

SECTION-E: REVISED SCOPE OF WORK

1. Brief scope of work

The Bidder's proposed solution shall be evaluated on how effectively it ensures enforceable compliance with Digital Personal Data Protection Act 2023 & Rules 2025, and enables LIC to operationalize privacy, security, and governance across applications, internal processing, data sharing, AI, and regulatory readiness. Each section below corresponds to a core DPDP capability domain, with defined criteria and minimum qualification thresholds the Successful Bidder or Vendor must meet. The proposed solution to be implemented in LIC shall comprise of the following modules including but not limited to the following:

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

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

Phase No.	Phase Name	Activities to be performed.	Deliverables
1	Planning & Designing workshop	- Conduct kick-off meeting. - Study of LIC's present architecture, existing environment, processes, and guidelines - Study of present architecture at Data centres. - Study of LIC's existing security environment and guidelines - Get the list of the IT assets (Tangible and non- tangible) - Identify business objectives & technical requirements. - Define pre-requisites if any. - Outline an implementation strategy and detailed plan with timelines and milestones for entire duration of the project. - Ensure that the DPDP LAW, IRDAI, specific security, regulatory and compliance requirements are integrated into the design and develop a plan for implementation based on which the LIC will clear any kind of audit assessment done. - Ensure compatibility and interoperability with all LIC applications. - Ensure compatibility and interoperability with different Solutions. E.g., SIEM, PIM/PAM, LDAP, cloud support, analytics Solutions, etc. Architecture Diagram: - Design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope module as per the DPDP LAW & IRDAI requirements. - Connectivity and data flow diagram for each in-scope module and also the third-party Solutions which are	Detailed Project Plan for each module as part of this RFP. Architecture Diagrams High-level and low-level) Connectivity and data flow diagram Policy & Procedure documents Note: Above documents shall be prepared in a mutually agreed template. Separate plan documents to be submitted for each in-scope module. Bidder shall submit soft and hard copies for all the above documents in the finalized template.

Phase No.	Phase Name	Activities to be performed.	Deliverables
		required. - OEM should certify the overall implementation architecture (high-level diagram and low-level diagram) designed by Bidder (SI) - Validation of deployment of the proposed solution to be performed based on industry best practices by respective OEM of the deployed Solution/service. In case OEM is not satisfied with the installation and configuration of product, they will submit their recommendation in form of a separate report to LIC accordingly. Bidder shall perform necessary changes as recommended by the OEM. Policy and Procedure Documents - SOP for proposed solution implementation - SOP for operations of the proposed solution & SOP for functional testing - Detailed roles and responsibilities defined in RACI matrix. - Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD) - Acceptance procedures, Test cases & test plans, etc. - BCP/DR/Failover/Backup/Recovery Strategy and process document based on the pre-defined RTO/RPO. - Incident Response strategy and process document with timeline - SI/OEM to provide training once every year for a batch of about 20-30 attendees. Trainings shall be conducted at LIC premises in Mumbai location.	
2	Implementation	Supply and Installation: - Supply of software and hardware (if any) for in-scope proposed solution (DC and DR). The setup should be in HA mode for DC and DR. - Installation and implementation of the proposed solution as per the architecture design. - Installation will include proper mounting, labeling, tagging of all the equipment and provide network and power connections and also functional and stress testing as applicable. Configuration & Integration - Configuring the proposed solution as per defined MBSS/SCD. Configuration to meet industry standards and regulatory guidelines. - Integrating Solutions with its own components as applicable, other Solutions / applications, Active directory, servers, network devices, endpoints, IT assets etc. - Bidder should discuss the Governance structure and Project milestones and provide weekly updates to LIC on implementation status. Note: All configurations shall be documented as part of the policy/process documentation. Additionally, custom code/APIs developed specifically for LIC under this project shall be the property of LIC.	SI will be responsible for: Site Ready Document/Site Not Ready Document as applicable. Successful deployment confirmation Validation of alerts & report by the OEM Backup & restoration procedure as per OEM guidance Policies & procedures Test/POC report with evidence (screen snapshots) Use cases as per the DPDP LAW and IRDAI guidelines

Phase No.	Phase Name	Activities to be performed.	Deliverables
			Integration with third party solutions. Documents on the rest API Functionalities. Sign off from the customer. QA testing results for each module.
3	User acceptance testing	• UAT scenarios for each module. • System performance parameters • UAT cases including test steps for the test scenarios. • UAT report with testing steps and relevant screenshots of the outcome	UAT Sign off and confirmation report. Site Ready Document/Site Not Ready Document as applicable.
4	Movement to production environment (Deployment)	• Fine tuning of the proposed solution for better performance. • Monitor and resolve issues as applicable. • LIC will validate the deployment of the proposed solution to be performed by respective OEM of the deployed solution. In case LIC/OEM is not satisfied with the installation and configuration of the product, they will submit their recommendation in form of a separate report to LIC accordingly. Bidder shall make necessary changes as recommended by the LIC/OEM. • The OEM is required to conduct the audit, at the end of implementation and once in end of every year during the contract period. The recommendations/ remediation changes required after each audit should be completed within 3 months. This will be a thorough audit on the functionality and output generated and covering all other aspects including the compliance and security measures. • OEM Audit – This should be a comprehensive audit covering all relevant aspects, including but not limited to integrations, architecture, databases, applications, application vulnerabilities, security aspect etc. • Software deployment certificate - Final version of documents and certificate that the software has been deployed successfully	Successful deployment confirmation and sign off from LIC Validation report by OEM
5	Training and knowledge transfer	• Detailed training program • Training sessions for operational staff/ user, IT department and senior management	Training decks and related reference materials (User guides, application manuals/ SOP)
6	Post implementation support	• Post- deployment (after sign-off from LIC) bidder shall manage & monitor proposed solution end to end. • Facilitation & operation for continuous monitoring, performance optimization, upgradation, maintaining compliance with LIC policies, industry standards and regulatory guidelines, change & incident request, Orchestration, implement automation, data risk analysis, etc. • Resolution of production defects and operational issues	Fixed & ad hoc reports Weekly status review & monthly governance steering committee MIS Dashboards End to end operation

Phase No.	Phase Name	Activities to be performed.	Deliverables
			for proposed solution On-site support should be provided, with shifts introduced as required. Periodic reports & Dashboards

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

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

- a. Minimum Requirements:

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

- b. Notification and Activation:

In the event of a disruption, the Service Provider shall: i) notify LIC within 30 minutes of the occurrence, detailing the nature of the disruption and the estimated time to recovery; ii) immediately activate its BCP/DRP to minimize service interruption and mitigate impact to LIC's operations.

- c. Right to Audit and Review:

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

- d. Subcontractors:

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

- **Documentation**

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
 - Three sets of hardcopies as applicable and one softcopy on CD shall be supplied as final document.
 - Documents for high level design, detailed design, configuration of individual features set on various appliances, general testing, scenario-based fail-over testing, Standard Operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.
 - Bidder shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
 - Installation report should contain the part numbers of all the components supplied by the Successful bidders.
 - Standard Operating Procedures for all in scope solution, and all processes should be designed by the bidder, reviewed and updated on a half yearly basis and/or on any changes/in compliance to the laws of the land. The bidder is expected to review and update all policy and procedure documents for every regulatory change during the entire 5-year support period.

- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Vendor shall ensure and guarantee that the documentation of all the process related to the privacy automation tools compliant with DPDP Act and Rules (DPDP Law) and other regulatory guidelines issued time to time (CERT-In, RBI, IRDAI, SEBI, etc.) should be documented and submitted as part of the process documentation.
- All documentation prepared a part of this RFP needs to be updated annually and/or basis changes in regulatory requirements or any other requirements as per the law of the land.

- **Training & Certification**

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

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

- **Support Process Requirement:**

- The Bidder shall provide an escalation matrix in consultation with the ERM/CSD Department, Central Office for different categories of support calls.
- The Bidder shall be responsible for day-to-day maintenance of the complete solution setups made.
- The support Personnel provided shall be conversant with the regular configuration from scratch, integration with other log sources, creation of rules and policies as per LICs requirements, administration tasks, patch management, user management, backup procedures, etc.
- The on-site support Personnel shall be able to troubleshoot the problems raised and should maintain a log of them, also report it to the LIC administrators in detail with root cause analysis and problem resolution.
- The Bidder shall ensure that there will be a proper change & configuration management, backup management, security management. These procedures should be well documented, followed and maintained (copy of the same should be submitted to LIC Central Office – ERM/CSD dept.)
- The onsite support Personnel shall re-install/ reconfigure any component/ system of the security equipment supplied by the Bidder, in case of crash of those components / system on problem or patch/upgrades. The on-site Support Personnel also needs to support, if any security installations done by a separate Bidder.
- In case the problem is not being rectified by the onsite L1 & L2 Personnel even after 1 hour, the issue should be escalated and resolved within 4 hr. from time of incident.

- The support Personnel shall also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same.
- The Bidder shall create separate interfaces for them/LIC administrators to carry out the minimum possible jobs, which may be changed as per the business needs ensuring compliance to LIC Security policies. There should be a provision to audit the changes done to fix the accountability.
- Upgradation of products to the latest version at all the locations, whenever applicable by following a risk-based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.
- The Bidder shall make necessary implementations required from business continuity perspectives with respect to all the modules.
- Root cause analysis of any event has to be done and proper corrective action has to be taken with information to LIC officials. Based on that, the Bidder should recommend for improvement to policies, procedures, solutions, and other aspects.
- The Bidder shall provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.
- Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- The Bidder has to comply with the following attributes related to all the in-scope modules:
 - LIC has a right to review their processes
 - SOPs for the processes.
 - LIC has a right to assess the skill sets of Bidder resources.
 - Advance information about the resources deployed is to be communicated and proper hand- over of charge with complete documentation has to be done for the new resources, which should be approved by LIC.
- All necessary steps/changes have to be made in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third-party security audit / inspection report.

Note:

- No telephone connection will be provided by LIC to the onsite support persons.
 - The on-site support personnel may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given
- **On-Site Support Services:**
 - To ensure 24x7 real-time monitoring uptime, availability, health performance of DPDP modules with mitigation support.
 - Track and follow-ups with stakeholders for resolution of reported incidents tickets.
 - On-Site Support shall ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration, and reporting issues.
 - All devices change management of all the devices must strictly adhere to standards and policies of LIC.
 - Create, update, and delete access control rules, groups, and policies for the DPDP modules after obtaining approval.
 - Ensure systems are up and running, including their other aspects like Configuration, Reconfiguration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.
 - Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support (9 X 5)
 - Quarterly review of rules, policies etc. of applications and recommend optimization of the same.
 - In case of any hardware/virtualized malfunctioning, patch management, firmware Up gradation and other OEM related tasks of the device, the Bidder must coordinate with stakeholders for faster resolution.
 - Monitor and report the hardware and software related SLA's of proposed in-scope solution.
 - SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and fine-tuned by the On-Site Support.
 - Quarterly review of capacity planning of LIC's private cloud service. Details of underutilized and over utilized LIC's private cloud service-based applications.
 - Open a case with OEM/ product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis.
 - Provide recommendations for architecture enhancements/ changes that can enhance the security posture.
 - Provide LIC with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages.

- Coordinate delivery with all stake holders including help desks, network team, IT team, application team and all appropriate third parties, as necessary.
- Maintain security product configuration, based on industry best practices, and as requested.
- Participate in technical and business planning sessions to establish security standards, architecture, and project initiatives where the security products may impact or improvise the design.
- Provide infrastructure security planning & analysis, recommendations for installation and upgrade.
- Tracking/Alerting the required license, software subscription for all software components of devices in scope.
- Set up and manage admin and user accounts. Perform access control as per need basis.
- Conduct Recovery exercise of above points on quarterly basis or as per the LIC guidelines. Submit the Periodic Reports on the backup status (As per compliance to DPDP Act & Rules and IRDAI cybersecurity guidelines/audits NC, CA, VA PT non-compliance DR Drills needs to be done as per LIC standard).
- On- Site Support POCs or evaluation of new technologies or solutions relevant to services within this RFP from time to time.
- Responsible for installation of agents and also reinstallation whenever there is a change in the infrastructure or operating systems.
- On call and On-site availability of the SMEs over weekends.
- On-Site Support should provide relevant support for external and internal security audits that LIC is subject to from time to time.

2. Detailed Scope of Work

1. General Requirements

- a. The bidder shall be responsible for the end-to-end implementation, configuration, customization, testing, deployment, and commissioning of the proposed solution in LIC's environment. This shall include coordination with all concerned LIC departments, sections, project teams, and third-party vendors, wherever required, to ensure successful implementation.
- b. The bidder shall understand the functionality, architecture, data flows, and integration requirements of the existing applications, servers, databases, APIs, endpoints, and other enterprise systems before implementation. The bidder shall identify all prerequisites, dependencies, integration points, and configuration requirements necessary for seamless deployment of the solution.
- c. The bidder shall design, develop, configure, test, document, and support all required integrations, APIs, connectors, workflows, and data synchronization mechanisms to ensure secure, reliable, and uninterrupted operation of the solution. The bidder shall coordinate with all stakeholders and resolve implementation and integration-related issues until successful commissioning and stabilization of the solution.
- d. Ensure compatibility and interoperability with all LIC applications/solutions.
- e. The technical specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the requirements of LIC. The RFP and annexures together constitute the overall requirements of the proposed solution.
- f. The technical specification specified in the Technical Specifications as stated in the Annexure F are only indicative. Any specification which is relevant and not mentioned will automatically form part of the scope work.
- g. The Bidder shall engage the services of respective OEMs for plan, design, and implementation of the proposed solution. The OEM(s) must deploy subject matter experts with experience in designing and implementation of the respective module in enterprise environments.
- h. The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance, and adoption of the proposed solution leveraging the behaviour modelling and predictive analysis capabilities of the proposed solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.
- i. The bidder shall ensure that the configuration, implementation, and testing of the proposed solution components to be carried out by resources from the OEM as decided by LIC at the time of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM.
- j. The bidder should provide OEM approved High level diagram and Low-level diagram to LIC.

- k. The bidder shall also engage the services of the respective OEMs for post implementation audit, validation, and certification by the OEM that the proposed solution has been implemented as per the plan & design provided by them.
- l. The bidder is responsible for the Hardware, AMC, licenses, uptime, availability and management of the devices/modules implemented and managed as part of the in-scope solutions.
- m. All products shall carry warranty of five (5) years from the date of implementation.
- n. The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain all the in- scope solutions within this RFP.
- o. The bidder should consider the detailed technical specifications as stated in the Annexure F while proposing for the proposed solution, which forms a part of the scope of work. Bidder needs to provide complete end to end Solution including applicable hardware, appliances, software, and necessary accessories, active and passive components for efficient functioning of the proposed solution.
- p. All hardware, including all passive cabling components etc. shall be provided by the successful bidder. LIC shall provide only the required space, power, cooling, rack.
- q. The successful bidder should appoint and inform LIC a Service delivery/ Project Manager who will be the Single point of contact for the contract period.
- r. Bidder has to quote and provide for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.
- s. 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.
- t. The bidder and OEM services team shall conduct a workshop with all the departments of LIC to gather the inputs in relation to solution requirement with respect to the base lining and scoping of the components including the items listed below:
 - i. Solution architecture, sizing, policy configuration, High availability, BCP/ DR scenarios, etc.
 - ii. Integration of each module with other in scope Solutions and other Network and Security Solutions currently deployed in the environment as decided by the LIC.
 - iii. Testing strategy and test cases for Acceptance Testing of the solution.
 - iv. Identifying gaps, crown jewels of LIC, custom parser creation, creation of rules, use case development, fine-tuning, etc.
- u. The bidder and OEM services team shall submit a Requirement Gathering Document and a detailed Design Document based on the requirements gathering exercise.
- v. The entire solution should be seamlessly integrated with the LIC's NTP Solution and must be compatible with any provided NTP version.
- w. 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 4 hours of any breach (2 years as per Preservation policy of LIC).
- x. The entire solution should have the capability to integrate with the existing SIEM solution of LIC.
- y. The entire solution must have the capacity to accommodate a yearly project growth rate of up to 10%. The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 10% YoY project growth.
- z. In case there is a cost incurred to LIC due the wrong BoQ /Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by Bidder at no extra cost to LIC.
- aa. Prepare test-plan, implementation plan, integration plans and rollback strategies.
- bb. The Bidder shall factor into its financial proposal all costs associated with obtaining retrospective consent from Data Principals.
- cc. The Bidder should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.
- dd. The successful bidder needs to install all the associated equipment needed to complete the job as per the technical specifications described in this tender.
- ee. The successful bidder shall co-ordinate and co-operate with the other Bidders appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.

- ff. No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
- gg. The Bidder has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.
- hh. Bidder has to architect the solution deployment after understanding the following details:
 - Understanding the environment in terms of application, network, server and Security appliances, LAN, WAN & Internet Links and segments, privileged users etc. to ensure creation of use cases related to targeted attacks and early breach detection.
 - Prepare the designs and implement the Solution in line with DPDP Act & Rules requirements and IRDAI's guidelines on Information and cybersecurity for Insurers, ISO27001:2022 / ISO22301 / IT Act 2001 (along with its amendments) standards as modified from time to time. Study of LIC's existing security and application environment and guidelines and recommend best practices to implement and roll out the same.
 - To suggest a plan for network integration of various devices/appliances etc. with the proposed modules of the solution. Design of the proposed modules of the solution.
 - Integration and co-ordination with in-scope solution in future.
 - Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.
 - The plan shall include information related to required downtime, changes to existing architecture, log level parameters, deployment schedule etc.
 - The installation of the proposed solution shall be done as a planned activity on the date & time of the approved deployment schedule.
- ii. The product should include all features necessary to ensure that retrospective consent is captured in accordance with the Act.
- jj. No component supplied under this RFP shall reach End-of-Life (EOL) or End-of-Support (EOS) within seven (7) years from the date of go-live of the RFP.

2. Phase 1–Planning and Designing workshop.

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

- Provide best practice and comply with industrial security standards and regulatory guidelines (DPDP, RBI, IRDAI, Cert-in, NCIIPC and MEITY).
- The Bidder must create, routinely revise, and submit Standard Operating Procedures (SOPs) as per industrially accepted and regulatory standards for LIC's review and approval.

3. Phase 2– Implementation

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

4. Phase 3 - User acceptance testing

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

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

- Bidder shall develop the final version incorporating all feedback from LIC.

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

6. Phase 5 - Training and knowledge transfer

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

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

7. Phase 6 - Post Go-Live support

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

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

Note:

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

Weekly Status reports should be prepared and shared by Bidder for effective monitoring of status of solution implementation.

Each phase will be deemed to be complete only after relevant deliverables are accepted by LIC and confirmation/sign off for same is provided by LIC in writing to the Bidder

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

- The proposed solution should have the capacity to integrate with SIEM, Active Directory/LDAP/PIM/ PAM for user identification, along with any additional Solutions specified by LIC to maintain control and visibility.
- It is imperative that the proposed solution should be devoid of all forms of vulnerabilities and be updated within the recommended time whenever any vulnerabilities are pointed out by LIC, regulatory bodies, the Indian Government, or any other Government agencies.
- The proposed solution needs to conform to the most recent DPDP norms to cater to LIC's personal data management, change, incident, problem, configuration management, Service Level Agreements (SLA) and asset management needs among others.
- The proposed solution we suggest must have in-built reporting and be able to create custom reports such as Executive Reports, Dashboards, Personal Data Breach Reports, Consent Management Report, Data Principal Rights Report, etc. in HTML/CSV/Excel and other required formats.
- The proposed solution offered should be modular and scalable, both horizontally and vertically, and they should be capable of meeting the requirements of LIC throughout the course of the contract period. They should provide end-to-end asset management capabilities for all hardware and software assets.
- The proposed solution should provide comprehensive logging capabilities to capture all relevant activities, configuration alterations, and system events within the system. These logs should be resistant to tampering, secured against unauthorized access, and stored for a designated period for auditing and forensic purposes.
- The proposed solution must rely on high-scale architecture designed for efficient scaling and support 64-bit architecture environments for improved scalability. These modules must be compatible with Windows and various Linux distributions. They should have an extensible architecture for easy integration and automation. Solution need to support High Availability built into the product.

- The Solution must adhere to domestic and international reporting standards - including but not limited to NIST, FIPS, PCI DSS, ISO etc., IT Act, and Data protection regulations in India.
- Any new versions, updates, service packs, or upgrades for the proposed solution released by the Original Equipment Manufacturer (OEM) should be communicated to LIC within a week of their release. Upgrades must be provided within one quarter of their release at no additional cost to LIC.
- Access to the management server/software of the proposed solution should be secured with HTTPS/TLS 1.3 or latest Protocol with a valid certificate.
- The respective solution must support and comply with all industry-standard protocols for functioning, detection of risks, and mitigation. The proposed solution should also be capable of collaborating with SOAR for automatic incident creation, notification, escalation and remediation.
- The proposed solution should ensure the encryption of data both during transit and while at rest. This is crucial to protect sensitive information such as user credentials and customer data from unauthorized access.
- The Bidder will be solely responsible for installation of the agent/agentless proposed solution in LIC's IT Assets/inventory for discovery of the enterprise-wide assets.
- The proposed solution should offer configuration options to enforce security measures, such as strong password policies, session timeouts, and secure communication protocols. The proposed solution should support API integration, ensuring all mechanisms of integration are secure - including validation of API calls, secure API authentication, and authorization mechanisms.
- The proposed solution must comply with all industry-standard protocols for functioning, risk detection, and mitigation. Moreover, it must ensure that critical data is stored in a format encrypted as per Information Security Guidelines.

3. Technical Specifications

1. General Requirements

- 1) The bidder needs to provide Hardware, support, licenses for 5 years post Go-live (for all the modules listed below in this section)
- 2) Hardware specifications for DC/ DR to be submitted along with technical proposal.
- 3) DC/ DR should be in active-passive mode for all the infrastructure of the solution.
- 4) Bidder should identify personal data from all the assets (servers, databases, endpoints, etc.) of LIC.
- 5) All hardware and software licenses to be procured on the name of Life Insurance Corporation of India. (only RHEL Licenses will be provided by LIC).
- 6) Configuration should be as per LIC and DPDP Act & Rules requirements.
- 7) The complete solution must be deployed in an on-premises setup only at LIC and no components must be deployed outside of LIC network at any point in time.
- 8) The proposed solution must have the capability to provide automatic workflow management and integration capabilities to integrate new purposes identified with consent, purpose library - its change management request and access to these workflows must be provided to all the business owners
- 9) The proposed solution must have the capability to update all the concerned modules including but not limited to Data Privacy Notice Management, Consent Management, RoPA, DPIA upon identification and approval of new purpose of processing.
- 10) The proposed solution must be scalable to onboard all branches and new privacy stakeholders as per future organizational requirements.
- 11) The Bidder will be responsible to plan and consider the sizing of the infrastructure including the hardware, software and other components. LIC will not be responsible for any issues related to the sizing related matters.
- 12) The proposed solution shall have the capability to provide an algorithmic due-diligence register documenting checks that the algorithmic/ AI processing will not risk the Data Principal Rights.
- 13) The platform, encompassing all tools, should support the introduction of new features, as and when required, to address evolving compliance requirements arising from new notifications, amendments, or modifications to the Act. Such features shall be implemented within the timelines specified in the relevant notification. Where no specific timeline is prescribed, the required feature shall be made available within **45 days from the date of issuance of the notification.**

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

2. **Project Requirements**

A. **Architecture Review & Approval**

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

2. **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.
- VAPT, Source Code Review, Configuration Audit etc. will be conducted by LIC .The bidder is solely responsible for the remediation/closure of all security findings related to the proposed solution.

3. **Operating System Vulnerability Closure/Security Finding closure**

- The Bidder shall solely be responsible to remediate all security findings (VAPT, Source Code Review, Configuration Audit etc.) observations throughout the contract period as per the timelines defined by LIC.

4. **Vendor Risk Assessment**

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

5. **Information Security Posture**

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

4. Sizing Requirements - Refer Revised Annexure-XV

5. RACI Matrix

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

SN	Activity	SI and OEM	LIC
1	Design workshop & system configuration		
	Kick-off, plan creation, project governance & communications structure creation	R, A	C, I
	Conduct workshop to obtain a detailed understanding of the RFP requirements	R, A	C, I
	Prepare Business Requirement Specification (BRS) & System Requirement Specification (SRS)	R, A	C, I
	Obtain sign off from LIC management on agreed system functionalities	R, A	C, I
	Configure the system based on the agreed functional and non-functional requirements and provide demo for the system configured.	R, A	C, I
	Facilitating requirements gathering documentation, discussions & walkthrough	C, I	R, A
	Facilitation for SI team to work out of LIC offices	C, I	R, A
	Architecture and Design for Foundation Build	R, A	C, I
	Prerequisites sharing for readiness of the proposed solution- Sharing of Prerequisites with the client for Networking, Server, DC/DR, and Application information)	R, C	A, I
	Confirmation & revert with queries on Pre-Requisites templates	C, I	R, A
	Data centre readiness by client (Space, Racks, Power)	C, I	R, A
	Base Hardware/OS readiness for the proposed solution	R, A,	C, I
	Building all required VM as per OEM specification	R, A,	C, I
	Rack & stack of hardware provided by OEM/ Supplier & Network configuration, Port opening, and cabling completion	C, I	R, A
	LIC SPOC allocation & stakeholder identification for proposed solution deployment	I	R, A, C
	Conduct thorough study of LIC's current business processes and procedures	R, A	C, I
2	Implementation		
	Prepare an implementation strategy	R, A	C, I
	Prepare a detailed phase-wise plan including timelines and milestones	R, A, C	C, I
	Ensure integration of security and compliance requirements	R, A	C, I
	Implement the Solution with the specified modules	R, A	C, I
	Integrate the Solution with other systems, as applicable	R, A	C, I
	QA testing results for each module	R, A	C, I
3	User acceptance testing		
	Provide access for User Acceptance Testing (UAT)	R, A	C, I
	Prepare UAT test scenarios	R, A	C, I
	Review UAT test scenarios	C, I	R, A
	Perform User Acceptance Testing (UAT)	R, A	C, I
	Resolve discrepancies if any as highlighted during the UAT in timely manner	R, A	C, I
	Provide security assurance to ensure protection of data and maintain functionality as intended	R, A	C, I

SN	Activity	SI and OEM	LIC
4	Movement to production environment (Deployment)		
	Deploy the final version including all the feedbacks	R, A	C, I
	Provide final certification of successful deployment	R, A	C, I
5	Training and knowledge transfer		
	Prepare training schedule inclusive of number of trainings, locations and number of participants	R, A	C, I
	Develop training and reference materials and share the same with the users	R, A	I
	Conduct training sessions	R, A	C, I
6	Post go-live support		
	Provide post implementation support to LIC's core team for 5 years.	R, A	C, I
	Conduct adequate number of refresher training sessions	R, A	C, I
	Resolution of production defects and operational issues	R, A	C, I
	Incorporate relevant changes in system on request as and when required	R, A	C, I

6. Project Timelines

- The Bidder shall complete the entire activity as per mentioned in Revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION document.
- The Bidder shall adhere to the timelines mentioned to complete various phases of project activity.

7. Hardware & Software Maintenance

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

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

The Maintenance and Support Services will cover:

- All product upgrades, modifications, enhancements that have to be provided to LIC free of charge. The Bidder is also responsible for the entire solution and version migrations and performance tuning during the period of the contract and no additional charges would be paid by LIC for the same.
- Enhancements would include changes in the hardware, software due to Statutory and Regulatory changes and changes required due to changes in industry and other risk management practices in India. The Bidder is requested to provide per hour rate for execution of the Change request which must be included in the overall costing. Further, this aspect would be considered during the process of Normalization of Bid.
- Enhancements include changes to the licensed software, which are of software fine-tuning in nature.
- Modifications include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the Application.
- Upgrades include product releases made by the Bidder to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by LIC.
- No customisation and subsequent implementation charges will be payable by LIC for enhancements, modifications and upgrades within the scope of the contract.
- The Bidder shall apply regular patches to the licensed software provided by Bidder as part of this Contract for which LIC will bear no additional costs.
- The Bidder shall ensure Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software and supply of information and advice on such deficiencies.
- The Bidder shall provide unscheduled, on call, corrective and remedial maintenance, and support services.
- The Bidder should adhere to the Recovery Time Objective (RTO) of 4 hours and Recovery Point Objective (RPO) of 15 minutes.

8. Continuity

The Bidder shall agree for the following continuity arrangements to ensure the business continuity of LIC:

- In the event this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable assistance and help to LIC and to any new contractor engaged by LIC, for the smooth switch over and continuity of the Services.
- In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.

9. Compliance with IS Security Policy:

The Vendor shall comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally Successful Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality;
- ii. Responsibilities on system and software access control and administration;
- iii. Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor;
- iv. Physical Security of the facilities;
- v. Physical and logical separation from other customers of the Vendor;
- vi. Incident response and reporting procedures;
- vii. Password Policy;
- viii. Access management Policy;
- ix. Acceptable usage Policy (Authentication and Identity Management, Authorization and access control);
- x. Data Encryption / Protection requirements of LIC;
- xi. Cyber Security Policy;
- xii. Auditing;
- xiii. In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured as per DPDP Act and DLP.
- xiv. Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC;

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

10. Right to Audit

- i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his /their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC. Audits shall be conducted with reasonable prior notice during business hours and limited to records relevant to this engagement.
- ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.
- iii. Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or

retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC. It is provided that no access to confidential information relating to other customers, proprietary tools or internal systems unrelated to LIC shall be required.

- iv. The requirement for, and participation in, audits does not in any way reduce the Bidder's responsibility to perform its obligations in accordance with the Contract. Further, this clause applies for the Contract Period or till the termination or expiry of the Contract.

11. Survival

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

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

12. Severability

If for any reason whatsoever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared void by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner.

13. Knowledge transfer:

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

14. Land Border Clause:

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

15. Change in Constitution:

Any Change in the constitution of the firm, etc. shall be notified forth with by the vendor in writing to LIC and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

Governing law and jurisdiction:

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

Prices

- a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction (if Online Reverse Auction is not held, the lowest price discovered through Commercial Bid) and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period.
- b. Escalation of Costs: The vendor will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.

16. Service-Delivery and Project Management:

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

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

The responsibilities of the On-site Project Manager as a part of support are as follows (*indicative but not exhaustive*):

- a) Act as a Single Point of Contact (SPOC) for the entire project
- b) Responsibility for the entire execution & management of the project after receipt of purchase order.
- c) Overall monitoring of project
- d) Coordination for Delivery/Installation of New hardware in stipulated time frame
- e) Call flow management, Quality Service Delivery
- f) On-site Team management
- g) Overall monitoring and management of project
- h) SLA management and reporting
- i) Submission of periodical Reviews and reports required by LIC.
- j) Crisis management and Emergency response procedures.
- k) Preparation and submission of detailed Project documentation to LIC (Purchase Order wise) and progress of initiatives taken by LIC.
- l) He should be placed at LIC premises during LIC's office hours. However, the hours may be extended whenever required.

The Vendor shall submit to ED (ERM), CO, Mumbai the name and contact details, including address; telephone number, mobile number, and FAX number/email address of the nominated Project Manager.

It is mandatory for the concerned Project Manager to have structured meeting with the ED (ERM)/ CISO/ DPO/ Secy (ERM-IT-CSD)/ Dy.Secy (ERM-IT-CSD), ERM-IT-CSD Section of Central Office once a week, preferably on Monday, during the implementation period from the date of receipt of the first Purchase Order by the Vendor. Weekly meetings should be held till the project is entirely rolled out.

In short, Onsite Project Manager shall carry out and coordinate the various tasks involved in the project like Project scheduling, tracking, monitoring, identifying risks, liaisons with all stake holders (*OEM, Vendor's back-end teams etc.*) and reporting to LIC on the overall progress of the project, etc. No charges will be payable by LIC for the onsite Project Manager.

17. Onsite Resource Deployment and Governance

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

Interview and Approval by LIC:

- LIC shall reserve the right to conduct interviews for all proposed onsite resources.
- Only upon LIC finding the candidate suitable, the resource shall be formally onboarded for the project.
- The resources should be dedicated and deployed onsite in LIC premises as per the LIC's calendar working days for this project.
- The Bidder shall provide round-the-clock (24/7) support to LIC following the implementation of the solution (Application Support) & Infrastructure support from the time of the delivery of the Hardware, with support personnel physically present at the LIC's

premises (Office, Data Centre/Disaster Recovery Centre) to resolve the issues (if any) within the turnaround time (TAT) and SLA as per LIC's defined guidelines.

- The Bidder will provide a warranty on the complete Infrastructure including Hardware, Software, etc. for the entire period of the contract and will be responsible to arrange for the replacement in case of any defects without any additional cost to LIC.

Performance Monitoring and Replacement:

At any point during the contract period, LIC assesses that a deployed onsite resource is not contributing effectively to the project or is not up to the required standards, LIC shall issue a 30-day written notice to the bidder to initiate replacement of the said resource. Delays attributable to LIC, including delays in interview scheduling, resource evaluation, approvals, or onboarding, are excluded in the replacement timelines.

Replacement Resource Eligibility:

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

Sr No	Privacy Tool Modules	Number of Resources	Period
1	Project Manager	1	Complete duration of contract
2	Data Privacy Notice Management	1 (1 x L2)	Complete duration of contract
3	Consent Management & Cookie Consent Platform	6 (3 x L1, 3 x L2)	Complete duration of contract
4	Data Discovery & Mapping	2 (1 x L1, 1 x L2)	Complete duration of contract
5	Data Protection Impact Assessment & Records of Processing Activity (ROPA) integrated with DPIA	2 (1 x L1, 1 x L2)	Complete duration of contract
6	Data Principal Rights Management (including grievance redressal)	4 (2 x L1, 2 x L2)	Complete duration of contract
7	Personal Data Breach Management	3 (2 x L1, 1 x L2)	Complete duration of contract
8	Third Party Vendor Risk Management	1 (1 x L2)	Complete duration of contract
9	Compliance Reporting & Dashboards	2 (2 x L2)	Complete duration of contract
10	Workflow management – Assignment of activities to Privacy Analysts		
11	DPDP Program Management Portal		
12	Infra Admin	2 (2 x L2)	Maintenance of all the privacy modules for the tenure of the RFP
	Total Resources	24	

*** If required resources from the above may be deployed other than general shifts.**

On-site Resources Qualification and Certifications:

Section	Competency/ Requirement
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Project Manager Qualification	As per section 16
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 Information Systems Security Professional (CISSP), Certified in Governance, Risk and Compliance (CGRC), ISACA - Certified Information Systems Auditor (CISA), Certified Data Privacy Solutions Engineer (CDPSE), ISO 27701 Lead Implementer, ISO 27001 Lead Implementer
Team Composition: Technical Breadth. For S. No 2 to 11	- L1 Resources - Team with at least 2 years of experience of the following – - Skilled in REST APIs, JSON/XML, modern web/mobile tech - JSON/XML, modern web/mobile tech - L2 Resources - Team with at least 3 years of experience of the following – - Skilled in REST APIs, JSON/XML, modern web/mobile tech - 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 design, implementation & management - L1 Resources: Minimum 2+ years of relevant experience. - L2 resources: Minimum 3+ years of relevant experience.
Resource: Regulatory Knowledge. For S. No 1 to 11	Thorough understanding of DPDPA and familiar knowledge with GDPR, CCPA, etc.
Resource: Privacy Ops Automation Experience. For S. No 2 to 11	- L1 Resources: 2+ years in design/implementation/management across: Cookie Consent, Universal Consent, Breach Management, Data Principal Rights, Privacy Notice Management, Assessment & Workflow Automation, Integrations. - L2 Resources: 3+ years in design/implementation/management across: Cookie Consent, Universal Consent, Breach Management, Data Principal Rights, Privacy Notice Management, Assessment & Workflow Automation, Integrations.

Note:

- The provision of on-site support is required on-premises in Mumbai.
- LIC will conduct interviews of the proposed resources. It reserves the right to reject any resource which is not suitable for the proposed role.

- c. All the deployed resources will be monitored based on their skills and performance for the initial six months of the project. In case the performance of the deployed resources is not up to the mark during this period, LIC reserves the right to replace such resources. In this case, the Bidder has to onboard suitable resource with relevant skillset at no additional cost to the LIC.
- d. In case of exigencies, or as and when required

18. Onsite Support Services:

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

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

Onsite support personnel requirement:

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

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

Following conditions shall be applicable regarding the on-site support:

- a. Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within 1 weeks from the date of issue of purchase order/Letter-of-Intent.
- b. If required, the candidates (for onsite support at LIC) may be interviewed by LIC officials or LIC's consultant or persons nominated by LIC; including hands on troubleshooting etc. based on which the candidate will be assessed and shortlisted.
- c. If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.
- d. Shortlisted candidates will also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.
- e. In case of a person going on leave, suitable replacement shall be provided from the pool for that leave-period failing which penalty as per the SLA conditions shall be applicable.
- f. If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable.
This will be cumulative in nature for each occurrence.
- g. In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. Additionally, an

overlapping period of at least 21 days has to be there between the new and old engineer failing which penalty as per SLA conditions shall be applicable

- h. On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
- i. The selected vendor will also have to earmark an Off site resource for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose

SUPPORT PLAN: The Bidder should provide a detailed plan on the implementation support for the Digital Personal Data protection Act 2023.

SUPPORT PROCESS REQUIREMENT:

- a. The vendor shall provide an escalation matrix in consultation with the ERM/IT/CSD Department, Central Office, and LIC for different categories of support calls.
- b. The vendor has to comply with the following attributes:
 - LIC has a right to review their processes
 - SOPs for the processes.
 - LIC has a right to assess the skill sets of vendor resources.
 - Advance information about the resources deployed is to be communicated and proper hand-over of charge with complete documentation has to be done for the new resources, which should be approved by LIC.
 - All necessary steps/changes have to be effected in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third party security audit / inspection report.

Note:

- Note telephone connection/laptop/desktop will be provided by LIC to the on-site support persons.
- The on-site support may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given.

Section-F: Payment Terms

- 1) No advance payment or interest payment shall be made by LIC.
- 2) Payment shall not be released till the completion of the in-scope activities.
- 3) Payments shall be made as per table given below based on activities completed Phase wise as per Scope of Services subject to bidder completing in-scope activities for the agreed project plan.
- 4) LIC shall reserve the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity Timelines.
- 5) LIC shall make payments in Indian Rupee (INR) on receipt of invoice through NEFT only, after deduction of penalties and applicable taxes at source from the agreed price to the Successful Bidder.
- 6) The payment shall be released by ERM-IT-CSD department, Central Office. Payment related objections, if raised after 3 months from the date of release of payment, and shall not be entertained. Such objection must be raised in writing.
- 7) Efforts will be made by LIC to settle all payments with 30 days of receipt of invoices. However, the Bidder shall ensure that all requirements, as mentioned in the RFP, are submitted for ensuring the payment.
- 8) The Bidder shall be duty bound to report to LIC about any short recovery of taxes, cess etc. at source. Such reporting to LIC should also happen at the earliest. In case, bidder fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC shall have the right to recover all short recoveries of tax, related cess and surcharges, interest, and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.
- 9) The Amount against Penalties, if any will be recoverable from the payment or from any other payment due to the Vendor or from performance Bank Guarantee.
- 10) If an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Vendor, as the case may be, and, without limiting

recourse to other available means, may be offset against any amount subsequently due by LIC to the Vendor under the contract in case of over payment.

- 11) The Vendor shall not be entitled to charge LIC for any other fees, charges or expenses (including travel and accommodation, document reproduction, transportation and courier charges, and telecommunications.
- 12) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.
- 13) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.
- 14) In all other cases:
 - a) Following documents shall be required to be submitted for release of payment:
 - i) Invoice printed on Bidder's own letterhead (with reference to Purchase order, description of goods/ services delivered, quantity, unit price, total amount)
 - ii) Proof of payment of GST/Octroi / Entry Tax (wherever applicable)
 - iii) UV Certificate (wherever applicable) duly signed and stamped by the Bidder, and counter-signed by the LIC officials from the concerned project/department of LIC.
- 15) Warranties:
 - a) The Vendor shall represent and warrant that:
 - i) It has the right to enter into the Contract resulting from this RFP;
 - ii) It has all the rights, title, licenses, interests and property necessary to lawfully perform the Services;
 - iii) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services
 - iv) The Services will be complete, accurate and free from material faults; and
 - b) The offer shall include comprehensive on-site warranty for five years from the date of installation and acceptance of the systems by LIC. The warranty will include supply and installation of all updates and subsequent releases of security solutions.
 - c) All software to be supplied/ delivered and installed shall be of the latest version and should form part of the OEM's current product line.
 - d) The Bidder shall ensure that the solution proposed shall be technically compliant to perform satisfactorily as per requirements mentioned in the technical specification and Deliverables.
 - e) The warranty, which for all practical purposes would mean Comprehensive On-site Warranty, shall start and remain valid for five years from the date of installation of products.
 - f) On-site warranty will start from the date of successful installation of the products subject to the acceptance of sign-off. If the Vendor is unsuccessful to fine-tune the product, then the onsite warranty will be from the Date of Acceptance of sign off and not from the date of installation.
- 16) Maintenance during Warranty Period:
 - a) The Bidder shall attend to calls and arrange to solve the problems within the stipulated timelines as mentioned in the SLA.
 - b) LIC may at its sole discretion extend the Services for onsite support for a further period from the expiry of the Warranty period on the same terms and conditions.
 - c) The on-site support services will be for entire Contract period. The Contract maybe renewed after the end of 5 years subject to the discretion of LIC.

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

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

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

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

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

i) Customer Call Report (CCR) signed by both the service personnel and LIC's authorized official, confirming that the complaint is resolved.

ii) Date and time of resolution of the complaint shall be indicated clearly.

iii) Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.

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

S.No.	Milestones	Payment	Remarks
Payment for the Delivery of the In-Scope Solutions & Its Implementation (The payment terms below shall be applicable for individual solution in this RFP)			
1	Delivery of all in-scope software and appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.	40 % of cost	• Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount). • Delivery Challans "Proof of Delivery" in original • Delivery Certificates for Software licenses • Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, ERM/CSD Mumbai. • Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents. • Certificate by the bidder that software licenses comply with OEMs guidelines/requirements.

2	Installation and integration, initial OEM audit and acceptance testing as per scope of work.	40 % of cost 100% of the Direct Premium Support Cost with the OEMs	• Invoice for Balance amount. • Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, ERM/CSD Mumbai. • Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents etc. • OEMs certification of the deployment being in accordance with the scope of work. • Receipt of Installation certificate & sign-off duly signed and stamped by the Bidder, and counter-signed by the officials of ERM/CSD dept., LIC Central Office. • Certificate/Evidence of Direct Premium Support with the respective OEMs.
3	After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	15 % of cost	After submission of OEM validation report and performance test report & Acceptance Certificate
4	Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	5 % of cost	Proper documentation (soft & hard copy) for the full project (product wise) should also be submitted with regard to the configuration, commands used, trouble shootings done in configuration phase etc. to LIC Central Office – ERM/CSD officials handling the project. Training as per scope of work.
Payment against Onsite Services of the In-Scope Solutions (The payment terms below shall be applicable for individual solution in this RFP)			
6	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	-	• After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms • Invoice for the amount payable quarterly. • Performance Report of the onsite Personnel. • Verification of ‘Service level agreements’ defined in this RFP • Updated SOP and Rule Review Report
7	Payment for subsequent OEM/s Audits (OEM/s Audit conducted after the initial deployment)	-	• OEM Assessment report • Remediation report submitted by the bidder.

The Amount against Penalties (as per SLA) if any will be recoverable from payments **OR** from performance Bank Guarantee **OR** from any other payment due to the Bidder.

For Payment against Onsite Services:

Payment for the Onsite Services will be done on quarterly basis at the end of each quarter on production of the following:

- Invoice for the amount payable quarterly.
- Performance Report of the onsite Personnel.
- The Performance report will be given by LIC administrators considering the various attributes of the Personnel related to the project deliverables.
- Verification of “Service level agreements” defined in this bid.

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