LIC or designed jointly with the bidder.	N	Please be guided by the RFP.
418	Annexure XV – Technical Specifications	Pre-population of DPIA from associated ROPA records.	Kindly confirm the mandatory data fields expected to be synchronized automatically between ROPA and DPIA modules.	N	Please be guided by the RFP.
419	Annexure XV – Technical Specifications	Automated annual DPIA for Significant Data Fiduciary compliance.	Kindly clarify whether the proposed solution should automatically schedule annual DPIAs across all processing activities or only identified high-risk activities.	C	The proposed solution should automatically schedule annual DPIAs across all processing activities
420	Annexure XV – Technical Specifications	Multi-level approval workflows with role-based access control.	Kindly provide the indicative approval hierarchy, approver roles and segregation-of-duty requirements for DPIA workflows.	Y	Please refer to revised "Revised Annexure-XV"
421	Annexure XV – Technical Specifications	Automated risk scoring and categorization.	Kindly clarify whether LIC has an enterprise risk matrix to be adopted or whether the bidder should propose the scoring methodology.	C	The bidder should propose the scoring methodology.

422	Annexure XV – Technical Specifications	Integration between DPIA, Data Discovery and business processes.	Kindly confirm the list of business applications and workflow platforms expected to participate in DPIA automation.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
423	Annexure XV – Technical Specifications	Ability to trigger DPIA for new products, changes and processing activities.	Kindly clarify whether integrations with LIC's Change Management or SDLC tools are required for automated DPIA triggering.	N	Please be guided by the RFP.
424	Annexure XV – Technical Specifications	Automated creation of ROPA using Data Discovery and DPIA outputs.	Kindly clarify whether historical processing records need to be migrated into the new ROPA repository during implementation.	N	Please be guided by the RFP.
425	Annexure XV – Technical Specifications	Comprehensive ROPA covering applications, systems, business processes and third-party vendors.	Kindly provide the approximate number of applications, business processes and external processors expected to be onboarded into ROPA during Phase-1.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
426	Annexure XV – Technical Specifications	Centralized ROPA with continuous automated updates, validation and linkage with consent, DPIA and data mapping.	Kindly clarify whether near real-time synchronization is mandatory across all integrated modules or whether scheduled batch synchronization is acceptable.	N	Please be guided by the RFP.
427	Annexure XV – Technical Specifications	Detect, record, investigate and manage Personal Data Breaches through configurable workflows.	Kindly clarify whether LIC has an existing enterprise Incident Response workflow that must be integrated with the proposed Personal Data Breach Management module.	N	Please be guided by the RFP.
428	Annexure XV – Technical Specifications	Automatic breach identification from integrated security solutions.	Kindly provide the list of existing SIEM, SOAR, EDR, DLP, Email Security, CASB and other security tools that are expected to integrate with the solution.	C	Will be shared with the shortlisted bidder.
429	Annexure XV – Technical Specifications	Automated incident severity classification and prioritization.	Kindly clarify whether LIC has predefined breach severity classifications or expects the bidder to recommend an industry-standard framework.	C	Bidder to recommend an industry-standard framework.
430	Annexure XV – Technical Specifications	Maintain breach register with complete lifecycle history.	Kindly confirm the statutory retention period required for breach records, investigation reports and forensic evidence.	C	As per regulatory and compliance requirement.
431	Annexure XV – Technical Specifications	Support regulatory notification timelines under DPDP Act.	Kindly clarify whether configurable notification timelines should also support future amendments to DPDP Rules without additional customization.	C	Configurable notification timelines should also support future amendments to DPDP Rules
432	Annexure XV – Technical Specifications	Notify affected Data Principals through multiple communication channels.	Kindly confirm whether SMS Gateway, Email Gateway, Mobile App notifications and IVR integrations are all in scope.	N	Please be guided by the RFP.
433	Annexure XV – Technical Specifications	Capture forensic evidence and investigation details.	Kindly clarify whether the proposed solution is expected to perform forensic acquisition or only maintain investigation records received from existing SOC/IR teams.	N	Please be guided by the RFP.
434	Annexure XV – Technical Specifications	Integration with workflow engine for breach approvals and escalations.	Kindly provide the expected approval hierarchy for breach declaration, regulatory notification and closure.	C	Will be shared with the shortlisted bidder.
435	Annexure XV – Technical Specifications	Root cause analysis and corrective action tracking.	Kindly clarify whether integration with ITSM/Change Management tools is required for corrective action tracking.	N	Please be guided by the RFP.

436	Annexure XV – Technical Specifications	Dashboard and analytics for breach trends and regulatory reporting.	Kindly clarify whether predefined DPDP reporting formats will be provided by LIC or are expected to be designed by the bidder.	N	Please be guided by the RFP.
437	Annexure XV – Technical Specifications	Risk assessment of Data Processors and Third Parties.	Kindly provide the approximate number of third-party vendors that are expected to be onboarded during the initial implementation phase.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
438	Annexure XV – Technical Specifications	Centralized Vendor Risk Register.	Kindly clarify whether existing vendor master records will be migrated into the proposed platform by LIC or by the bidder.	N	Please be guided by the RFP.
439	Annexure XV – Technical Specifications	Vendor due diligence questionnaires and evidence collection.	Kindly confirm whether LIC has standardized security/privacy questionnaires or expects the bidder to prepare these templates.	N	Please be guided by the RFP.
440	Annexure XV – Technical Specifications	Periodic reassessment of vendor privacy compliance.	Kindly clarify the expected reassessment frequency for critical, high, medium and low-risk vendors.	C	Will be shared with the shortlisted bidder.
441	Annexure XV – Technical Specifications	Track contractual obligations and DPDP compliance commitments of vendors.	Kindly clarify whether existing contracts will be uploaded manually or integrated through LIC's Contract Management system.	C	Will be shared with the shortlisted bidder.
442	Annexure XV – Technical Specifications	Integration with procurement and vendor onboarding process.	Kindly confirm whether integration with SAP/ERP/procurement systems is included under the base implementation scope.	N	Please be guided by the RFP.
443	Annexure XV – Technical Specifications	Automated reminders for vendor assessments and compliance renewals.	Kindly clarify whether reminder frequency, escalation hierarchy and notification templates will be configurable by LIC administrators.	C	Will be shared with the shortlisted bidder.
444	Annexure XV – Technical Specifications	Risk scoring based on assessment responses and evidence.	Kindly clarify whether LIC has an existing enterprise vendor risk methodology that must be adopted.	C	Will be shared with the shortlisted bidder.
445	Annexure XV – Technical Specifications	Vendor compliance dashboards and executive reporting.	Kindly confirm whether dashboard customization and creation of additional KPIs by LIC administrators is expected without OEM intervention.	N	Please be guided by the RFP.
446	Annexure XV – Technical Specifications	Maintain complete audit trail for vendor assessments and approvals.	Kindly clarify the expected audit retention period and archival requirements for vendor assessment evidence.	N	Please be guided by the RFP.
447	Annexure XV – Technical Specifications	Centralized compliance dashboards covering all DPDP modules.	Kindly clarify whether dashboards are expected to support multi-level access for Board, Executive Management, Privacy Office and Business Units.	N	Please be guided by the RFP.
448	Annexure XV – Technical Specifications	Customizable reporting with export capability.	Kindly confirm the required export formats (PDF, Excel, CSV, JSON, API) and whether scheduled report delivery is mandatory.	N	Please be guided by the RFP.
449	Annexure XV – Technical Specifications	Real-time compliance monitoring and KPI dashboards.	Kindly clarify the maximum acceptable dashboard refresh interval for operational and executive reporting.	N	Please be guided by the RFP.
450	Annexure XV – Technical Specifications	Configurable workflow engine supporting all DPDP modules.	Kindly confirm whether workflow changes can be configured through low-code/no-code interfaces by LIC administrators without OEM support.	N	Please be guided by the RFP.

451	Annexure XV – Technical Specifications	Workflow notifications, escalations and SLA tracking.	Kindly clarify whether escalation matrices will vary department-wise and whether holiday calendars, business hours and regional offices must be supported.	Y	Please be guided by the RFP.
452	Annexure XV – Technical Specifications	DPDP Program Management Portal providing centralized visibility across all privacy domains.	Kindly clarify the expected number of Privacy Officers, Business Users, Compliance Teams and Administrators who will access the portal concurrently.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
453	Annexure XV – Technical Specifications	Unified dashboard consolidating all privacy modules.	Kindly confirm whether dashboards are expected to consolidate information from third-party systems in addition to the proposed DPDP solution.	N	Please be guided by the RFP.
454	Annexure XV – Technical Specifications	Role-based access with segregation of duties.	Kindly provide the indicative role matrix and expected number of custom roles required across business and IT functions.	C	Will be shared with the shortlisted bidder.
455	Annexure XV – Technical Specifications	Configurable workflow orchestration across all modules.	Kindly clarify whether cross-module workflows (Consent → Data Discovery → DPIA → ROPA → Breach → Reporting) are expected as part of the base implementation.	N	Please be guided by the RFP.
456	Annexure XV – Technical Specifications	Enterprise-wide task assignment and activity tracking.	Kindly confirm whether workflow tasks are expected to integrate with existing enterprise collaboration platforms such as Microsoft Outlook, Microsoft Teams or ServiceNow.	N	Please be guided by the RFP.
457	Annexure XV – Technical Specifications	Configurable SLA management and escalation.	Kindly clarify whether different SLA policies will apply for Corporate Office, Zonal Offices, Divisional Offices and Branch Offices.	N	Please be guided by the RFP.
458	Annexure XV – Technical Specifications	Central repository for privacy documentation and evidence.	Kindly confirm the expected document volume, supported document formats and storage growth to be considered for sizing.	C	Please refer to "Revised Scope of work - Revised Annexure-XV"
459	Annexure XV – Technical Specifications	Integration APIs for enterprise applications.	Kindly provide the approximate number of inbound and outbound API integrations expected during Phase-1 implementation.	N	Please be guided by the RFP.
460	Annexure XV – Technical Specifications	REST API support with secure authentication and authorization.	Kindly clarify whether LIC has standardized API Gateway, OAuth, OpenID Connect or certificate-based authentication standards that shall be followed.	C	Will be shared with the shortlisted bidder.
461	Annexure XV – Technical Specifications	Comprehensive audit logging across all administrative and user activities.	Kindly clarify whether audit logs are required to be forwarded to LIC's existing SIEM in real time.	C	Will be shared with the shortlisted bidder.
462	Annexure XV – Technical Specifications	Support High Availability and Disaster Recovery deployment.	Please share HA expectation if all solution component to be in HA per site i.e. in DC and DR or HA can be achieved by solution components to be deployed in both sites.	C	Bidder to provide the solution in HA mode between DC and DR site
463	Annexure XV – Technical Specifications	Horizontal and vertical scalability for future organizational growth.	Kindly clarify whether the anticipated annual growth should be calculated based on users, data volume, applications, transactions or all combined.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

464	Annexure XV – Technical Specifications	Encryption for data at rest and data in transit.	Kindly confirm whether encryption key management shall integrate with LIC's existing HSM/KMS infrastructure.	C	Will be shared with the shortlisted bidder.
465	Annexure XV – Technical Specifications	Authentication using enterprise identity management.	Kindly clarify whether integration is required with Microsoft Active Directory, LDAP, Entra ID, MFA and Privileged Access Management simultaneously.	N	Please be guided by the RFP.
466	Annexure XV – Technical Specifications	Fine-grained authorization and administrative delegation.	Kindly confirm whether delegated administration is expected at Corporate Office, Zonal Office, Divisional Office and Branch Office levels.	N	Please be guided by the RFP.
467	Annexure XV – Technical Specifications	Configurable business rules and low-code administration.	Kindly clarify whether authorized LIC administrators are expected to configure workflows, forms, dashboards and reports without OEM dependency.	N	Please be guided by the RFP.
468	Annexure XV – Technical Specifications	AI governance and algorithmic due diligence register.	Kindly provide the list of AI/ML applications currently deployed within LIC that are expected to be assessed under this requirement.	N	Please be guided by the RFP.
469	Annexure XV – Technical Specifications	Register documenting algorithmic processing, fairness checks and risk assessments.	Kindly clarify whether the bidder is expected to conduct algorithmic risk assessments or only provide the platform to record such assessments.	N	Please be guided by the RFP.
470	Annexure XV – Technical Specifications	Cross-module dependency management and automatic synchronization.	Kindly confirm whether synchronization between modules is required in real time or whether scheduled synchronization intervals are acceptable.	N	Please be guided by the RFP.
471	Annexure XV – Technical Specifications	Configurable notifications, reminders and alerts.	Kindly clarify whether SMS, Email, Push Notification and WhatsApp notification channels are all expected under the base scope.	N	Please be guided by the RFP.
472	Annexure XV – Technical Specifications	Support future regulatory enhancements without major customization.	Kindly clarify whether future DPDP Rules, Data Protection Board guidelines and IRDAI regulatory changes are expected to be accommodated through standard product updates.	N	Please be guided by the RFP.
473	Annexure XV – Technical Specifications	Centralized administration, monitoring and health dashboard.	Kindly clarify whether integration with existing enterprise monitoring platforms (such as SCOM, SolarWinds, Zabbix or equivalent) is expected.	N	Please be guided by the RFP.
474	Annexure XV – Technical Specifications	Backup, recovery and archival of application data.	Kindly confirm whether backup integration shall use LIC's existing enterprise backup infrastructure and policies or whether OEM-native backup mechanisms are expected.	C	No. LIC backup infra will not be provided.
475	Annexure XV – Technical Specifications	Comprehensive implementation documentation, administrator guides and operational manuals.	Kindly clarify the list of mandatory deliverables expected at project closure, including HLD, LLD, Configuration Guides, Runbooks, SOPs, API Documentation and Knowledge Transfer documents.	N	Please be guided by the RFP.

476	Annexure XV – Technical Specifications	Complete DPDP solution shall remain extensible and support integration with future enterprise applications and regulatory requirements.	Kindly clarify whether future integrations requested by LIC during the contract period will be treated as part of the base implementation scope or governed through the Change Request mechanism.	N	Please be guided by the RFP.
477	RFP_Procurement and Implementation of Tools related to DPDP Act 2023 and..._f4022886-7a5f-447b-8210-0c3f71605710	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.	Please allow subcontracting for the RFP Scope.	N	Please be guided by the RFP.
478	RFP_Procurement and Implementation of Tools related to DPDP Act 2023 and..._f4022886-7a5f-447b-8210-0c3f71605710	General	Please clarify whether OEM PS can be used during implementation phase.	N	Please be guided by the RFP.
479	Sec D 2.3, Pg 21-22	PBG of 5% valid for 63 months	PBG validity extends beyond contract term and is commercially onerous. Hence we propose that PBG to be 3% of contract value and valid till contract period + 3 months claim period.	N	Please be guided by the RFP.
480	Sec D 2.3, Pg 22	LIC may invoke PBG for any loss as deemed fit	Invocation conditions are broad and subjective. Hence we propose that PBG invocation only for proven material breach after 30 days cure period.	N	Please be guided by the RFP.
481	Sec D 2.11, Pg 24	Liability includes contract value plus DPDP penalties	Exposure is unlimited regarding DPDP penalties. Hence we propose that Aggregate liability capped at 100% of contract value; exclusion only for fraud, wilful misconduct and IPR infringement.	N	Please be guided by the RFP.
482	Sec D 2.13 & 2.15, Pg 24-25	Unlimited liability for IPR, confidentiality and infringement claims	Unlimited risk not insurable. Hence we propose that Liability for confidentiality breaches to be capped at 100% of contract value; unlimited only for wilful misconduct and third-party IPR claims.	N	Please be guided by the RFP.

483	Sec D 2.15, Pg 25	Vendor liable for all DPDP penalties levied by DPBI	DPDP compliance is shared responsibility involving LIC processes and data governance. Hence we propose that Vendor liable only where penalties are directly attributable to vendor's proven breach of contractual obligations.	C	Bidder shall be responsible for penalties to the extent they arise from Bidders own non-compliance, gross negligence, fraud, willful misconduct or material breach of the agreement . LIC shall not be liable or responsible for any such penalties, liabilities, costs, or consequences attributable to the Bidder.
484	Sec F Payment Terms, Pg 46-48	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. - Payment - 40 % of cost	Significant OEM licenses and hardware costs are upfront. Hence we propose that We propose 60% payment on delivery, 25% on Installation, 10% on Go-live acceptance & 5% on Training & Knowledge Transfer	N	Please be guided by the RFP.
485	Sec F Payment Terms, Pg 46-48	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	Salary Payments need to be done monthly hence we propose LIC to consider monthly payments herein i.e., at the end of month with 30 days to pay.	N	Please be guided by the RFP.
486	Sec F Payment Milestone, Pg 48	15% payment linked to OEM validation and go-live	Payment dependency on external certifications may delay collections. Hence we propose that Payment to be released within 30 days of UAT sign-off; OEM validation not to delay payment.	N	Please be guided by the RFP.
487	Sec F Clause 7, Pg 46	Payment targeted within 30 days	No deemed acceptance provision. Hence we propose that Payment deemed approved if no objection is raised within 15 days of invoice submission.	N	Please be guided by the RFP.
488	Sec D 2.8, Pg 23	LIC can terminate for delay beyond 4 weeks	Strict considering multi-vendor dependencies. Hence we propose that Delay attributable to LIC, third-party vendors, OEMs or approval dependencies should be excluded.	N	Please be guided by the RFP.
489	Sec D 2.9, Pg 23	Mandatory transition support up to 6 months	No commercial mechanism defined. Hence we propose that Any transition support beyond contract term to be chargeable on mutually agreed rates.	N	Please be guided by the RFP.
490	Sec G SLA, Pg 49-52	Multiple SLA penalties	SLA exposure across clauses may create double recovery. Hence we propose that Total cumulative penalties capped at 5% of annual contract value.	N	Please be guided by the RFP.
491	Sec G, Pg 50-52	Resource attrition penalties	Resource replacement is part of normal operations. Hence we propose that Penalty applicable only if replacement not provided within agreed timelines.	N	Please be guided by the RFP.

492	Sec C 16, Pg 18	Bid validity 1 year	Excessively long validity considering OEM pricing. Hence whilst we propose Bid Validity of 2 months. This validity is subject to be subject to OEM validity and will be mutually agreed at the time of contracting.	N	Please be guided by the RFP.
493	Sec D 2.20, Pg 26-27	Bidder to absorb up to 25% scope increase	Large commercial exposure without compensation. Hence we propose that Scope increase beyond 5% to be treated as Change Request and billed separately.	Y	Please refer to "Revised_SECTION–D_TERMS AND CONDITIONS"
494	Sec E, Pg 33-36	Regulatory changes within project cost	Future DPDP Rules and regulatory changes unknown. Hence we propose that Changes arising due to new laws/rules issued after contract signing to be treated as chargeable CR.	N	Please be guided by the RFP.
495	Sec E, Pg 34	Bidder to factor retrospective consent costs	Scope and effort undefined. Hence we propose that LIC to provide baseline volume; costs beyond agreed volume to be billed separately.	N	Please be guided by the RFP.
496	Sec F, Pg 47	No extra charges for upgrades and regulatory changes	Major version upgrades may require significant effort. Hence we propose that OEM standard version upgrades included; major migrations/new modules treated as CR.	N	Please be guided by the RFP.
497	Sec D 2.7, Pg 22-23	Arbitration at Mumbai, work must continue throughout dispute	Potential operational and commercial burden. Hence we propose that Continue only undisputed services and undisputed payments during dispute resolution.	N	Please be guided by the RFP.
498	Sec E BCP/DR, Pg 30	Incident notification within 5 minutes	Practically difficult before validation. Hence we propose that Initial notification within 30 minutes and detailed RCA within agreed SLA.	Y	Please refer to "Revised Scope of work"
499	Sec F 16(d), Pg 47	LIC may terminate and blacklist vendor for deficient services	Blacklisting criteria not defined. Hence we propose that Blacklisting only after material breach, formal investigation and opportunity to cure.	N	Please be guided by the RFP.
500	Section D, Clause 2.8, Page 23	Termination	Can Bidder seek reciprocal termination rights for LIC's material breach, payment default? In case of termination by LIC (for whatever reason), will the Bidder be paid to such extent the services have been utilised by LIC?	N	Please be guided by the RFP.
501	Section F, Clause 16(d), Page 47	Termination due to non performance	Termination right by LIC due to non performance by bidder is 60 days or 90 days? (refer- Section F, Clause 16(d), Page 47 and Section D, Clause 2.8, Page 23)	N	Please be guided by the RFP.
502	Section E, Clause 7 (Continuity), Page 41	Risk Purchase clause/Alternate Sourcing	Can the recovery of alternate sourcing costs be deleted or can liability be capped under overall liability cap?	N	Please be guided by the RFP.
503	Section E, Clause 9; Page 42	Audit rights	Can audits be restricted to reasonable notice, business hours, relevant records, once annually (except regulatory audits), with confidentiality obligations and with no access to systems?	Y	Please refer to "Revised Scope of work"

504	Clause 2.15, Page 25	Indemnity Clause	Can DPDP penalties attributable to vendor be subject to liability cap except wilful misconduct?	N	Please be guided by the RFP.
505	Clause 2.11, Page 24	Limitation of Liability	Can indirect and consequential damages be excluded, whatsoever? Except for wilful misconduct by Bidder, can Bidder's aggregate liability be limited to total Contract price, whatsoever?	N	Please be guided by the RFP.
506	Clause 2.12, Page 24	Confidentiality	Can confidentiality obligations be mutual?	N	Please be guided by the RFP.
507	Section F, Clause 4, Page 46	LIC Right to Withhold Payments	Can withholding be limited to disputed amounts only and Undisputed invoices must be paid?	N	Please be guided by the RFP.
508	Section-B: ELIGIBILITY CRITERIA: 1. Minimum Eligibility Criteria (MEC):	Point 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.	Bidder propose to change the clause to: The Bidder/OEM must have successfully implemented, or be in the process of implementing, privacy automation solutions comprising at least consent management & data discovery for at least one (1) organization belonging to the insurance and/or banking sectors.	N	Please be guided by the RFP.
509	Section-B: ELIGIBILITY CRITERIA: 1. Minimum Eligibility Criteria (MEC):	Point 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.	Bidder propose to change the clause to: The proposed OEM shall have an average annual turnover of not less than INR 50 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.	Y	Please refer to "Revised Eligibility Criteria"
510	Section-B: ELIGIBILITY CRITERIA: 1. Minimum Eligibility Criteria (MEC):	Point 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.	Bidder propose to change the clause to: The proposed privacy automation solution shall be commercially available for a minimum of two years and implemented/under implementation in at least one enterprise customers.	Y	Please refer to "Revised Eligibility Criteria"

511	General Contracting	General Contracting	Kindly confirm that Bidder along with its affiliate including its subsidiaries shall participate in the bid. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary. Please confirm . Also, please allow the bidder to use the documents from parent company for qualification on Eligibility, experience, references, etc.	N	Please be guided by the RFP.
512	C. Eligibility information/Compliance :- (Page 55) Sr No 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.		We request a relaxation of the "Bidder Capability" criteria for our offered products. As a 100% Make in India company and applied for DPIIT registration, complying Under the Make in India and DPIIT policies, MII & DPIIT-registered OEMs should receive exemption for turnover relaxations, provided technical and quality requirements are met	N	Please be guided by the RFP.
513	Sr No 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		We request a relaxation of the "Bidder Capability" criteria for our offered products. As a 100% Make in India company and applied for DPIIT registration, complying Under the Make in India and DPIIT policies, MII & DPIIT-registered OEMs should receive exemption for turnover relaxations, provided technical and quality requirements are met	Y	Please refer to "Revised Eligibility Criteria"
514	Sr No 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.		Kindly request to revise as - The Bidder must have a minimum of 10 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.	Y	Please refer to "Revised Eligibility Criteria"
515	Sr No 9 - Bidder Certification				
	The Bidder must be certified with any 3 of the following Certifications ISO27001 ISO9001 ISO22301 ISO 20000		Kindly request to revise as - The Bidder must be certified with any 2 of the following Certifications ISO27001 ISO9001 ISO22301 ISO 20000	Y	Please refer to "Revised Eligibility Criteria"
516	Sr No 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.		We request a relaxation of the "OEM Product Maturity" criteria for our offered products. As a 100% Make in India company and applied for DPIIT registration, complying Under the Make in India and DPIIT policies, MII & DPIIT-registered OEMs should receive exemption for turnover relaxations, provided technical and quality requirements are met	Y	Please refer to "Revised Eligibility Criteria"
517	Sr No 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.		We request a relaxation of the "OEM Product Maturity" criteria for our offered products. As a 100% Make in India company and applied for DPIIT registration, complying Under the Make in India and DPIIT policies, MII & DPIIT-registered OEMs should receive exemption for turnover relaxations, provided technical and quality requirements are met	Y	Please refer to "Revised Eligibility Criteria"

518	Page 11, Section B: Eligibility Criteria	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.	Kindly clarify if both India and Global credentials from Bidder/OEM will be accepted for this. Kindly confirm whether the eligibility criteria may be met collectively by the Bidder and the proposed privacy platform OEM, or whether each criterion must be independently met by both parties. Kindly confirm whether projects completed or currently under implementation by the OEM through its authorized implementation partners will be accepted as OEM experience. Kindly confirm whether implementation experience in BFSI entities other than banks and insurance companies—such as NBFCs, financial institutions and regulated payment entities—will be considered.	N	Please be guided by the RFP.
519	Page 11, Section B: Eligibility Criteria	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	Kindly consider permitting the average annual turnover requirement to be met based on the average of the last three financial years, instead of requiring the stipulated turnover in each individual year.	Y	Please refer to "Revised Eligibility Criteria"
520	Page 11, Section B: Eligibility Criteria	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.	Considering that specialist privacy technology OEMs may have strong product capability and references but lower turnover, kindly consider rationalising the OEM turnover requirement (~ 120 Cr). Furthermore, for FY25-26, please clarify if unaudited financial statements would be acceptable since financial audit finalization for the year FY25-26 may still be in progress.	Y	Please refer to "Revised Eligibility Criteria"
521	Page 11, Section C: 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 nonresponsive 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.	Does this validity period apply to any hardware components included as well? We request that validity duration of hardware commercials be considered for 30 days as hardware OEMs are revising rates frequently.	N	Please be guided by the RFP.

522	Page 15: Section B: Eligibility Criteria	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.	Kindly confirm that a Bidder–OEM arrangement, supported through an OEM authorization/MAF and back-to-back support undertaking, will not be treated as a consortium.	N	Please be guided by the RFP.
523	Page 28, Section E: Scope of Work	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	Kindly confirm whether all twelve listed modules are mandatory at initial go-live or whether LIC may adopt a phased implementation and licensing approach. Can you please detail or clarify any feature expectations with regards to 'Workflow management' and 'DPDP Program Management Portal'?	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
524	Page 28, Section E: Scope of Work	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.	Is the bidder expected to include costs for any server racks, power supply, network cables etc. as well or will those be provided?	Y	Please refer to "Revised Scope of work"
525	Page 28, Section E: Scope of Work	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.	Is the bidder to include costs for operating systems, database licenses etc as well or will those be provided by LIC?	N	Please be guided by the RFP.
526	Page 28, Section E: Scope of Work	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.	Is the bidder to include costs for any network/security solution e.g. firewall etc or will licenses for those be provided by LIC?	Y	Please refer to "Revised Scope of work"

527	Page 28, Section E: Scope of Work	Supply of software and hardware (if any) for inscopeproposed solution (DC and DR). The setup should be in HA mode for DC and DR.	Is LIC okay with a dedicated cloud option or is the deployment/hosting model strictly to be on Premise (bare metal) deployment?	N	Please be guided by the RFP.
528	Page 28, Section E: Scope of Work	Supply of software and hardware (if any) for inscopeproposed solution (DC and DR). The setup should be in HA mode for DC and DR.	Are there any specifications with respect to preferred make of hardware or is the bidder free to propose own make, model as part of the bid?	N	Please be guided by the RFP.
529	Page 28, Section E: Scope of Work	Post implementation support	In deliverables it is mentioned that post implementation support should be 9x5. Can you please confirm? There is a section that states that the support must be 24x7 onsite support. Does LIC want both hardware and software support to be 24x7? Is there a need for onsite OEM hardware / software support?	Y	Please refer to "Revised Scope of work"
530	Page 28, Section E: Scope of Work	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).	Please clarify if a SIEM is already existing and the tool can send the necessary logs to SIEM.	Y	Please refer to "Revised Scope of work"
531	Page 28, Section E: Scope of Work	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.	Please provide the following volumes for baselining. Total number of consents/data subjects for Consent Management Total digital properties needed for cookie management Total number of applications (Public Facing) Total number of Data Principal Rights Management estimates Total number of Data Protection Impact Assessment Total Volume of Structured Data Discovery to be done (GB/TB/PB) or number of tables Preferred Hosting: On – Prem, Private Cloud & Public Cloud. 15 Total number of Unstructured Data Discovery to be done (GB/PB/TB) Total number of endpoints to be scanned	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
532	Page 34, Section E: Scope of Work	The Bidder shall factor into its financial proposal all costs associated with obtaining retrospective consent from Data Principals.	Kindly confirm whether historical/legacy consent data must be migrated to the proposed platform and whether LIC expects retrospective consent or re-consent campaigns to be executed through the solution. If migration has to be performed, please share the volume of consents/data principals that may need to be migrated?	Y	Please refer to "Revised Scope of work"

533	Page 34, Section E: Scope of Work	Bidder to provide demo of the system configured in line with agreed BRS and SRS.	Kindly clarify whether a product demonstration or PoC forms part of the technical evaluation and provide the use cases, data volumes, infrastructure, duration and evaluation criteria. Is the PoC to be performed prior to award of contract? Where an on-premises PoC is required, kindly confirm whether LIC will provide the servers, network access, test data and integration endpoints necessary for conducting the PoC.	N	Please be guided by the RFP.
534	Page 40: Detailed Scope of Work	Phase Wise Project Timelines as below: (T = date of award of contract) Phase 1 – Planning & Designing Workshop T+2 Weeks Phase 2 - Delivery of Hardware T + 8 Weeks Phase 3 - Implementation T+ 16 Weeks Phase 4 - User acceptance testing T+ 17 Weeks Phase 5 - Movement to production environment (Deployment) T+ 19 Weeks Phase 6 - Training and knowledge transfer T+20 Weeks Phase 7 - Post Go-Live support 5 years from Go-live date	The delivery of hardware is T+8 and implementation is T+16. Is the expectation that the overall implementation be completed in 8 weeks since implementation of tool may be dependent on successful hardware setup.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
535	Page 48: Section F: Payment Terms	40% of cost on Delivery of all in scopesoftware andappliances (if any)at all designatedsites of LIC for theproject and signingof the contract with LIC.	Since the hardware procurement requires significant upfront investment and payment to OEMs at the time of delivery, the current payment milestone of 40% may cause financial constraints for bidders. We request to consider revising the payment milestone to enable smoother procurement and deployment of hardware.	N	Please be guided by the RFP.
536	Page No. 11 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	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	We request you to increase the turnover clause by not less than 500 crores.	Y	Please refer to "Revised Eligibility Criteria"

537	Page No. 11 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	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.	We request you to increase the turnover clause for OEM by not less than 100 crores.	Y	Please refer to "Revised Eligibility Criteria"
538	Page No. 12 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	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 DPDP act has been in effect recently. Request you to reduce the revenue from DPDP clause and keep the cyber security projects.	Y	Please refer to "Revised Eligibility Criteria"
539	Page No. 13 2. List of enclosures with Eligibility bid:	EMD: Rs.83, 00,000/- (Rupees Eighty-Three Lakhs Only) in form of a Bank Guarantee as per Annexure-VI.	We request you for exemption of EMD considering turnover criteria. This is widely used in other PSU and government projects.	N	Please be guided by the RFP.
540	Page No. 28 SECTION-E: SCOPE OF WORK 1. Brief scope of work	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.	Please clarify the LIC's preferred deployment architecture for this solution: • On-Premises (LIC's Data Centre) • Private Cloud • Government Cloud (MeghRaj / NIC Cloud) • Public Cloud (with RBI approval) • Hybrid deployment	N	Please be guided by the RFP.

541	Page No. 28 SECTION-E: SCOPE OF WORK 1. Brief scope of work	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.	Please clarify the Disaster Recovery requirements for the solution: • Active-Active or Active-Passive architecture • Recovery Time Objective (RTO) • Recovery Point Objective (RPO) • DR site location (separate DC or co-located)	N	Please be guided by the RFP.
542	Page No. 29 SECTION-E: SCOPE OF WORK 1. Brief scope of work	• 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	Kindly clarify acceptance criteria, timelines for sign-off, and deemed acceptance provisions if feedback is delayed.	N	Please be guided by the RFP.
543	Page No. 28 SECTION-E: SCOPE OF WORK 1. Brief scope of work	Ensure compatibility and interoperability with different Solutions. E.g., SIEM, PIM/PAM, LDAP, cloud support, analytics Solutions, etc.	Please provide the details of the tools presently available with LIC for integration. Please provide the LIC security tooling landscape and integration standards for SIEM logs, PIM onboarding, DAM, WAF, patch management, backup and antivirus integrations.	N	Please be guided by the RFP.
544	Page No. 31 Training & Certification	NA	Please confirm the expected number of training batches, total trainee headcount, and whether training must be delivered in person at multiple locations (branches/zones) or centrally, to size training delivery cost.	Y	Please refer to "Revised Commercials"
545	Page No. 31 Training & Certification	NA	Please confirm the total number of training sessions, expected trainee headcount per session, and whether training delivery must occur at multiple physical branch/zone locations or can be centralized/virtual, to size training delivery resourcing.	Y	Please refer to "Revised Commercials"

546	Page No. 38 B. Vulnerability Assessment & Penetration Testing (VAPT)	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.	Please clarify whether Vulnerability Assessment and Penetration Testing (VAPT) certification by a CERT-In empanelled agency is mandatory prior to go-live. If yes, please specify whether the cost is borne by the LIC or the Bidder.	N	Please be guided by the RFP.
547	Page No. 38 B. Vulnerability Assessment & Penetration Testing (VAPT)	NA	Please clarify whether the cost of Security Audit (including VAPT, Source Code Review, and Configuration Audit) shall be borne by the Bidder or included in the LIC's scope.	Y	Please refer to "Revised Scope of work"
548	Page No. 38 1. General Requirements	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.	Please confirm if VAPT will be carried out by LIC and the observations for the relevant observations will be share by LIC for closure	Y	Please refer to "Revised Scope of work"
549	6. Hardware & Software Maintenance	NA	RFP mentions that Hardware will be procured by the LIC and bidder has to provide sizing based on solution requirements. Kindly also inform whether: 1. Hardware set up will be done by the LIC 2. Hardware hardening will be done by the LIC 3. Hardware configuration and set up for the solution is required to be done by the bidder.	N	Please be guided by the RFP.
550	Page No.11 7. Brief on the Scope of Work: Consent Management Platform	NA	Please clarify: (a) how many web properties/domains does the LIC currently operate (approximate count), as this directly impacts cookie scanning scope; (b) whether integration with core application for consent propagation is in scope for the go-live, or will it be treated as a separate subsequent milestone?	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
551	Page No. 11 7. Brief on the Scope of Work:	NA	Kindly provide the complete list of applications, channels, and business systems that are in scope for implementation and integration under this project.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

552	Page No. 11 7. Brief on the Scope of Work:	NA	Please confirm the number of business units, departments, and entities expected to use the solution.	C	Will be shared with the shortlisted bidder.
553	Page No.11 7. Brief on the Scope of Work: Consent Management Platform	NA	Please provide estimated annual consent transaction volumes.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
554	Page No.11 7. Brief on the Scope of Work: Consent Management Platform	NA	Please confirm whether migration of existing consent records is required. If yes, How many records?	C	LIC does not have any repository of historical consent records
555	Page No.11 7. Brief on the Scope of Work: Consent Management Platform	NA	Kindly confirm whether consent withdrawal workflows are required across all customer channels.	N	Please be guided by the RFP.
556	General	NA	Please provide the list of languages required under the solution.	N	Please be guided by the RFP.
557	Data Discovery	NA	1. Kindly provide the total number of databases to be scanned under the project scope. 2. Please provide the estimated size of structured databases (TB/PB). 3. Kindly provide the estimated volume of unstructured data repositories in scope. 4. Please provide the list of repositories to be scanned (File Shares, NAS, DMS, SharePoint, ECM etc.). 5. Kindly confirm whether endpoint discovery and endpoint scanning are required. 6. Kindly confirm whether email discovery and email scanning are required. 7. Please confirm whether cloud-hosted repositories are included within scope.	N	Please refer to "Revised Scope of work - Revised Annexure-XV"
558	Operation and Maintenance	NA	Kindly confirm whether resources during the Operation and Maintenance are required onsite or remote support shall be acceptable.	N	Please be guided by the RFP.
559	General	NA	Whether open-source/custom-built components are acceptable.	N	Please be guided by the RFP.
560	General	NA	We request to LIC kindly allow the consortium member	N	Please be guided by the RFP.
561	Page No. 40 6. Hardware & Software Maintenance	The Bidder should adhere to the Recovery Time Objective (RTO) of 4 hours and Recovery Point Objective (RPO) of 15 minutes.	Please clarify whether RPO/RTO apply to all modules and data repositories, including data discovery metadata, audit logs and consent artifacts, and whether LIC will provide DR network/storage prerequisites.	C	RPO and RTO requirements shall apply to all in-scope solution modules and data repositories, including data discovery metadata, audit logs and consent artifacts.

562	Page 21, Section-D clause 2.1; page 58, Annexure-III	Subcontracting is not allowed.	We request LIC to permit subcontracting of limited/non-core portions of the scope and use of OEM/affiliate/network resources with LIC's prior written approval, while the successful bidder remains fully responsible for their performance.	N	Please be guided by the RFP.
563	General	Leveraging credentials of parent entity/subsidiaries	It is noted that that the RFP does not allow/is silent on Bidders leveraging the credentials of their parent entities/subsidiaries. We would like to humbly submit that parent entities together with their subsidiaries possess a wealth of experience and expertise that can be invaluable for the successful execution of complex projects. Further, parent entities and subsidiaries often have access to a broader pool of resources, including specialized personnel. By leveraging these credentials and resources, Bidders can enhance their capacity to deliver the project efficiently and effectively and can demonstrate their ability to meet the technical and operational requirements of the tender. In light of the above, we humbly request you to allow Bidders to leverage the credentials of their parent entities and / or subsidiaries.	N	Please be guided by the RFP.
564	Page 9, Section-A clause 4; pages 17 and 40-41; page 21, clause 2.3	Term of Contract	We request LIC to confirm that any extension beyond the five-year contract period will be only by mutual written agreement on scope, fees, timelines and associated security/PBG requirements.	N	Please be guided by the RFP.
565	Page 24, Section-D clauses 2.11 and 2.13; pages 24-25, clause 2.15	Limitation of Liability	We request to delete exceptions to the limitation of liability.	N	Please be guided by the RFP.
566	Clause 2.15(b) at Page 25	Indemnity	There are several remedies available under law and contract to you for such breach of obligations. For eg., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section.	N	Please be guided by the RFP.

567	Page 24, Section-D clause 2.13; pages 24-25, clause 2.15	Indemnity	Please limit indemnities to third-party claims finally determined by a competent court/arbitrator or settled with Vendor consent, only to the extent caused by Vendor breach, and make them subject to the overall aggregate liability cap. Regulatory penalties should be recoverable only where finally imposed on LIC and directly attributable to Vendor's proven breach.	N	Please be guided by the RFP.
568	Page 25, Section-D clause 2.15(A)	Indemnity	Request deletion. Alternatively, limit this indemnity to third-party claims finally determined by a competent court/arbitrator, to the extent caused by Vendor negligence, and subject it to the aggregate liability cap.	N	Please be guided by the RFP.
569	Pages 24-25, Section-D clause 2.15	Indemnity	We agree to indemnify only to the extent losses are finally determined by a competent court/arbitrator or agreed in a settlement approved by the Vendor. Please amend accordingly.	N	Please be guided by the RFP.
570	Pages 24-25, Section-D clause 2.15; pages 62-64, Annexure-VII	Indemnity	Please include a standard indemnity process covering prompt notice, control of defence, reasonable cooperation, consent to settlement, mitigation, subrogation and no double recovery.	N	Please be guided by the RFP.
571	Page 21, clause 2.2; page 24, clause 2.12; pages 62-64, Annexure-VII	Confidentiality Obligations	We request you to include standard exclusions for information already known, independently developed, lawfully obtained from a third party, publicly available without breach, or required to be disclosed by law/RTI.	N	Please be guided by the RFP.
572	Page 21, clause 2.2; page 24, clause 2.12; pages 62-64, Annexure-VII	Confidentiality Obligations	Please permit disclosure on a need-to-know basis to employees, officers, professional advisers, auditors, insurers, approved subcontractors/affiliates and where required by law, regulation or internal/external compliance, subject to appropriate confidentiality obligations.	N	Please be guided by the RFP.
573	Pages 62-64, Annexure-VII, clause 10	Confidentiality Obligations	We request LIC to reduce the survival period to one year after expiry/termination, except for personal data or trade secrets to the extent a longer period is required by applicable law.	N	Please be guided by the RFP.
574	Pages 62-64, Annexure-VII	Confidentiality Obligations	Please permit retention of working papers and archival/backup copies required by law, regulation, professional standards and internal record-retention policies, subject to continuing confidentiality obligations.	N	Please be guided by the RFP.
575	Page 23, Section-D clause 2.8	Termination	Except for fraud, illegality or irremediable breach, please provide written notice identifying the breach and at least 30 days to cure before termination.	N	Please be guided by the RFP.

576	Page 23, Section-D clauses 2.7(c) and 2.8	Termination	Please provide Vendor a reciprocal right to terminate for LIC's material breach, including prolonged non-payment, if not cured within 30 days after written notice.	N	Please be guided by the RFP.
577	Page 23, Section-D clause 2.8	Termination	Please clarify that termination for delay applies only where delay is solely attributable to Vendor, after excluding LIC dependencies, approved changes and force majeure, and after a reasonable cure period.	N	Please be guided by the RFP.
578	Page 26, Section-D clause 2.18; page 12, eligibility criterion 14	Conflict of interest	Please clarify that conflict confirmations are limited to direct/material conflicts identified after reasonable checks and that remote/indirect conflicts not reasonably identifiable do not constitute breach.	N	Please be guided by the RFP.
579	Pages 49-52, Section-G SLA	Liquidated damages / penalties	We request LIC to cap all liquidated damages and penalties, cumulatively, at 5% of the total Contract Value.	N	Please be guided by the RFP.
580	Pages 23-26 and 49-52, Sections D and G	Liquidated damages / penalties	Please make LDs/penalties the sole and exclusive monetary remedy for the corresponding delay/service-level failure and prevent double recovery for the same event.	N	Please be guided by the RFP.
581	Pages 49-52, Section-G SLA	Liquidated damages	Please confirm penalties will apply only to the extent the relevant breach is solely attributable to Vendor, excluding LIC dependencies, third parties, approved changes, planned downtime and force majeure.	N	Please be guided by the RFP.
582	Pages 43-45, Section-E clauses 16-17; pages 49-52, Section-G	Replacement of Personnel	Please exempt replacements caused by resignation, illness, death, disciplinary action or circumstances beyond reasonable control, provided a suitably qualified replacement is proposed promptly.	N	Please be guided by the RFP.
583	Page 41, Section-E clause 9; BCP/DR and security provisions on pages 30-41	Audit	Please limit audits to reasonable notice, normal business hours and relevant records/systems; protect other clients' and third-party confidential information; avoid unreasonable disruption; and require LIC to bear costs except where material non-compliance is established.	Y	Please refer to "Revised Scope of work"
584	Page 42, Section-E clause 10; pages 62-64, Annexure-VII	Survival obligations	Please limit general survival to 12 months after expiry/termination, except payment, confidentiality, data protection, IPR and other obligations that by law or nature must survive for a specified period.	N	Please be guided by the RFP.
585	3. Phase 2– Implementation; Page Number-35	Licensing	Require number of structured database servers to be scanned	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
586	3. Phase 2– Implementation; Page Number-35	Licensing	Require amount of unstructured data to be scanned in TB	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

587	3. Phase 2– Implementation; Page Number-35	Licensing	Please provide DB type, DB name, version (eg. Oracle19c, MSSQL 2019 etc)	C	Will be shared with the shortlisted bidder.
588	3. Phase 2– Implementation; Page Number-35	Licensing	Please provide unstructured data sources list (eg. Google Drive, Salesforce, email server etc)	C	Will be shared with the shortlisted bidder.
589	Section-B: ELIGIBILITY CRITERIA, Page 12	Bidder Capability – Competent Professionals	Existing Clause -The Bidder must have a minimum of 30 Data Privacy Professionals / IT Security permanent professionals with experience in in-scope solutions on their payroll with certifications such as CIPT/CIPP-E/CIPM (IAPP)/DSCI Privacy Certifications/CISSP/OSCP/CEH/CISA/CISM. The Bidder must be certified with any 3 of the specified certifications. Amendment Requested: Request the Corporation to amend the clause by replacing "Bidder" with "Bidder/OEM", thereby allowing the required professionals and certifications to be considered under the Bidder/OEM	Y	Please refer to "Revised Eligibility Criteria"
590	Section-B: ELIGIBILITY CRITERIA - 1. Minimum Eligibility Criteria (MEC): - 5. Bidder Eligibility Experience (Page No.11 & 12)	Eligibility Requirement 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. Supporting Document 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.	We request LIC to kindly broaden the eligibility criterion from “insurance and/or banking sectors” to the wider “Banking, Financial Services and Insurance (BFSI) sector” or “financial services sector, including Banking, NBFCs and Housing Finance Companies (HFCs).” The privacy automation requirements under the DPDPA Act, including Consent Management, Data Principal Rights Management, and Data Discovery, are substantially similar across regulated financial services entities. Implementations undertaken for NBFCs and HFCs therefore demonstrate comparable technical capabilities, implementation experience, and domain expertise relevant to the scope of this RFP. Accordingly, we request that relevant implementations across the broader BFSI/financial services sector be considered towards meeting the eligibility requirement.	Y	Please refer to "Revised Eligibility Criteria"

591	Section-B: ELIGIBILITY CRITERIA - 1. Minimum Eligibility Criteria (MEC): - 7. Bidder Capability (Page No.12)	Eligibility Requirement 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 Supporting Document The Bidder should submit a Certificate from their Chartered Accountants regarding their Financial capability.	We request LIC to kindly reconsider and suitably remove the requirement of having a minimum annual revenue of ₹50 Crore from DPDP-related projects and services/Cyber Security/IT Services Projects during each of the last three financial years. The DPDP regulatory framework in India has evolved progressively, with the final DPDP Rules being notified only in November 2025. Consequently, the market for comprehensive DPDP compliance and privacy automation solutions is relatively nascent, and requiring bidders to demonstrate ₹50 Crore of DPDP-related revenue in each of FY 2023-24, FY 2024-25 and FY 2025-26 may not be practically feasible and could significantly restrict participation from otherwise technically qualified and experienced bidders. Further, while cybersecurity is a related domain, it is distinct from privacy management and DPDP compliance. Combining revenues from “DPDP-related projects/services” and “Cyber Security Projects” may also create an uneven eligibility criterion that favours large cybersecurity service providers without necessarily establishing relevant	Y	Please refer to "Revised Eligibility Criteria"
592	Section-B: ELIGIBILITY CRITERIA - 1. Minimum Eligibility Criteria (MEC): - 8. Bidder Capability- Competent Professionals (Page No.12)	Eligibility Requirement 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. Supporting Document 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.	We request UIIC to kindly consider accepting a self-declaration/undertaking from the Authorized Signatory confirming the availability of qualified Data Privacy and IT Security professionals with the specified certifications, in lieu of submitting the number of resources, individual CVs, and certification copies. Eligibility Requirement: The Bidder should have qualified Data Privacy and/or IT Security professionals with relevant certifications such as CIPT, CIPP/E, CIPM (IAPP), DSCI Privacy Certifications, CISSP, OSCP, CEH, CISA, or CISM on its payroll. Supporting Document: A self-declaration/undertaking from the Authorized Signatory of the Bidder confirming the availability of qualified professionals with the above-mentioned certifications on its payroll.	Y	Please refer to "Revised Eligibility Criteria"

593	Section E, Scope of Work (Pg. 27-38)	Overall Scope	Please confirm whether a single OEM solution covering all 12 DPDP modules is mandatory or whether multiple OEM products integrated by the SI are acceptable.	C	The best-of-breed multi-OEM solution is acceptable. However the bidder remains solely responsible for all contractual obligations.
594	Section E, Pg. 11 & 27	DPDP Modules	Are all 12 modules mandatory from Day-1 Go-Live, or can certain modules be implemented in subsequent phases?	N	Please be guided by the RFP.
595	Section E, Pg. 33-38	Integrations	Kindly provide the list of applications, databases, operating systems, and repositories to be integrated for Data Discovery and Data Mapping.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
596	Section E, Pg. 35	Integrations	Please provide the current SIEM, PAM, IAM, LDAP and email gateway solutions deployed at LIC along with version details.	C	Will be shared with the shortlisted bidder.
597	Section E, Pg. 34	Requirement Gathering	Will LIC provide an inventory of applications, databases, servers and business processes as input for privacy discovery and mapping?	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
598	Section E, Pg. 38	On-Prem Deployment	Kindly confirm the expected DC and DR infrastructure sizing assumptions, including approximate data volume, number of applications and data sources.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
599	Section E, Pg. 34	Retrospective Consent	Please clarify the expected scope and volume of retrospective consent collection activities to be considered by bidders.	C	LIC does not have any repository of historical consent records
600	Section E, Pg. 43-45	Onsite Resource Deployment	Kindly confirm whether the requirement of 24 onsite resources is mandatory throughout the 5-year contract period.	N	Please be guided by the RFP.
601	Section E, Pg. 44	Resource Requirement	Since Workflow Management and DPDP Program Management Portal do not have explicitly defined resource counts, please clarify the expected staffing requirement for these modules.	c	Expected number of workflows shall be 40 with 3 level of approval hierarchies.
602	Section E, Pg. 32	Support Services	Please clarify whether onsite support resources are expected to perform operational activities or only platform administration and maintenance.	N	Please be guided by the RFP.
603	Section E, Pg. 29	Annual OEM Audits	Kindly confirm whether OEM annual audits are to be conducted by the product OEM directly or can be performed by OEM-authorized partners.	Y	Please refer to "Revised Commercials"
604	Section E, Pg. 31	Training	Please confirm the total number of training sessions and certification trainings expected during the 5-year contract period.	Y	Please refer to "Revised Commercials"
605	Section E, Pg. 40	Project Timeline	The implementation timeline of 20 weeks appears aggressive considering infrastructure setup, discovery, integration, UAT and Go-Live. Please consider extending the total implementation timeline to 28-32 weeks.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"

606	Section E, Pg. 40	Hardware Delivery	Kindly clarify whether the 8-week hardware delivery timeline includes import clearances and OEM lead times.	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
607	Section E, Pg. 40 & 49	Milestones	Will the implementation timeline be revised if delays arise due to LIC dependencies such as application access, network readiness, approvals, workshops, or stakeholder availability?	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
608	Section E, Pg. 40	UAT	Please clarify the duration available for UAT and whether it is included within the implementation timeline.	N	Please be guided by the RFP.
609	Section F, Pg. 46-49	Payment Milestones	Since only 40% payment is linked to hardware/software delivery, kindly consider increasing the milestone payment to align with OEM upfront licensing commitments.	N	Please be guided by the RFP.
610	Section B, Pg. 11-12	Eligibility Criteria Sr. No. 5	Will implementation experience from BFSI organizations outside India be considered for meeting the eligibility requirement?	N	Please be guided by the RFP.
611	Section B, Pg. 11-12	Eligibility Criteria Sr. No. 5	Kindly confirm whether projects that are under implementation (not yet completed) will qualify for the experience criteria.	N	Please be guided by the RFP.
612	Section B, Pg. 12	Eligibility Criteria Sr. No. 7	Please clarify whether DPDP-related revenue and Cybersecurity project revenue are cumulative or individually required to meet the INR 50 Cr criterion.	N	Please be guided by the RFP.
613	Section B, Pg. 12	Eligibility Criteria Sr. No. 8	Can certified professionals from group companies, subsidiaries, or strategic privacy partners be considered toward the minimum requirement of 30 professionals?	Y	Please refer to "Revised Eligibility Criteria"
614	Section B, Pg. 12	Eligibility Criteria Sr. No. 10	Can the OEM turnover requirement be met through the global entity's audited financials?	Y	Please refer to "Revised Eligibility Criteria"
615	Section B, Pg. 13	Legal Expertise Requirement	Will privacy consulting partners or empaneled law firms engaged through a formal agreement satisfy the legal expertise requirement?	N	Please be guided by the RFP.
616	Section B, Pg. 12-13	Support Centre Requirement	Kindly clarify whether a support center must exist in Mumbai as of bid submission date or can be established post-award.	N	Please be guided by the RFP.
617	Section C, Pg. 18-20	Technical Presentation	Please provide the detailed criteria and scorecard that will be used during technical presentations/demonstrations.	N	Please be guided by the RFP.
618	Section C, Pg. 19	Commercial Evaluation	The RFP mentions eligibility qualification followed by commercial evaluation. Kindly confirm whether there is any technical scoring methodology or Quality-and-Cost Based Selection (QCBS) approach.	N	Please be guided by the RFP.
619	Section C, Pg. 18-19	Evaluation	Please provide detailed marking/weightages for solution capabilities, implementation methodology, privacy expertise, certifications, references, OEM capabilities and project team.	N	Please be guided by the RFP.

620	Section C, Pg. 18	Minimum Qualification Score	Is there a minimum technical score required for qualification before opening the commercial bid?	N	Please be guided by the RFP.
621	Section C, Pg. 18	Technical Presentation	Will Proof of Concept (PoC) be required? If yes, kindly provide the evaluation criteria and expected use cases.	N	Please be guided by the RFP.
622	Section C, Pg. 19	NPV Calculation	Please provide the exact NPV workbook/template which LIC intends to use for commercial evaluation.	N	Please be guided by the RFP.
623	Section C, Pg. 19	H1 Elimination Clause	Kindly clarify whether the H1 elimination rule will be applied before or after normalization of commercial bids.	N	Please be guided by the RFP.
624	Section C, Pg. 20	Reverse Auction	Considering the highly specialized nature of DPDP platforms, request LIC to confirm whether Online Reverse Auction may be waived and evaluation conducted on submitted commercial bids.	N	Please be guided by the RFP.
625	Section C, Pg. 19-20	Commercial Evaluation	Please clarify whether support manpower costs, OEM subscriptions, licenses and implementation services will be evaluated separately or on consolidated NPV basis.	Y	Please refer to "Revised Commercials"
626	Section E, Pg. 44	Resource Deployment	Will marks be awarded for resources exceeding the minimum certification and experience requirements?	N	Please be guided by the RFP.
627	Section E, Pg. 33-38	Product Capabilities	Please share the detailed Annexure XV technical specification evaluation methodology and compliance scoring approach.	N	Please be guided by the RFP.
628	Section-A, Page 11 & Section E, Page 28	Scope: 12 modules	Kindly confirm whether LIC expects a single integrated platform covering all 12 modules, or multiple tools are allowed provided integrations/workflows are seamless and bidder takes end-to-end responsibility.	N	Please be guided by the RFP.
629	Section-E, Pages 33–36	End-to-end implementation + integrations	Please share the list of in-scope LIC applications / key systems for integration (e.g., policy admin, CRM, customer portal, mobile apps, email/SMS gateways, ticketing/ITSM, IAM/AD, PAM, SIEM, etc.), or confirm if this will be provided during Phase-1 workshops.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
630	Section-E, Page 38	"Annexure–XV Technical Specifications (Given excel separately)"	Annexure–XV is referenced as a separate Excel. Kindly provide/share Annexure–XV (technical specifications workbook) and confirm if it forms part of mandatory compliance.	Y	Please refer to revised "Revised Annexure-XV"
631	Section-E, Page 38–39	On-premises only deployment	RFP states no component must be deployed outside LIC network. Please clarify whether OEM cloud-hosted services (e.g., update repositories, telemetry, threat intel feeds) are prohibited, and if allowed, what controls/approvals apply.	N	Please be guided by the RFP.

632	Section-E, Page 38–39	DC/DR Active-Passive	Please confirm LIC's DC and DR locations (city/region) and whether inter-site connectivity bandwidth/latency constraints must be assumed by the bidder for sizing/replication design.	N	Please be guided by the RFP.
633	Section-E, Page 39	VAPT gate before Go-Live	Who will perform VAPT (LIC internal team / LIC empanelled vendor)? Will VAPT be required for each module separately or for the integrated platform as a whole? Please confirm expected timeline for VAPT sign-off within the 20-week plan.	Y	Please refer to "Revised Scope of work"
634	Section-E, Page 30	OEM audit after implementation + annually	Please clarify the scope of OEM audit: is it a formal OEM professional services assessment + report, or only a configuration validation letter? Also confirm if OEM audit costs must be included in TCO for all years.	Y	Please refer to "Revised Commercials"
635	Section-E, Page 35	Log storage requirement (12 months / 2 years in SIEM)	Clause mentions 12 months and 2 years in SIEM and retrievability within 5 hours. This appears more SIEM-aligned than privacy tooling. Please clarify: (a) is this applicable to DPDP tools' audit logs only, (b) what exact retention is expected for DPDP platform audit logs, and (c) whether logs must be forwarded to LIC SIEM.	N	Please be guided by the RFP.
636	Section-E, Page 34–35	"Retrospective consent" cost to be factored	Please clarify LIC's expectation for retrospective consent: target population size (approx.), channels (SMS/email/IVR/physical), languages, and whether bidder must supply/operate the communication workflows or only configure the platform while LIC executes outreach.	Y	Please refer to "Revised Scope of work"
637	Section-E, Pages 34–37	Integrations: AD/LDAP, PAM, SIEM, SMS/Email gateway	Kindly confirm the current IAM stack (AD/LDAP type), PAM product (make/model), and SIEM platform in use, and preferred integration methods (SAML/OIDC/LDAP/SCIM/API).	C	Will be shared with the shortlisted bidder.
638	Section-E, Page 37	DR drill + quarterly DC/DR transposition	Please clarify if quarterly DC↔DR transposition is mandatory for the DPDP platform. If yes, will LIC provide the required change windows and supporting infra/network teams during drills?	N	Please be guided by the RFP.
639	Section-E, Page 37–38	Docker / Virtual cloud compatibility	Please confirm LIC's standard virtualization/container platform (e.g., VMware/Hyper-V/OpenShift/Kubernetes) and whether the deployment is expected as VM-based, container-based, or either.	N	Please be guided by the RFP.
640	Section-E, Page 38	OS licensing: "only RHEL licenses will be provided by LIC"	Please clarify whether LIC will provide Windows Server licenses (if required by the proposed solution), and whether DB licenses (if any) are in bidder scope or must be open-source.	N	Please be guided by the RFP.

641	Section-E, Page 28–29	Deliverables: HLD/LLD, DFD, SOPs, MBSS/SCD	Does LIC have existing templates for SOP/MBSS/SCD/RACI/DFD documents to be used, or should bidder propose templates for approval?	N	Please be guided by the RFP.
642	Section-E, Page 43–44 (Phase details)	UAT approach	Please clarify whether UAT must be executed by LIC users only, or bidder must provide test automation / evidence packs and run joint UAT. Also confirm expected number of UAT cycles.	N	Please be guided by the RFP.
643	Section-E, Page 31 & 41	RTO/RPO	RFP mentions RTO 4 hours and RPO 15 minutes. Please confirm if this applies to (a) platform availability, (b) DR invocation only, or (c) each module's data/transaction (consent, notices, requests).	N	Please be guided by the RFP.
644	Section-E, Page 33–34	OEM end-to-end responsibility	Please clarify how LIC expects OEM responsibility to be evidenced: OEM SoW, OEM named SME involvement, OEM validation letter, OEM premium support contract, etc.	N	Please be guided by the RFP.
645	Section-B, Page 12	Bidder/OEM experience in BFSI	For MEC requirement of implementations in insurance/banking: will LIC accept references where the solution was deployed for Indian BFSI subsidiaries or global BFSI entities, provided completion proof/reference letters are submitted?	N	Please be guided by the RFP.
646	Section-B, Page 12	Support center in Mumbai (24x7 onsite/telephonic/remote)	Please clarify whether 24x7 onsite is mandatory round-the-clock physical presence or on-call onsite with SLA (with 24x7 remote/telephonic). Also confirm expected response times.	N	Please be guided by the RFP.
647	Section-E, Page 45	Resource deployment: "Total Resources 24"	Kindly confirm whether the 24 resources listed are minimum mandatory for the full 5-year duration, and whether LIC expects named CVs at bid stage for all roles or only key roles (PM + module leads + infra admin).	Y	Please refer to "Revised Scope of work"
648	Section-E, Page 45	LIC interviews of resources	Please confirm whether LIC will conduct interviews pre-award (during evaluation) or post-award (before onboarding), and what is the expected timeline to complete interviews without impacting T+2 weeks planning workshop.	N	Please be guided by the RFP.
649	Section-E, Page 28–37	Module-wise scope granularity	Since detailed module specs are in Annexure–XV (Excel), please confirm whether LIC expects module-wise compliance in a "Comply/Partial/Non-comply" format and whether deviations are allowed with workaround descriptions.	Y	Please refer to "Revised Eligibility Criteria"
650	Section-E, Pages 33–37	Data Discovery & Mapping scope	Please share (high-level) counts/landscape: approximate number of databases, file shares, endpoints, and whether discovery must cover unstructured data (PDFs/scans/emails) in addition to structured DBs.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

651	Section-E, Pages 34–37	DP Rights + Grievance Redressal	Please confirm the channels in scope for DP requests: web portal, mobile app, branch submission, call center, email, etc. Also confirm if integration with existing grievance/call-center/CRM system is required.	C	Integration with all channels required.
652	Section-E, Pages 34–37	Notice management + multilingual	Please clarify if privacy notices/consent flows must support regional languages (and which languages), and whether LIC will provide approved notice text or bidder must help configure templates only.	Y	Please refer to revised "Revised Annexure-XV"
653	Section-E, Pages 34–37	Cookie consent management	Please confirm number of LIC web domains/subdomains and mobile applications in scope for cookie/SDK consent, and whether tagging/scanner for cookies/trackers must be provided by the tool.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
654	Section-E, Pages 34–37	Third Party Vendor Risk Management	Please clarify approximate number of third parties/vendors in scope and whether LIC requires (a) questionnaires, (b) evidence collection, (c) scoring, (d) continuous monitoring, and (e) linkage to DPDP contractual clauses.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
655	Section-E, Pages 34–37	Breach management + reporting	Please clarify LIC's expected workflow for breach reporting: internal incident handling, escalation matrix, and whether reporting templates must align to DPDP and other regulators. Also confirm if integration with SIEM/SOAR/ITSM is mandatory.	N	Please be guided by the RFP.
656	Section-D, Page 25	Indemnity: "All penalties levied by DPBI"	Clause indicates indemnity including all penalties levied by DPBI. Kindly clarify whether this is intended to apply only if penalty is attributable to bidder's tool/service failure/negligence, versus LIC process/operational decisions. Please confirm the intended liability position/cap.	C	Bidder shall be responsible for penalties to the extent they arise from Bidders own non-compliance, gross negligence, fraud, willful misconduct or material breach of the agreement . LIC shall not be liable or responsible for any such penalties, liabilities, costs, or consequences attributable to the Bidder.

657	Section-D, Page 27	Contract variation: 25% scope change to be factored	Please clarify how LIC will measure the 25% scope change (modules, users, integrations, data sources, effort). Also confirm whether additional licenses/hardware due to growth are treated as variation or planned growth.	Y	Please refer to "Revised_SECTION-D_TERMS AND CONDITIONS"
658	Section-C, Pages 20–21	Reverse auction + NPV	Please confirm (a) which commercial line items will be part of reverse auction, (b) whether NPV applies to all years of AMC/support/manpower, and (c) whether LIC will share the NPV template referenced.	Y	Please refer to "Revised Commercials"
659	Section-E, Page 37 & 41	Support & upgrades included	Please clarify whether “updates/upgrades within one quarter of release at no additional cost” applies to all modules, all environments (dev/test/prod/DR), and whether premium support/subscription is mandatory for entire term.	N	Please be guided by the RFP.
660	Section-E, Page 35–36	Delivery timeline vs dependencies	RFP requires completion in 20 weeks and delivery of hardware by T+8 weeks. Please clarify if LIC will provide timely access/approvals (network ports, AD integration, SMS/email gateways, etc.) and whether delays due to LIC dependencies will be treated as timeline relief (no penalties).	Y	Please refer to the "Revised Time Schedule For Delivery and Installation"
661	Annexure XV (Overall)	Compliance nature of each line item	Please confirm whether every requirement line item in Annexure XV is mandatory (must comply), or whether some items are desirable / optional (e.g., “desirable” appears in Data Discovery Sr. 68). If optional, please specify evaluation weightage/marking.	Y	Please refer to "Revised Eligibility Criteria"
662	Annexure XV (Overall)	“Deliverables” sections per module	Many sheets repeat “All other functionalities mentioned above” as deliverable. Please confirm whether LIC expects formal signed-off deliverable documents/artifacts per module (templates, SOPs, reports, dashboards) in addition to tool features.	Y	Please refer to revised "Revised Annexure-XV"
663	Annexure XV (Overall)	“Immutable / cannot be altered” audit trails	Multiple modules require immutable/tamper-proof audit trails. Please clarify whether LIC expects WORM storage, hash-chaining, digital signatures, or any specific standard/evidence for “immutability”.	N	Please be guided by the RFP.
664	Annexure XV (Overall)	22 Indian languages requirement	Several modules mandate translation into all 22 languages. Please clarify whether LIC will provide approved translations, or bidder must provide translation + legal validation, and whether transliteration is required across all content (notices, cookie banners, templates, emails/SMS).	N	Please be guided by the RFP.

665	Annexure XV (Overall)	“On-prem only” vs “cloud/SaaS discovery”	Annexure XV includes discovery across cloud environments, SaaS, OneDrive, etc., while RFP requires no component outside LIC network. Please confirm if LIC has such cloud/SaaS assets in scope, and whether scanning is permitted via on-prem connectors without any external hosted service.	N	Please be guided by the RFP.
666	Notice Mgmt → Sr. 1	Dynamic contextual notices	Please confirm expected channels for dynamic notices: web portals, mobile apps, kiosks, branch assisted journeys, agent portal, etc., and whether LIC will provide a list of applications/journeys in scope.	C	Will be shared with the shortlisted bidder.
667	Notice Mgmt → Sr. 2	Downloadable consent receipts/artefacts	Please confirm what qualifies as a “consent receipt/artefact” for LIC: PDF, JSON, digitally signed receipt, timestamp, and whether it must align to any MeitY/NeGD electronic consent framework format.	N	Please be guided by the RFP.
668	Notice Mgmt → Sr. 3	22 languages	Please confirm whether fonts/typing standards (e.g., Unicode, specific fonts) are mandated for all 22 languages and whether content accuracy validation is in bidder scope.	N	Please be guided by the RFP.
669	Notice Mgmt → Sr. 9	Geo-location-based notice applicability	Please confirm what “geo-location” means for LIC: state-wise within India, country-wise, and whether LIC expects IP-based geo, GPS-based, or both.	N	Please be guided by the RFP.
670	Notice Mgmt → Sr. 11	Offline notice acknowledgement reconciliation	Please clarify expected volume and process for branch/physical forms digitization: approximate daily/monthly volume, whether LIC provides scanning/OCR, and whether reconciliation must be real-time or batch.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
671	Notice Mgmt → Sr. 12	Legal admissibility in courts/tribunals	Please clarify LIC's expectation for legal admissibility: is digital signature/eSign, time-stamping, PKI, or audit evidence pack required? Any preferred CA/eSign method?	N	Please be guided by the RFP.
672	CMP → Sr. 2–3	NeGD/national consent stack integration	Please confirm whether LIC expects integration with NeGD Consent Framework immediately. If yes, please share the target interfaces/spec version, and whether LIC has sandbox/credentials or onboarding process already initiated.	N	Please be guided by the RFP.
673	CMP → Sr. 4	Peak load: 5 lakhs policy issuance/day	Please clarify the peak TPS expectation for consent APIs (consent create/validate/revoke), and whether 5 lakh/day is for consent events, policy issuance events, or both. Also clarify concurrency assumptions.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"

674	CMP → Sr. 6, 29–30	Coverage across stakeholders and channels	Please confirm scope counts: approximate numbers for policyholders, agents/intermediaries, employees, pensioners, vendors, and channels (web/app/branch/call center). This is essential for sizing + license metric.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
675	CMP → Sr. 8	Physical consent digitized / third-party agencies	Please clarify whether third-party/branch digitized consents require scanned evidence attachment storage in the CMP, and if yes, expected document retention period and storage sizing expectations.	N	Please be guided by the RFP.
676	CMP → Sr. 9	Interoperability with Consent Managers registered with DPB	Please clarify whether LIC expects an actual "Consent Manager" ecosystem integration (DPB-registered) beyond NeGD, and how bidder should validate compliance given DPB operationalization may evolve.	N	Please be guided by the RFP.
677	CMP → Sr. 10	Webhooks/message queue + replay	Please confirm LIC's preferred enterprise messaging standards: Kafka/RabbitMQ/IBM MQ, webhook security (mTLS/OAuth), and delivery guarantee expectations (at-least-once/exactly-once).	N	Please be guided by the RFP.
678	CMP → Sr. 12, 34	Parental consent + PwD + illiterates	Please clarify which verification mechanisms are acceptable in LIC context (DigiLocker, Aadhaar offline, CKYC, internal KYC records, etc.) and whether LIC will provide access to required verification services/APIs.	N	Please be guided by the RFP.
679	CMP → Sr. 15	"AI unlearning triggers"	Please clarify what systems are in scope for "AI unlearning triggers" (specific AI/ML platforms) and what constitutes acceptable evidence of unlearning/exclusion.	N	Please be guided by the RFP.
680	CMP → Sr. 16 & ROPA sheet	CMP–ROPA tight integration	Please confirm whether ROPA is expected to be the system of record for purposes/processing activities and CMP must consume it, or vice versa. Also clarify ownership of the "purpose library" master data.	N	Please be guided by the RFP.
681	CMP → Sr. 45	"MeitY Electronic Consent Framework" admissibility	Please confirm which MeitY/NeGD electronic consent artefact requirements are mandatory (structure, signing, timestamping, hashing). Any reference documents to be followed?	N	Please be guided by the RFP.
682	CMP → Sr. 51	Multi-channel comms including WhatsApp / Agentic AI Bots	Please confirm which communication channels are mandatory (SMS/email/app) vs optional (WhatsApp, bots). Also clarify whether LIC will provide WhatsApp BSP / SMS gateway integrations.	N	Please be guided by the RFP.
683	CMP → Sr. 62	Consent portability	Please clarify what "portability of consent data" means: portability to another system within LIC, to a consent manager, or to the data principal (download format). Any mandated format?	N	Please be guided by the RFP.

684	Cookie → Sr. 1, 10	Automated scanning + continuous monitoring	Please provide list/count of in-scope LIC web domains/subdomains and mobile apps, and confirm expected scanning frequency (daily/weekly) and whether scanning must cover authenticated pages.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
685	Cookie → Sr. 2, 11	Script blocking / auto-block non-compliant trackers	Please clarify if LIC uses tag managers (e.g., GTM/Tealium/Adobe Launch) and whether bidder must support pre-consent blocking across them.	N	Please be guided by the RFP.
686	Cookie → Sr. 9	Global consent frameworks	Please specify which frameworks are required (e.g., IAB TCF, GPC, etc.) and whether this is mandatory for LIC's use case.	N	Please be guided by the RFP.
687	Cookie → Sr. 13	Cross-domain / cross-device sync	Please clarify expected identity mechanism for syncing preferences across devices: login-based, device ID, or a hybrid approach.	N	Please be guided by the RFP.
688	Discovery → Sr. 2–3, 39	Enterprise-wide scanning scope	Please share high-level inventory counts and types: number of databases, file shares, endpoints, mail systems, SharePoint/OneDrive, backup media/tapes, and whether these are in scope across all branches.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
689	Discovery → Sr. 3 & RFP on-prem rule	Cloud/SaaS/OneDrive coverage	If OneDrive/SharePoint/SaaS are in scope, please confirm whether these services are hosted within LIC tenant (cloud) and whether scanning is permitted via on-prem connector without any OEM cloud service.	N	Please be guided by the RFP.
690	Discovery → Sr. 8–10	"No dependency on LIC for infra/tools" + evidence reporting	Please clarify what infra LIC will provide vs bidder must provide, especially for large-scale scans: compute/storage, network ports, endpoint credentials, and whether scan logs/evidence must be stored for the full contract term.	N	Please be guided by the RFP.
691	Discovery → Sr. 14, 70	AI/ML engine deployable within LIC infra	Please clarify whether LIC will allow GPU infrastructure (if required). Also confirm whether model training can use synthetic data or must use actual LIC datasets, and any restrictions for sensitive data handling.	N	Please be guided by the RFP.
692	Discovery → Sr. 63–65	Email classification + recipient validation	These requirements look like DLP/email gateway controls rather than discovery. Please clarify whether LIC expects full enforcement controls (blocking external send) as part of discovery tool, or only classification/tagging outputs.	N	Please be guided by the RFP.
693	Discovery → Sr. 66–67	OCR for scanned docs/images	Please clarify expected volume and formats (TIFF/PDF/JPG) and whether LIC will provide scanning/OCR infra or bidder must provide OCR engine and compute.	N	Please be guided by the RFP.

694	Discovery → Sr. 52, 57–59	Retention overrun + alerts + continuous monitoring	Please confirm LIC's retention policy sources (where retention rules are defined today) and whether tool must integrate to enforce retention or only report exceptions.	N	Please be guided by the RFP.
695	Discovery → Sr. 19	Cross-border processing identification	Please clarify how LIC defines "cross-border" in the context of on-prem: based on data residency, vendor locations, network flows, or user access geographies.	N	Please be guided by the RFP.
696	DPRM → Sr. 2–3	Multi-channel intake + workflows	Please confirm whether LIC expects bidder to build/host a new DP portal UI and branch/call-center interface, or integrate with existing LIC portals/CRM/call-center systems.	N	Please be guided by the RFP.
697	DPRM → Sr. 9	SLA: statutory 90-day grievance	Please confirm if LIC requires shorter internal SLAs for each stage (acknowledgement, triage, closure) and whether SLA clocks pause during identity verification / dependency on third parties.	N	Please be guided by the RFP.
698	DPRM → Sr. 11–12	Identity verification	Please clarify acceptable identity verification methods for different channels (web/app/branch/call center) and whether integration with LIC IAM/KYC is available.	N	Please be guided by the RFP.
699	DPRM → Sr. 7, 35–37	Nomination (death/incapacity)	Please clarify expected validation requirements for nominee requests (death certificate, KYC, nominee record in policy system) and the system(s) to be integrated.	N	Please be guided by the RFP.
700	DPRM → Sr. 18	Surge/bulk request handling	Please provide sizing assumptions for bulk requests (e.g., regulatory campaign), expected peak/day, and whether LIC expects automated deduplication + bulk fulfilment across multiple systems.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
701	DPIA → Sr. 4	Automated annual DPIA submission to DPB	Please clarify whether LIC expects the tool to generate a DPIA report in a DPB-prescribed format and whether DPB submission is via portal upload or any API endpoint.	N	Please be guided by the RFP.
702	DPIA → Sr. 2–3 & ROPA → Sr. 19	Automatic DPIA triggers from ROPA	Please clarify what constitutes "high-risk" thresholds for automatic DPIA trigger—will LIC provide a risk trigger matrix, or must bidder propose one for approval.	N	Please be guided by the RFP.
703	DPIA → Sr. 26	Risk categorization matrix + treatment plan	Please confirm whether LIC expects mapping to a specific control library (ISO 27001/27701/NIST/IRDAI) and whether a predefined LIC risk taxonomy will be shared.	N	Please be guided by the RFP.
704	ROPA → Sr. 1, 16–17	"Automated creation" and reconciliation with actual processing	Please clarify what level of "automation" is expected: auto-populate metadata from discovery + integrations, versus manual entry with workflows. Also confirm expected evidence for "actual processing reconciliation".	N	Please be guided by the RFP.

705	ROPA → Sr. 23, 26	Regulator-specific formats	Please clarify which regulators/formats LIC anticipates beyond DPDP (e.g., IRDAI reporting formats) and whether LIC will provide templates.	N	Please be guided by the RFP.
706	Breach → Sr. 2, 23	DPBI intimation timeline (immediate + 72 hours)	Please clarify whether DPBI provides any defined API / submission format, or whether LIC expects bidder to produce reports/templates and assist in manual portal submission.	N	Please be guided by the RFP.
707	Breach → Sr. 8, 15	Integration with EDR/SIEM/SOAR/DLP/IDS/ITSM	Please confirm the make/models of LIC's SIEM/SOAR/EDR/ITSM platforms and whether integrations are required out-of-the-box or custom API work is acceptable.	C	Will be shared with the shortlisted bidder.
708	Breach → Sr. 17, 22	Bulk notification across channels incl. WhatsApp	Please confirm mandatory notification channels (SMS/email/app) and whether WhatsApp is required. Also confirm whether LIC will provide SMS/Email/WhatsApp gateways and expected volumes.	C	Will be shared with the shortlisted bidder.
709	Breach → Sr. 11–12	Forensic analysis + evidence collection	Please clarify whether LIC expects the breach module to provide full forensic tooling, or to orchestrate evidence collection/chain-of-custody while investigations are done using existing SOC/IR tools.	N	Please be guided by the RFP.
710	Vendor Risk → Sr. 2–3	Pre/post onboarding assessments + refresh audits	Please share approximate number of vendors in scope and expected assessment frequency (annual/half-yearly), and whether LIC already has a vendor risk questionnaire standard.	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
711	Vendor Risk → Sr. 8–10	Deletion requests to processors + proof upload	Please clarify whether LIC expects a vendor-facing portal for processors to acknowledge and upload proof, and whether processors will be required/contracted to use this portal.	N	Please be guided by the RFP.
712	Vendor Risk → Sr. 14	Standard DPDP clauses/templates (DPA)	Please confirm whether LIC will provide its standard legal templates, or bidder must propose templates which LIC legal will finalize.	C	bidder must propose templates which LIC legal will finalize.
713	Annexure XV → DPIA → Deliverables	DPIA deliverables mismatch	DPIA deliverables list appears to contain DPRM wording. Please confirm the correct DPIA deliverables expected (templates, reports, dashboards, evidence packs, submissions).	Y	Please refer to "Revised Scope of work - Revised Annexure-XV"
714	16. Bid Validity Period	Bids shall remain valid for 1 year from the last date of bid submission under this RFP.	We request capping the bid validity to 30 days to ensure predictability in resource and pricing commitments.	N	Please be guided by the RFP.
715	2.20. Varying the Contract:	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.	We request LIC that any additional quantity required will be ordered on then prevailing market Prices and as per mutual discussion between bank and Bidder	Y	Please refer to "Revised_SECTION–D_TERMS AND CONDITIONS"

716	Pg 48, Payment Schedule	Payment for the Delivery of the In-Scope Solutions & Its Implementation : Delivery - 40% Installation - 40% After Go - Live- 15% Training- 5%	We propose to amend the Payment schedule as below : Delivery - 70% Installation - 15% After Go - Live- 10% Training- 5%	N	Please be guided by the RFP.
717	Pg 48, Payment Schedule	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	Requests LIC to pay for Onsite Services in Quarterly advance	N	Please be guided by the RFP.
718	Pg 11 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	Request to consider The bidder should be in operating -profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Authorization) during the last 03 (three) financials year(s) i.e. FY2022-2023, FY 2023-2024, FY 2024-2025 AND The net worth of the bidder should be positive as on RFP date.	Y	Please refer to "Revised Eligibility Criteria"
719	Pg12 Bidder Certification	The Bidder must be certified with any 3 of the following Certifications ISO27001 ISO9001 ISO22301 ISO 20000	Comply with industry-standard certifications, ISO27001 ISO9001 Mandatory & rest as optional	Y	Please refer to "Revised Eligibility Criteria"
720	page 11 Minimum Eligibility Criteria (MEC):	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 have revenue of at least 50 Crore from DPDP related projects and Services / Cyber Security Projects/ Data Center projects during each of the last 3 financial years. FY 2023-24, FY 2024-25, FY 2025-26. Data Center may be added to allow more bidders to participate	Y	Please refer to "Revised Eligibility Criteria"
721	Page 21, 2.1. Assignment:	The Vendor will not be also allowed to subcontract any portions of the scope of this RFP to any other party.	This clause may be deleted. There are many services that needs to be outsourced. We being a govt PSU are limited in salary structure while the resources required in the tender are highly paid which cannot be accommodated in govt salary structure. Hence, it is requested that this clause may be deleted to allow govt PSU to participate in the tender.	N	Please be guided by the RFP.
723	Page 9, 3. Disclaimer	The Purchaser		C	Should also means LIC.
723	RFP & its all corrigendum documents	DPDP Act, 2023 & Rules, 2025		C	Should also means DPDP Law.
724	RFP & its all corrigendum documents	Selected Bidders		C	Should also means Successful Bidder.
725	RFP & its all corrigendum documents	The Corporation		C	Should also means LIC.
726	RFP & its all corrigendum documents	Authorised representatives		C	Should also means Authorised Signatory.

727	Page 15, 3. Earnest Money Deposit: RFP & its all corrigendum documents	ii. In case the bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP should		C	Should be read as ii. In case the Bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP or breaches the integrity pact required to be submitted by the Bidder as per LIC's format.
728	Page 15, 3. Earnest Money Deposit: RFP & its all corrigendum documents	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		C	Should be read as 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 Agreement; or
729	RFP & its all corrigendum documents	The Contract		C	Should also means The Agreement.

Sr. No.	RFP Document Reference (Section & Page No.)	Clause (in brief) of RFP requiring clarification(s)	QUERIES			LIC RESPONSE	LIC Clarification	
1	Section-G: Service Level Agreement (SLA) Implementation SLA . Point no 10 Page 51	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.	Request LIC to amend this clause as –			Y	Please refer to the "Revised SLA"	
			Level of Uptime Per Month	Penalty Charges				
			Above 99.70%	No Penalty				
			Above 98.00% and upto 99.70%	0.01% of the annual onsite charges for each hour of delay or part thereof.				
			Above 97.00% and upto 98.00%	0.02% of the annual onsite charges for each hour of delay or part thereof.				
			Above 96.00% and upto 97.00%	0.03% of the annual onsite charges for each hour of delay or part thereof.				
			95.00% and above and upto 96.00%	0.05% of the annual onsite charges for each hour of delay or part thereof.				
2	Section-G: Service Level Agreement (SLA) Implementation SLA . Point no 11 Page 51	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.	Capped to overall 10% of the contract value.			Y	Please refer to the "Revised SLA"	
			Request LIC to amend this clause as –					
			In case of a breakdown/malfunctioning of appliances, accessories, systems software, or any products which is not impacting the solution uptime or performance, the relevant defect should be attended and rectified within NBD of the receipt/ notice of the complaint.					
			Penalty: 0.01% of the annual onsite charges for every 4 hours of delay or part thereof. Capped to overall 10% of the contract value.					
			Since there will be varied skills of the operations resources, expecting all					
3	Section E- Scope of Work Education Qualification for On-site Resources: Page 44	a. All onsite resources shall meet the Minimum Qualification and Minimum Experience requirements as specified in point 11 above.	Since there will be varied skills of the operations resources, expecting all			Y	Please refer to the "Revised Scope of Work"	
			Sr No	Privacy Tool Modules	Number of Resources			
			1	Project Manager	1			
			2	Data Privacy Notice Management	1 (1 x L2)			
			3	Consent Management & Cookie Consent Platform	6 (3 x L1, 3 x L2)			
			4	Data Discovery & Mapping	4 (2 x L1, 2 x L2)			
			5	Data Protection Impact Assessment & Records of Processing Activity (ROPA) integrated with DPIA	4 (1 x L1, 3 x L2)			
			6	Data Principal Rights Management (including grievance redressal)	2 (2 x L2)			
			7	Personal Data Breach Management	1 (1 x L2)			
			8	Third Party Vendor Risk Management	1 (1 x L2)			
			9	Compliance Reporting & Dashboards	2 (2 x L2)			
			10	Workflow management – Assignment of activities to Privacy Analysts				
			11	DPDP Program Management Portal				
			12	Infra Admin	2 (2 x L2)			
			Total Resources					24
			Project Manager Qualification – As per Section 15					
			Team members certified in privacy. For S.No – 2 to 11					
			Certifications may include at least one from the following -					
			IAPP - CIPP/E, CIPM, DSCI, ISC2 - Systems Security Certified Practitioner (SSCP), Certified					
			Team Composition: Technical Breadth. For S. No 2 to 11					
			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. For S. No 2 to 12					
			Graduate (any discipline) with experience in privacy consulting and privacy operations solution de					
			Resource: Regulatory Knowledge. For S. No 1 to 11					
			Thorough understanding of DPDPA and familiar knowledge with GDPR, CCPA, etc.					
			3+ years in design/implementation/management across: Cookie Consent, Universal Consent,					

4	SECTION-D: TERMS AND CONDITIONS Indemnifying LIC Page 24	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.	"The proposed indemnity goes beyond the general indemnity framework in the agreement because it requires Bidder/Vendor to indemnify the customer for all DPDP penalties imposed by the Data Protection Board, regardless of the underlying cause of the violation. DPDP compliance is not solely dependent on the processor's conduct and many statutory obligations remain with the Data Fiduciary, including obtaining valid consent, determining lawful processing purposes, issuing privacy notices, responding to data principal requests, and providing appropriate instructions to processors. Accordingly, penalties may arise from acts, omissions, or decisions that are wholly or partly within the customer's control. Bidder/Vendor cannot assume responsibility for penalties that may result from the customer's own non-compliance or from circumstances outside Bidder's/Vendor's control. The proposed DPDP indemnity is inconsistent with clauses (a) and (b), both of which are linked to either third-party claims arising from the vendor's services or the vendor's negligence/willful default. The DPDP	C	Bidder shall be responsible for penalties to the extent they arise from Bidders own non-compliance, gross negligence, fraud, willful misconduct or material breach of the agreement . LIC shall not be liable or responsible for any such penalties, liabilities, costs, or consequences attributable to the Bidder.
5	Section-C: INSTRUCTIONS TO BIDDERS.Point No. 16, Page 18	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.	Considering the volatility of the Market and impact on various Hardware, Software solutions, request you to consider overall bid validity of 120 days. Commercial Bid Validity - 90 days from ORA	N	Please be guided by the RFP
6	Section-B: Eligibility Criteria – Minimum Eligibility Criteria (MEC), Clause 10 – OEM Financial Capability , Page no. 12	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.	We request LIC to kindly reconsider the below revised criteria as this would encourage more Make In India OEM's to participate in the bid . OEM must have implementation Experience in India for Privacy Automation for all 12 modules. 1. Experience in the last three years from the issuance date of RFP of implementing or currently implementing modules numbered 1 to 12 in Insurance/Banks/NBFC in India. Out of this atleast one customer reference must have ≥ 15 Crore Customer Base. 2. "The OEM should have a minimum of five DPDP solution projects implemented or under implementation. The aggregate value of these projects within the OEM's scope of work must be at least INR 20 Crore."	Y	Please refer to the revised "Eligibility Criteria"
7	Additional Clause Suggeste	Additional Clause Suggeste	For all third-party proprietary software that is critical for the operation, maintenance, enhancement, business continuity or future migration of	N	Please be guided by the RFP

8	Considering the critical nature of the DPDP solution, we request that the Customer Request to include below parameters for								N	Please be guided by the RFP.
	Standard Compliance	ACPI 6.5 Compliant								
		PCIe 5.0 Compliant								
		WOL Support								
		Microsoft® Logo certifications								
		PXE Support								
		USB 3.2 Gen1 Compliant								
		UEFI (Unified Extensible Firmware Interface Forum) Class 3 Support								
		Embedded TPM Support								
		Energy Star 4.0								
		SMBIOS 3.7								
		Redfish API								
		IPMI 2.0								
		Advanced Encryption Standard (AES)								
		SNMP v3								
		TLS 1.2								
		DMTF Redfish support for Secure Boot Key Management								
		Active Directory v1.0								
	ASHRAE A3/A4									
	System Security	Enhanced Server Data								
		Security: Encryption and key management, UEFI-managed encryption, and self-encrypting drives (SED) for enhanced data-at-rest protection.								
		Sanitize Data with One-Button Erase: Must be NIST SP 800-88 compliant.								
		Must be FIPS 140-3, NIST SP 800-53, NIST SP 800-171, and NIST SP 800-88 Compliant.								
		Must provide an intuitive cloud operating experience, ensuring streamlined and highly secure operations from the edge to the cloud.								
		Physical Security Options: System maintenance switch, USB security, bezel lock, and chassis intrusion detection switch.								
		Servers must be built using trusted supply chain to undergo rigorous inspections and checkpoints to detect and mitigate malicious microcode and counterfeit parts throughout the server build and lifecycle								
		Server must be offered with Trusted Platform Module (TPM) 2.0.								
	UEFI Secure Boot and Secure Start support									
	Tamper-free updates - components digitally signed and verified									
	Immutable Silicon Root of Trust									
	Ability to rollback firmware									
	Secure Recovery - recover critical firmware to known good state on detection of compromised firmware									

Firmware security	1. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware 2. Physically Tamper-Resistant independent security system outside remote management ASIC, designed to meet FIPS 140-3 Level 3 hardware protection requirements. 3. Firmware verification and recovery—Run scheduled firmware verification scans and configure recovery actions to implement when an issue is detected. 4. Security dashboard—View the status of important security features and evaluate your configuration for potential risks. When a risk is detected, you can view details and advice for how to improve system security
Embedded Remote Management	1. System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It should support server power capping and historical reporting and should have support for multifactor 2. Server should have dedicated 1Gbps remote management port 3. Server should support agentless management using the out-of-band remote management port

		4. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur 5. Two factor Authentication 6. Local or Directory-based user accounts with Role based access control 7. Remote console sharing upto 6 users simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence. Microsoft Terminal Services Integration, 128 bit SSL encryption and Secure Shell Version 2 support.Should provide support for AES on browser.Should 8. Should support RESTful API integration						
	Server Management	Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view. The Dashboard minimum should display a health summary of the following: • Server Profiles • Server Hardware • Appliance alerts The Systems Management software should provide Role-based access control Zero Touch Provisioning (ZTP) using SSDP with remote access Management software should support integration with popular virtualization platform management software like Vmware vCenter & vRealize Operations, and Microsoft System Center & Admin Center Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD.						

		Should have dashboard for firmware baselines while performing minimum required firmware checks and highlighting out-of-compliance devices for updates with the selected firmware baseline					
		The Server Management Software should be of the same brand as of the server supplier.					
	Cloud Enabled Monitoring and Management	1. Delivers cloud operational agility by unifying compute operations as a service across the compute lifecycle from edge-to-cloud.					
		2. Manages and controls servers regardless of physical location					
		3. Subscription-based entitlement					
		Server Lifecycle Management					
		1. Seamless firmware upgrades with intelligent delta-only based updates.					
		2. Group-based firmware management that can be scheduled or on-demand					
		3. Serial and parallel firmware updates with 'Stop on failure' option					
		4. Group based policy for configurations, OS installs, BIOS settings.					
		5. OS Image deployment					
		6. Rest API Support					
		Supportability					
		1. Automatic creation of support cases for critical serviceable events.					
		2. Notification of critical hardware alerts via in-app and email notifications					
		3. On-demand firmware compliance reporting					
		4. Remote console using a web browser with HTML5 support					
		Identity & Access Management					
		1. Unified Identity & Access Management					
		2. Role-based Access Control (RBAC)					
		3. Single Sign-on (SSO)					
		4. Resource-level restriction policies (RRP)					
		Sustainability - Carbon footprint reporting					
		Predictive AI insights to forecast future energy costs and carbon emissions. Threshold-based alerting.					
		AI-driven insights with workflow policy approvals					
		Software must support multi-tenancy					
		Software must offer map-based visibility with an intuitive view of server health via global map					
		Multi-vendor server monitoring					