

Support and Maintenance of Software Stack for eFEAP Next Project dated 31.07.2026

Ref: LIC/CO/IT-DT/EFEAP-NEXT/SOFTWARE-STACK-SUPPORT & MAINTENANCE/26-27/01 dated 31/07/2026

Date: 18.08.2026

This is with reference to the RFP released by the Life Insurance Corporation of India on 31st July ,2026 captioned above .Response to pre-bid queries to this RFP are given below:

Response to Pre-Bid Queries

	RFP Document Reference (s)		Clause (in brief) of RFP requiring clarification(s)	Brief details/Query in reference to the clause	LIC Response
	Section/Clause No	Page Number			
1	Annexure -11 Activity Schedule	143	1. This is an E – Tender and hence Bids must be submitted “ON LINE”. Tender is to be submitted online through e procurement portal. No hardcopy of the tender will be accepted.	We have noticed different instructions regarding bid submission across the referenced sections. Kindly clarify whether the Technical bid is to be submitted online only or if hard copy submission is also required.	Technical Bids to be submitted online and all the hard copies also to be submitted within 5 days of last online bid submission date
2	3.12 Instructions for Bid Submission:	23	Note: All the Annexures, Certificates and other required documents uploaded to the e-procurement portal must also be submitted as hard copies to the LIC office at the address provided below. The hard copies must reach the office within 5 days of the last online bid submission date.	In case hard copy submission is required, we request LIC to kindly provide the list of documents that need to be submitted physically at the designated LIC office/address.	

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3	4.1	34	Current State	1. DB Environments 2. DB Sizes 3. DB OEM name and Versions 4. DB to Application mapping 5. Architecture 6. Backup methods 7. Performance benchmarks 8. License details 9. Database growth. 10. Backup restoration frequency. 11. Replication topology/technology not specified	Please be guided by the RFP
4	4.1	34	Current State	RPO/RTO for database not defined	Will be shared with selected bidder
5	4.1.1	35	Co-Location/Zone /Production Server details for DC setup are given in the table below	There being more than 100 instances including CD/Non-DC, is the code deployed in these instances same, similar or totally different? What is the homogeneity so that we can understand nature of expected issues across instances?	Code deployed in all these instances is same
6	4.1	34	Manage Engine/BigFix for patch deployment	Both Manage Engine and Big Fix are mentioned. Which are actually used, and where?	LIC currently has license for both, bidder can make use of either as per best case scenario
7	4.1.1 / 4.1.2 / 4.1.3	35-36	Server inventory – DC (117 setups), Non-DC (27 setups), and UAT (20 setups) across ~800+ JBoss/COBOL/DB servers	Kindly clarify whether CI/CD deployment automation (Jenkins) is currently used to push releases across all these DC/Non-DC/UAT instances, or whether deployments to some environments are performed manually, to help the Bidder size the DevOps/automation effort correctly.	Yes, currently CI/CD deployment is used to push releases across all the instances

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8	4.1 / 4.2.2	34 / 36	Current State (Application Stack) / Production Operations and Monitoring	What are the current existing monitoring and observability tools used for application, infrastructure, middleware, database, and log monitoring? Can these be transitioned to new vendor or we need to get our own tools/solutions?	Access to existing monitoring and observability tools will be provided to selected bidder
9	4.2	36-39	Scope of Services	Please confirm whether OEM support subscriptions/licenses for JBoss, RHEL, COBOL, MySQL and other TPS components will be provided by LIC or must be included by the bidder.	OEM support subscriptions/licenses for JBoss, RHEL, COBOL, MySQL and other TPS components will be provided by LIC
10	4.2	36-39	Scope of Services	Please explain the current operating model? Which activities are expected by the new vendor? - both ticketed and non-ticketed.	Please be guided by RFP
11	4.2	36-39	Scope of Services	Is it a continuation of the BAU activities or are we allowed to onboard some automation?	It is a continuation of the BAU activities. Also Bidders are free to onboard automation provided no artefacts or application or configuration are shared in public domain and no cost to LIC
12	Section 4.2 – Scope of Services	36	Creation of new DC/non-DC/UAT/production environments is included in scope.	Kindly provide the indicative annual volume, size and complexity of new environment-creation activities	This will be based on new requirements arising out of business need. There is no current requirement for creation of new setups

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13	4.2.1	36	Creation of new DC/Non-DC environments	Please specify the maximum number of new DC, Non-DC and other environments anticipated	This will be based on new requirements arising out of business need. There is no current requirement for creation of new setups
14	4.2.1	36	Installation, Configuration and Environment Management	For creation of new DC, Non-DC, and UAT environments, kindly clarify whether procurement of the underlying hardware/VMs/OEM licenses is under LIC's scope, with the Bidder responsible only for installation, configuration, and related activities, or whether the Bidder is also expected to supply/procure the infrastructure.	Bidder responsible only for installation, configuration, and related activities.
15	4.2.1	36	Installation, Configuration and Environment Management	Clause requires managing "system software, configuration backups, and recovery procedures," but does not specify database backup frequency (full/incremental), retention period, or whether backup software/infrastructure is to be provided by the bidder or LIC. Kindly clarify.	Backup of application or database is not in the scope of work
16	4.2.1	36	Reinstall, configure, upgrade, and maintain all software components covered under the contract	Is Reinstallation on a need basis only when required (example upgrades, patches), or is there some other expectation to reinstall all existing setups? Please cite some example of such scenario where we would need reinstallation.	Reinstallation is on need basis only in cases like upgrades etc

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17	4.2.1	36	Reinstall, configure, upgrade, and maintain all software components covered under the contract	When we say "software components" here, is there any expectation for applications code maintenance, bug fixes at code level? (COBOL/Java). Our understanding is that L2 support is in scope but not L3 support.	No application code maintenance required by vendor, other than CI/CD Pipeline
18	4.2.1	36	Creation of new DC, Non-DC under Development, Test, UAT, Production Environments including installation and other related activities	4.2.1 Also mentions that setup of new environments are in scope, is this via change request or is there estimated number of new environments to be created?	Creation of new environments will be decided on need basis.
19	4.2.1 / 4.1.1-4.1.3	36 / 35-36	Installation, Configuration and Environment Management / Current State Server Details	The RFP includes creation of new DC, Non-DC, and UAT environments. Please share details like expected annual growth in environments, server count, and TPS stack instances etc. over the five-year contract period.	This will be based on new requirements arising out of business need. There is no current requirement for creating of new setups
20	4.2.2	36	24x7x365 operational support	Please confirm whether support is required only from Mumbai onsite team or whether remote support resources are also permitted.	Support is required only from Onsite team
21	4.2.2 Production Operations and Monitoring	36	Provide dedicated 24x7x365 operational and technical support through qualified on-site resources.	We would recommend LIC to accept Hybrid model of operation. Please confirm	All resources should be available on-Site only
22	4.2.3	36-39	Incident, Problem and Service Request Management	Do we plan Incident management team , with problem manager , IM , Change Manager	PM needs to manage these along with on-site engineers

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23	4.2.3	36	Incident, Problem and Service Request Management (Scope of Services)	Scope is only to provide platform-level L2 support with escalation to the application vendor? Any activities like troubleshoot application defects, business logic or the Java application code on Java and COBOL etc is out of scope for this RFP. Please confirm.	Please be guided by RFP
24	4.2.3 / 8.3	36 / 64	Incident, Problem and SR Management / Incident Severity Classification	Share the detailed Tickets dump of at least last 6 months - ticket description, Severity, created timestamp, ticket type (Inc/SR/CR). Share the details of other Non-ticketed activities that needs to be supported by the new vendor.	Approximately 550–600 tickets are created annually, of which around 200 tickets are related to the database (DB). The remaining tickets are related to the EFEAP application
25	4.2.4 / 4.2.5	37	Change, Patch, Release and Deployment Management / TPS Stack Lifecycle Management	Approximately how many production releases, emergency changes, security patches, and TPS stack upgrades are executed each month? Are these activities expected to be supported within the same onsite team?	Approximately 318 releases during the last FY .yes these activities expected to be supported with the same onsite team.
26	4.2.4	37	Change, Patch, Release and Deployment Management – CI/CD pipelines The RFP requires the Bidder to "establish, maintain, and operate CI/CD pipelines for automated build, validation, release, and deployment activities."	Kindly confirm, is a new CI/CD pipeline to be designed and built by the Bidder, or does an existing Jenkins pipeline already exist that the Bidder is expected to operate and maintain?	Bidder is responsible to establish, maintain, and operate CI/CD pipelines for automated build, validation, release, and deployment activities, including existing CI/CD pipeline and new pipeline to be created in future

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27	4.2.4	37	Change, Patch, Release and Deployment Management – CI/CD pipelines "Prepare, version, package, and manage release deliverables, including deployment scripts and configuration changes." / eFEAP described as an "in-house application developed using Java, MF COBOL, and MySQL."	Kindly confirm the scope boundary of the CI/CD pipeline: does the Bidder's pipeline build application source code (Java/COBOL) from a source repository, or does the Bidder receive pre-built release artifacts/packages from LIC's development team and is responsible only for packaging, versioning, and deploying those artifacts across environments? Please also confirm which source control system (if any) currently holds the eFEAP application source, and whether the Bidder will be granted access to it.	Bidder will be responsible to build the application from source code repository, packaging, versioning and deploying those artefacts across environments. Bidder will be provided necessary access
28	4.2.4 and 4.2.8	37	CI/CD, deployment and integration support boundaries	Please share the existing Jenkins pipeline inventory, source-code/build ownership, deployment frequency, connected systems/APIs, interface catalogue and responsibility matrix. Please clarify that application code defects, third-party interface changes and development of new integrations/pipelines are excluded from BAU support unless separately approved through Change Control.	Approximately 318 releases during the last FY. Bidder is responsible to establish, maintain, and operate CI/CD pipelines for automated build, validation, release, and deployment activities, including existing CI/CD pipeline and new pipeline to be created in future
29	4.2.7	37	Vendor Coordination and OEM Support	For OEM products such as Red Hat, JBoss, MySQL, COBOL runtime, Jenkins etc, will LIC maintain active OEM support contracts, with the successful bidder coordinating resolution, or is the bidder expected to procure OEM support separately as part of this engagement?	LIC will maintain OEM support contracts

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30	4.2.10	38	DR drills, switchovers and switchbacks	Please specify the planned frequency	Minimum One COLO per quarter.
31	4.2.10	37-38	Disaster Recovery Support	Kindly confirm the number of DR drills/business continuity exercises conducted per year, and the expected level of participation/effort from the onsite L2 team, as this will impact resource and shift planning.	Minimum One COLO per quarter.
32	4.2.11	38	Documentation and Knowledge Management	Can we use AI to accelerate KT and documents creation?	Bidders are free to use AI, provided the LLM/SLM is on-premises and no artefacts or application or configuration are shared in public domain and no cost to LIC
33	4.3	39	Relocation of resources to Bengaluru	Please clarify whether relocation is temporary or permanent. Does simultaneous staffing at Mumbai and Bengaluru is permitted? In case of relocation, can we modify the deployed team?	Currently it is planned at only Mumbai. Relocation will be discussed intimated in advance by LIC to selected bidder
34	4.3 Resource Deployment Requirements	39	Note: All Onsite Engineers shall be stationed at the CO-IT/DT Department, Mumbai. However, at the sole discretion of LIC, and without assigning any reason thereof, the Bidder shall ensure that all or part of the Onsite Engineer(s) and/or the Project Manager are relocated to site designated by LIC in Bengaluru, as and when instructed by	Kindly clarify the expected frequency, duration, and nature (temporary travel vs. permanent relocation) of resource deployment to Bengaluru under this clause, as this information is required for accurate commercial costing of travel and relocation expenses.	Currently it is planned at only Mumbai. Relocation will be discussed intimated in advance by LIC to selected bidder

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			LIC , with notice period of three (3) months. All costs associated with such relocation shall be borne by the Bidder.		
35	4.3 Resource Deployment Requirements	39	All Onsite Engineers shall be stationed at the CO-IT/DT Department, Mumbai	We request LIC to consider a Hybrid Model where Engineers can work from both LIC Onsite office , Mumbai and other DC locations or request you consider a model where some onsite engineers shall be stationed at LIC Mumbai office and other engineers can work from LIC's other regional IT offices like Bangalore, Chennai , Pune etc.	All Engineers should be available at on-site location only.
36	4.3 (Note)	39	Resource Deployment Requirements - Relocation Clause	As per the Note under Resource Deployment Requirements, LIC may relocate onsite engineer(s)/Project Manager to Bengaluru at its sole discretion, with all relocation costs borne by the Bidder. Kindly clarify the basis on which such relocation costs (including any city-based allowance differential) are to be estimated and quoted.	Please be guided by RFP
37	Section 4.3 – Resource Deployment	39	Deployment of 12 onsite engineers, with four engineers per shift across three shifts, and staffing not to fall below the prescribed level.	Kindly confirm whether backup and leave-reserve resources are required over and above the mandated 12 onsite engineers, or whether the bidder may manage leave and backup through shift planning while maintaining the prescribed staffing and service levels.	LIC needs 12 on-site engineers for each day. Backup and leave-reserve may be worked out by bidder as per their planning

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38	4.3 Resource Deployment Requirements	39	All Onsite Engineers shall be stationed at the CO-IT/DT Department, Mumbai	The RFP requires deployment of 12 Onsite L2 Engineers and 1 Project Manager. Kindly clarify whether all onsite resources are required to be deployed from the Mumbai location only, or if deployment from multiple locations is permissible while meeting the project requirements.	All Engineers should be available at on-site location only.
39	4.3.1	39	Minimum 12 Engineers	Can bidders propose additional backup resources beyond the minimum 12 engineers without affecting commercial evaluation?	Please be guided by the RFP
40	4.3.1 L2 Support Engineer	39	Total Engineers Required - Minimum 12 Engineers	We understand that minimum 12 Engineers is tentative count given here and Based on servers volumetric and scope given, Bidder can come up with its own minimum engineers requirement and accordingly staff sufficient engineers.	Please refer corrigendum -1
41	4.3.1 / 6.8	39 / 53	L2 Support Engineer Resource Deployment / Commercial Bid Format	While the commercial bid seeks pricing for 12 L2 engineers and one Project Manager, several activities (like performance tuning, architecture reviews, lifecycle upgrades etc) might require specialized SMEs. Could you please clarify?	Though L2 engineers will be maintaining only servers, in case of any major failure due to application, they will need support by senior engineers for identifying the same. Application Code remediation will be done by LIC

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42	4.3.2 Mandatory Technical Skill Requirements	40	All deployed engineers shall possess hands-on experience and operational support capability in the following technologies: Application and Middleware· JBoss Application Server· COBOL Application Server.Database· MySQL Database Administration and Troubleshooting.DevOps and CI/CD· Jenkins· Build and Release Management.Load Balancer and Web Infrastructure· HA Proxy· SSL/TLS Certificate Management.Operating System· Red Hat Enterprise Linux (RHEL)· Shell Scripting· System Administration.General Skills· Application troubleshooting· Log analysis· Performance monitoring and tuning· Incident management· Change management· Root cause analysis· Documentation and reporting.	Kindly clarify whether the mandatory technical skills listed under Clause 4.3.2 are required in every individual L2 Engineer profile or whether the skills can be distributed across the proposed team of four L2 Engineers based on their respective areas of specialization (Application, Database, DevOps, Infrastructure, etc.). This clarification is required for resource planning and commercial estimation. Expecting a single engineer to have deep expertise in COBOL + JBoss + MySQL DBA + Jenkins + HAProxy + SSL + Linux Administration is uncommon	A balanced team of technology specialists with defined cross-skilling is acceptable
43	4.3.2	40	All deployed engineers shall possess hands-on experience and operational support capability in the following technologies:	All engineers to know Cobol; mysql ; Load balancer; OS , CI/CD would be difficult; Request you to understand this concern and accordingly relax this clause/Statement	A balanced team of technology specialists with defined cross-skilling is acceptable
44	4.3.2	40	Mandatory Skills	Please confirm whether all engineers must possess expertise across all listed technologies or whether skills may be distributed across the deployed team.	Balanced team of technology specialists with defined cross-skilling is acceptable

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45	4.3.2, 4.3.3 and 4.3.5	40-42	Technology-wise skill mix and cross-skilling	Please clarify whether every engineer must independently possess hands-on expertise in every listed technology or whether a balanced team of technology specialists with defined cross-skilling is acceptable	A balanced team of technology specialists with defined cross-skilling is acceptable
46	4.3.4, 4.3.7 and 4.5	41-43	Conflicting resource replacement timelines	The clauses prescribe two months' advance notice, one month's overlap, replacement within 15 working days, and elsewhere 30 days/10 days for alternate candidates. Please confirm a single governing timeline for planned and LIC-requested replacements, with reasonable relaxation for resignation, medical emergency or other events beyond the Bidder's control, and no penalty where suitable CVs are timely submitted but LIC interview/approval is pending.	Please refer corrigendum -1
47	4.3.4, Point 6	41	Terms and Conditions of Proposed Onsite Engineer - Background Check	It is stated that LIC may additionally carry out background checks using a 3rd party agency finalized by LIC, over and above the Bidder's own background check. Kindly confirm whether the cost of LIC's third-party background verification will be borne by LIC or recovered from the Bidder.	Cost of LIC's third-party background verification will be borne by LIC
48	4.3.6	42	Project Manager Responsibilities - Governance	Kindly share the governance/escalation matrix or organogram indicating the reporting structure between the L2 engineers, Project Manager, and LIC stakeholders for day-to-day operations and escalations.	Please be guided by RFP

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49	4.5	43	Resource Replacement	Please clarify the difference between 2 months advance notification for replacement and 15 working days replacement completion requirement.	Please refer corrigendum -1
50	4.6	43-44	Service Success/Uptime 99.9%	Can you please share ticket dump for SLA Calculation	Approximately 550–600 tickets are created annually, of which around 200 tickets are related to the database (DB). The remaining tickets are related to the EFEAP application
51	4.6 and 8.9	43 and 65	Immediate commencement and SLA effective date	The scope requires services immediately from the contract effective date and states SLA applies from contract signing. Please confirm a mobilization/transition period of at least 60 days (or specify the permitted period) for onboarding, background checks, interviews, access, KT and tool integration, during which SLA/penalties will not apply except for obligations formally accepted by the Bidder.	This will be discussed with selected bidder
52	Section 4.6 – Deliverables & Timelines	43	Support services are to commence immediately from the effective date of the contract.	Kindly specify the transition and mobilization period available after issuance of the Purchase Order/contract signing for resource onboarding, knowledge transfer and operational takeover.	This will be discussed with the selected bidder

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53	6. Evaluation Process	54	The Final evaluation of the Bidder will be based on Online Reverse Auction.	We request you to consider QCBS (70:30) for this evaluation process instead of Online Reverse Auction.	Please be guided by the RFP
54	6.3 Technical Evaluation Criteria (100 Marks)	47	A. COBOL Server Management– 20 Marks. One Client Reference - 5maks Two Client References - 10 marks Three or More Client References - 15 marks Submission of HR Declaration confirming at least one (1) On-roll L3 COBOL Engineer - 5 marks Mandatory Documentary Evidence: 1. Reference e-mail(s) /MSA/SOW from client(s) confirming software support services during the past three years explicitly mentioning COBOL application server management. 2. HR-signed declaration listing on-roll L3 COBOL engineers and tenure.	A. COBOL/Application Server Management– 20 Marks. One Client Reference - 5maks Two Client References - 10 marks Three or More Client References - 15 marks Submission of HR Declaration confirming at least one (1) On-roll L3 COBOL Engineer/L3 Technical support engineers - 5 marks Mandatory Documentary Evidence: 1. Reference e-mail(s) /MSA/SOW from client(s) confirming software support services during the past Ten years explicitly mentioning COBOL application server management. 2. HR-signed declaration listing on-roll L3 COBOL engineers/L3 Technical support engineers and tenure.	Please be guided by the RFP
55	6.3 (Sl.No.5) / 4.2.9	47 / 37-38	DevOps Automation Toolchain scored only for Jenkins — no explicit marks for broader DevSecOps practices	The Technical Evaluation Matrix allocates only 5 of 100 marks to 'DevOps Automation Tool chain (Jenkins)' and does not separately score security-tooling capability (e.g., SAST/DAST, SCA, container/artifact scanning, secrets scanning) despite Cl. 4.2.9 requiring vulnerability remediation and security compliance. Kindly confirm if Bidders may propose supplementary DevSecOps tooling/practices as a value-add, whether this is considered during	LICs CSD department will perform SAST/DAST, SCA, scanning etc. Bidder need to perform only remedial action on the identified vulnerabilities and gaps

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				technical evaluation, and whether such tooling should be open-source or enterprise-licensed.	
56	6.4 Section 6.4 & 6.6 A.1/A.2/A.3 Detailed Technical Evaluation Matrix	47	Mandatory Documentary Evidence	Since MSAs/SOWs/POs typically capture project scope at a broader level and may not explicitly mention individual technology areas such as COBOL Application Server Management, JBoss Management, RHEL Hardening, MySQL Fine Tuning & Hardening, and Jenkins-based DevOps Automation, we request LIC to accept a self-declaration from the bidder's authorized signatory, along with relevant project citations, as evidence of experience in these areas. Kindly confirm whether the same will be considered acceptable for eligibility compliance.	MSA, SOW should contain the product and technology name. Alternately the original RFP specifying the technology scope of the project and PO/LOI with same RFP reference shall be acceptable
57	A. COBOL Server Management– 20 Marks	47	1. Reference e-mail(s) /MSA/SOW from client(s) confirming software support services during the past three years explicitly mentioning COBOL application server management.	Kindly provide clarity on the acceptable time period for submitting project references, specifically whether projects executed within the past 3 years or 5 years will be considered. We recommend that LIC accept project references from the past 5 years, as this would allow bidders to demonstrate a broader range of relevant experience. Kindly confirm. Kindly provide clarity for the following points as well B. JBOSS Management	Please refer corrigendum -1
58	Annexure -6 Technical Evaluation Criteri	130	Client email /MSA/SOW mentioning Application support within the past 5 years, explicitly naming COBOL Operations in the scope		

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				C. Operating System Hardening (RHEL) D. DB Fine Tuning & Hardening (MySQL)	
59	6.3 Technical Evaluation Criteria (100 Marks)	48	B. JBoss Management – 20 Marks One Client Reference - 5 mark Two Client References -10 marks Three or More Client References - 15 marks Mandatory Documentary Evidence 1. Reference e-mail(s) from client(s) /MSA/SOW confirming support services during past 3 years explicitly mentioning JBoss. 2. Valid Corporate Red Hat Partner Certificate (Advanced or Premier) of the bidder.	B. JBoss Management – 20 Marks One Client Reference - 5 mark Two Client References -10 marks Three or More Client References - 15 marks Mandatory Documentary Evidence 1. Reference e-mail(s) from client(s) /MSA/SOW/ of confirming support services during past 10 years explicitly mentioning JBoss. OR a CA certificate along with screenshot. 2. Valid Corporate Red Hat Partner Certificate (Advanced or Premier) of the bidder.	Please be guided by the RFP
60	6.3 Technical Evaluation Criteria (100 Marks)	48	C. Operating System Hardening (RHEL) – 20 Marks. Minimum 5 RHCE Engineers - 5 marks Minimum 10 RHCE Engineers- 10marks Minimum 15 RHCE Engineers 15 - marks Mandatory Documentary Evidence 1. List of RHCE certification IDs and verification URLs for proposed resources. 2. Valid Corporate Red Hat Partner Certificate of the bidder.	C. Operating System Hardening (RHEL) – 20 Marks. Minimum 1 RHCE Engineers - 5 marks Minimum 2 RHCE Engineers-10 marks Minimum 4 RHCE Engineers 15 - marks Mandatory Documentary Evidence 1. List of RHCE certification IDs and verification URLs for proposed resources/ Copy of Certificate. 2. Valid Corporate Red Hat Partner Certificate of the bidder.	Please be guided by the RFP

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61	6.3 Technical Evaluation Criteria (100 Marks)	48	D. DB Fine Tuning & Hardening (MySQL) – 20 Marks. One Client Reference - 5marks Two Client References - 10 marks Three or More Client References - 15 marks Valid Oracle Partner Certificate of the bidder-5marks Mandatory Documentary Evidence 1. Reference e-mail(s) from client(s) /MSA/SOW confirming support services during past 3 years explicitly mentioning MySQL. 2. Valid Corporate Oracle Partner Certificate of the bidder.	D. DB Fine Tuning & Hardening (MySQL) – 20 Marks. One Client Reference - 5marks Two Client References - 10 marks Three or More Client References - 15 marks Valid Oracle Partner Certificate of the bidder-5marks Mandatory Documentary Evidence 1. Reference e-mail(s) from client(s) /MSA/SOW confirming support services during past 10 years explicitly mentioning MySQL OR a CA certificate along with screenshot. 2. Valid Corporate Oracle Partner Certificate of the bidder.	Please be guided by the RFP
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62	6.3 Technical Evaluation Criteria (100 Marks)	48	F. 24x7x365 Roster & Shift Relief Resilience – 15 Marks. Evaluation Question · Provide a mathematically substantiated staffing model demonstrating how four resources per shift across three shifts will be maintained throughout the year while accommodating weekly offs, holidays, leaves, and attrition. Mandatory Documentary Evidence 1. Redacted copy of a currently operational 24x7x365 shift roster used for an enterprise customer in India. 2. Government or Company Trustee EPF Electronic Challan-cum-Return (ECR) demonstrating more than 500 full-time employees on-roll. Live Enterprise Shift Roster- 10 marks EPF ECR showing >500 Employees-5 marks	F. 24x7x365 Roster & Shift Relief Resilience – 15 Marks. Evaluation Question · Provide a mathematically substantiated staffing model demonstrating how four resources per shift across three shifts will be maintained throughout the year while accommodating weekly offs, holidays, leaves, and attrition. Mandatory Documentary Evidence 1. Redacted copy of a currently operational 24x7x365 shift roster used for an enterprise customer in India. OR solution document of proposed Enterprise Shift Roster 2. Government or Company Trustee EPF Electronic Challan-cum-Return (ECR) demonstrating more than 500 full-time employees on-roll including group of companies. Live Demonstration Enterprise Shift Roster- 10 marks EPF ECR showing/Form 11 for non EPF employees >500 Employees-5 marks	Please be guided by the RFP
63	Section 6.4(A) COBOL Scoring	Page 48-51	Client references required for COBOL support services	Kindly confirm whether global customer references are acceptable for technical scoring.	Please refer corrigendum -1

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64	Section 6.4(B) JBoss Scoring	Page 48- 51	Client references required for JBoss support services	Kindly confirm whether global customer references are acceptable.	Please refer corrigendum -1
65	6.4	47	Submission of HR Declaration confirming at least one (1) On-roll L3 COBOL Engineer	There is mention of COBOL skills. According to details in the document there is no COBOL code related work. The expectation is for managing "Visual COBOL Enterprise Server" (also referred as COBOL Server, COBOL Application server) and not the actual COBOL code? Why is L3 COBOL Engineer required if actual COBOL code maintenance is not involved?	Though L2 engineers will be maintaining only servers, in case of any major failure due to application, they will need support by senior engineers for identifying the same. Application Code remediation will be done by LIC
66	6.4(A)	47	COBOL References	Will project references from overseas customers be considered, or are only Indian customer references acceptable?	Please refer corrigendum -1
67	6.3 Technical Evaluation Criteria (100 Marks)	47	Mandatory Documentary Evidence	As many of our customers are bound by NDA obligations, we request LIC to accept a self-declaration letter signed by an authorized signatory as supporting documentary evidence. Kindly confirm	Bidders can provide masked/redacted copy of documented without violating NDA
68	6.4 Detailed Technical Evaluation Matrix , pg no. 47		1. Reference e-mail(s) /MSA/SOW from client(s) confirming software support services during the past three years explicitly mentioning COBOL application server management.	We request LIC to consider projects executed within the last 7 years.	Please refer corrigendum -1

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69	D. DB Fine Tuning & Hardening (MySQL) – 20 Marks.	48	1. Reference e-mail(s) from client(s) /MSA/SOW confirming support services during past 3 years explicitly mentioning MySQL.	For many clients, the documents listed in Point No. 1 may not explicitly mention that 'DB Fine Tuning & Hardening (MySQL)' was part of the project scope. Therefore, we recommend that LIC also accept a self-declaration letter signed by an authorized signatory, which shall include project citation that outlines the complete scope of the project. Kindly confirm if this is acceptable.	Bidders can provide masked/redacted copy of documented without violating NDA
70	6.4(B)	48	Red Hat Partner Certificate	Please confirm whether equivalent Red Hat partner status held through a group company can be considered.	Please be guided by RFP
71	Page no 48	Page no 48	C. Operating System Hardening (RHEL) – 20 Marks: Minimum 5 RHCE Engineers 5 , Minimum 10 RHCE Engineers 10 , Minimum 15 RHCE Engineers 15	We request that the evaluation criteria for Operating System Hardening (RHEL) be revised as follows: Minimum 3 Red Hat Certified Resources – 5 Marks Minimum 5 Red Hat Certified Resources – 10 Marks Minimum 10 Red Hat Certified Resources – 15 Marks	Please be guided by RFP
72	F. 24x7x365 Roster & Shift Relief Resilience – 15 Marks.	49	1. Redacted copy of a currently operational 24x7x365 shift roster used for an enterprise customer in India.	We recommend that LIC accept an HR-signed letter for all resources deployed on the project, including details of their shift tenure. As this information is typically maintained as part of the client's internal project documentation, providing separate supporting documents may not be	Bidders can provide masked/redacted copy of documented without violating NDA

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				feasible. Kindly confirm if this will be acceptable	
73	F. 24x7x365 Roster & Shift Relief Resilience – 15 Marks.	49	2. Government or Company Trustee EPF Electronic Challan-cum-Return (ECR) demonstrating more than 500 full-time employees on-roll	The EPF certificate may not reflect the current employee count. Therefore, we request LIC to additionally accept submission of an HR-signed letter confirming the total number of full-time employees. Kindly confirm	EPF certificate/ECR Challan as at 31.03.2026 or later will be accepted if the total number satisfies the RFP requirement
74	6.6 Minimum Technical Qualification Requirement	51	Mandatory Evidence	As we understand, the requirement to submit documents issued from an official client domain refers to client-authorized documents such as emails, MSAs, or SOWs that can serve as documentary evidence for the submitted project references. Kindly confirm whether our understanding is correct.	Please be guided by RFP
75	Section 6.4(D) MySQL Scoring	Page 48-51	Client references required for MySQL support services	Kindly confirm whether global customer references are acceptable.	Please refer corrigendum -1
76	Section 6.6(A.1) Mandatory COBOL Qualification	Page 48-51	At least one valid COBOL support reference required	Request LIC to clarify whether global COBOL support references will satisfy the mandatory qualification criteria.	Please refer corrigendum -1
77	Section 6.6(A.2) Mandatory JBoss Qualification	Page 48-51	At least one valid JBoss support reference required	Request LIC to clarify whether global JBoss support references are acceptable.	Please refer corrigendum -1
78	Section 6.4(F) 24x7 Roster & Shift Relief	Page 48-51	Redacted copy of active 24x7 roster currently utilized for an enterprise customer in India	Request LIC to accept 24x7 shift rosters from global enterprise customers.	Please be guided by the RFP

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	Resilience				
79	Section 6.7(5)	Page 53	Reference e-mails issued from official client domains	Request LIC to accept customer attestations, reference letters, completion certificates, MSAs, SOWs and purchase orders where customer policies prohibit issuing reference emails.	Please be guided by the RFP
80	6.9	54	Stage-2 Commercial Bid Evaluation and Online Reverse Auction (ORA)	Kindly share further details of the Online Reverse Auction (ORA) process, including number of rounds, minimum bid decrement, and floor price disclosure mechanism, or refer bidders to the specific document/guideline governing the ORA for this RFP.	Please be guided by the RFP
81	Page No. 60 Onsite Engineer/Project Manager Penalty Cap	60	Yearly Penalty Cap 20% of Total Onsite Engineers+ Project Manager Cost of respective year.	Request to amend the clause as early Penalty Cap 5% of Total Onsite Engineers+ Project Manager Cost of respective year.	Please be guided by the RFP
82	8.2 Payment Terms	61	a) The total Contract Value (covering Support, Maintenance, and Resource Deployment) shall be billed on a quarterly basis in arrears.	We request you to consider billing to bidder on monthly in arrears basis or quarterly in advance basis.	Please be guided by the RFP
83	8.4 SLA Response and Resolution Matrix	64	Severity Response Time Restoration / Resolution Time Severity-1 15 Minutes 2 Hours Severity-2 30 Minutes 4 Hours Severity-3 2 Hours 1 Business Days Severity-4 1 Business Day 3 Business Days Response	Severity Response Time Restoration / Resolution Time Severity-1 30 Minutes 4 Hours Severity-2 2 Hours 8 Hours Severity-3 4 Hours 1 Business Days Severity-4 1 Business Day 3 Business Days Response	Please be guided by the RFP

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84	8.4	64	SLA Response and Resolution Matrix	Can we get the volume of incidents with the Severities being reported, availability statistic, downtimes in the previous year? How much growth is expected based on system usage for 5 years?	Approximately 550–600 tickets are created annually, of which around 200 tickets are related to the database (DB).
85	8.12 Penalty Cap:	67	The total cumulative penalty applicable in any contract year shall not exceed 20% of the respective Annual Contract Value. This cap shall apply separately to each year of the contract period.	We request you to consider total cumulative penalty applicable in any contract year shall not exceed 10% of the respective Annual Contract Value. This cap shall apply separately to each year of the contract period. Pls. cap the annual penalty to 10% TCV	Please be guided by the RFP
86	Page 67 - 8.12 Penalty Cap	67	The total cumulative penalty applicable in any contract year shall not exceed 20% of the respective Annual Contract Value. This cap shall apply separately to each year of the contract period.	Request to amend the clause as The total cumulative penalty applicable in any contract year shall not exceed 5% of the respective Annual Contract Value. This cap shall apply separately to each year of the contract period.	Please be guided by the RFP
87	8.1.7, 8.2.2, 8.6 and 8.12	60 and 63-67	Cumulative penalty cap and double recovery	Please confirm that the 20% annual cap is a single aggregate cap covering all SLA penalties, attendance/resource penalties, liquidated damages and other service credits/deductions for the same contract year. Please also confirm no double recovery for the same event and that penalties are the sole monetary remedy for SLA failure, except for proven wilful misconduct/fraud.	Please be guided by the RFP

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88	8.6	65	Penalty stated per DC/non-DC	Please clarify whether one common-cause incident affecting multiple DC/Non-DC instances will be treated as one incident or multiplied by every affected instance. We request that penalties apply once per root-cause incident/service, only for delay directly attributable to the Bidder, and not multiply across dependent environments for the same event.	Penalty will be calculated based on the severity and impacted no of DC's/Non DCs
89	8.6	65	SLA Penalty	Proposed capping on Billing value	Please be guided by RFP
90	8.6	65	SLA Penalty	Please clarify whether penalties for multiple impacted DCs are cumulative if a common incident impacts several locations simultaneously.	Penalty will be calculated based on the severity and impacted no of DC's/Non DCs
91	8.6	65	SLA Penalty	What is Penalty Capping?	Please be guided by RFP
92	9.4 Limitation of Liability	69	Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, patent, trademark, copyright or industrial design rights, indemnity obligations, any data or security breach, any breach of confidentiality obligations or obligations under the Digital Personal Data protection Act ,2023 and Digital Personal Data Protection rules 2025 both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of	Bidder requests that indemnity, confidentiality, data protection, information security and DPDPA related liabilities be subject to the aggregate liability cap of 100% of the Contract Value. Uncapped liability may be restricted only to third-party IP infringement claims, fraud and willful misconduct. Also cost of repairing or replacing defective equipment should come under aggregate liability cap of 100% of the Contract Value.	Please be guided by the RFP

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			damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/Bidder to pay liquidated damages to LIC and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. However it is expected that the bidder/vendor will take utmost care so as to avoid any indirect or consequential loss of damage		
93	9.5	70	Exit Management	Kindly confirm whether exit support during the 90-180 day transition period shall be paid separately or is included in the contract value.	It is included in the contract value
94	9.5	70	Exit Management — secure handoff of administrative credentials, API keys, configuration backups	Please clarify the process expected for secure handoff of privileged credentials/API keys during exit — is LIC's own Privileged Access Management (PAM)/secrets-management platform to be used, or is the Bidder expected to propose its own mechanism or tool?	LIC's PAM system need to be used by bidder
95	9.11, Annexure-16	74, 153	Consortiums or sub-contractor	Please confirm if the Consortiums or sub-contractor is allowed with prior LIC's permission or it's strictly not allowed?	Consortiums or sub-contractor is strictly not allowed

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96	9.11 / 10.1.5 / 10.8	74 / 89-90 / 94	Consortiums or Sub-Contractor / Subcontracting / Consortiums or Sub-Contractor	Please confirm if partial subcontracting is allowed, with us being primary stakeholder, us being accountable for the service delivery and we being the single point of ownership for the engagement.	Please be guided by the RFP
97	9.12	74	Performance Bank Guarantee (PBG)	The PBG is required to be valid for 63 months (including a 3-month claim period), with fresh PBG submission every year thereafter until LIC wishes to continue. Kindly confirm the total intended contract tenure (base + extensions) to help bidders align the PBG renewal schedule accordingly.	Total Intended contract tenure is 5 years with a option for extension of another 2 years
98	9.15, 9.16 and 9.18	77-79	Extension at fifth-year rates and statutory cost changes	Please confirm that extension beyond the initial five-year term will be by mutual written agreement. As the service is manpower-intensive, please allow equitable revision for increases in statutory minimum wages, employer contributions, newly introduced taxes/levies and other mandatory legal costs; alternatively, please provide an agreed annual escalation/indexation mechanism for years 6 and 7.	Contract value is exclusive of tax, gst and levies if any. As mentioned cost for 6th and 7th year should be same as 5th year. Bidder can work on the same as per need
99	9.5, 9.10, 10.13.8-10.13.10 and 10.16	70, 74, 102-105	Exit/transition duration, effort and charges	The RFP variously requires 90-180 days, up to six months, KT up to 90 days, and service until the new provider fully takes over, generally at no extra cost. Please confirm one maximum transition period, defined staffing/deliverables/acceptance criteria, and that BAU services continue at contracted rates while	This should be inclusive part of contract value

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				incremental transition effort is paid through Change Order	
100	Section 10.5 – Indemnity	92	Broad indemnity obligations are placed on the bidder.	Kindly confirm that the bidder's aggregate liability, including indemnity obligations, will be limited to the total contract value, except for liabilities arising from fraud, wilful misconduct and third-party intellectual property infringement.	Please be guided by the RFP
101	Annexure 1	185	Periodic Application security and Vulnerability assessment and penetration testing is conducted to identify vulnerabilities in the system Processing Personal Data	What is scope and frequency of VAPT expected? Is it only for PROD and DR and is the timing Quarterly (or major releases)?	One COLO per quarter. All production and DR servers
102	Annexure-3, Eligibility 2a	Pages 123-124	Bidder must have managed minimum 3 projects of similar nature in India in last 5 years, with one project from Government/PSU/BFSI	Request LIC to permit submission of similar projects executed Globally in lieu of India-only references.	Please refer corrigendum -1
103	Annexure-3, Eligibility 2b	Pages 123-124	One project ≥ ₹20 Cr OR Two projects ≥ ₹10 Cr OR Three projects ≥ ₹6 Cr, executed in India	Request LIC to consider project values executed globally on equivalent contract value basis.	Please refer corrigendum -1
104	Page no .123, Experience & Reference 2A, 2B		Bidder must have managed minimum of 3 project of similar nature of software support and maintenance in India in the last 5 years as on the date of submission of this bid out of which at least one among these should be from Government Departments/PSU/BFSI sector companies.	We request that the experience criterion be revised to "Bidder must have successfully managed a minimum of 3 projects in the last 5 years", without restricting the requirement to projects of a similar nature or to Government Departments/PSUs/BFSI sector. This will promote wider participation while ensuring the bidder has proven project execution experience.	Existing RFP conditions will prevail

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105	Annexure-3, Sl. No. 2a & 2b	123	Eligibility Criteria - Experience & References	Please confirm if the global references of 24X7 AMS with a scope of similar software support, can be considered by LIC for the eligibility pre-qualification.	Please be guided by the RFP
106	Annexure-3, Sl. No. 4	123-124	Eligibility Criteria - Financials	The eligibility criteria requires minimum standalone annual turnover of Rs. 250 Crores in India. Kindly confirm whether consolidated/group turnover of an Indian subsidiary of a global IT company is acceptable, or whether only the standalone Indian legal entity's financials will be evaluated.	Please be guided by the RFP
107	Annexure -3 Eligibility Criteria Page No. 123 & 124 Point No. 2b		At least one project of similar nature of software support and maintenance in India with a value of not less than ₹20 crores Or Two projects of similar nature of software support and maintenance in India with a value of not less than ₹10 crores each Or Three projects of similar nature of software support and maintenance in India , each having a value of not less than ₹6 crores , should have been executed in the last five(5) years as on the date of submission of this bid.	Can you please modify this clause as per below statement: At least one project of similar nature/ Development & Maintenance Support of Software Development/ Support & Maintenance in India with a value of not less than ₹20 crores Or Two projects of similar nature/ Development & maintenance support of Software Development/ Support & Maintenance in India with a value of not less than ₹10 crores each Or Three projects of similar nature / Development & maintenance support of Software Development/ Support & Maintenance in India , each having a value of not less than ₹6 crores , should have been executed in the last five(5) years as on the date of submission of this bid.	Please be guided by the RFP

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108	Annexure -3 Eligibility Criteria Page No. 125 Point No. 7		ISO Certifications Bidder should possess valid and current ISO certifications such as ISO/IEC 27001:2022 (Information Security Management) ISO/IEC 20000-1:2018 (IT Service Management).	Can you please modify this clause as per below statement? ISO & CMMi Certifications Bidder should possess valid and current CMMi Level 5 & ISO certifications such as ISO/IEC 27001:2022 (Information Security Management) ISO/IEC 20000-1:2018 (IT Service Management).	Please be guided by the RFP
109	Annexure -3 Eligibility Criteria Page No. 125 & 126 Point No. 9		Experience with LIC The Bidder(s), who have been associated with LIC for any contract within the period of last 5 years (from the date of this RFP), have to submit the satisfactory performance and timely delivery completion certificate to be eligible to participate in the bid. Certificate to be issued by the competent authority in LIC.	Can you please remove this criteria ?	Please be guided by the RFP
110	Annexure 3- Section 4 a	124	The bidder should have minimum annual standalone turnover of 250 Crores or above in India in the last three audited Financial Years i.e 2025-26, 2024-25 and 2023-24.	Our audited financial statements do not provide a separate disclosure of turnover/revenue generated specifically within India. However, we can submit standalone audited financial statements, which reflect the company's overall revenue generated. We request you to accept the same for meeting the financial eligibility requirements	Please be guided by the RFP
111	Annexure -3 Eligibility Criteria Point 3 Resource Capability	124	Bidder should have minimum 500 resources on pay-roll in total. Resource bifurcation should be given in each technology – COBOL, JBOSS, MYSQL, RHEL, Jenkins	The bidder should have a minimum of 500 employees on the payroll in total including group of companies. Resource bifurcation should be given in each technology – COBOL, JBOSS, MYSQL, RHEL, Jenkins	Please be guided by the RFP

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112	Resource Capability , Page no 124		Bidder should have minimum 500 resources on pay-roll in total. Resource bifurcation should be given in each technology COBOL,JBOSS,MYSQL,RHEL,Jenkins	The RFP specifies a minimum of 500 resources on payroll and seeks a resource bifurcation for COBOL, JBoss, MySQL, RHEL, and Jenkins. Kindly clarify whether the 500-resource requirement refers to the bidder's total workforce across all technologies or only to the specified technologies. If the requirement is for the specified technologies only, we request that it be revised to 50 resources combined across these technologies to enable broader participation while ensuring adequate technical capability.	500-resource requirement refers to the bidder's total workforce across all technologies
113	Annexure-6 Technical Evaluation	Pages 130-131	Client email/MSA/SOW mentioning technology	Request LIC to accept reference documents containing equivalent technology descriptions, such as Enterprise Middleware Support, Linux Support, Application Runtime Support, Database Administration Services, etc.	MSA, SOW should contain the product and technology name. Alternately the original RFP specifying the technology scope of the project and PO/LOI with same RFP reference shall be acceptable
114	Annexure 6- clause 6	131	Government-stamped or Company Trustee EPF (Provident Fund) Electronic Challan-cum-Return (ECR) to prove they have >500 full-time employees on-roll to absorb bench requirements.	As an alternative to submitting the ECR, We request to consider a certificate/letter issued by the Company Secretary/Authorized Signatory confirming the organization's employee strength as acceptable documentary evidence.	Please be guided by the RFP

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115	Annexure 6	131	Generic	Under the Technical Evaluation Criteria, the "Document Details" column references Folder/File/Page/URL . Kindly clarify the significance of these fields and the specific information expected from bidders against this requirement.	These fields indicate where the supporting evidence is available.
116	Annexure 6	131	1) 2. HR-signed declaration listing the employee IDs of on-roll L3 COBOL engineers along with their tenure in the company. 5) . HR-signed declaration listing the employee IDs of on-roll engineers along with their tenure in the company with expertise in Jenkins	The RFP requires submission of an HR-signed declaration detailing the employee IDs of on-roll engineers and their respective tenures with the organization. As an alternative to HR-signed declaration, we request you to consider a certificate/declaration containing the same details, duly signed by the Authorized Signatory of the organization.	Please be guided by RFP
117	Annexure -14	150	The Bidder shall perform deployment, validation, and testing of releases in Development, Test, UAT, DR, and other non-production environments as required by LIC and shall address any issues identified during such activities before production deployment	How many Development or QA instances exist for which numbers are not explicitly provided in the RFP?	Development instances are 120. QA will be conducted in the UAT environments, for which the required data has already been shared in the RFP.
118	Annexure 14	150	The Bidder shall establish, maintain, and operate CI/CD pipelines for automated build, validation, release, and deployment processes, ensuring adherence to LIC's security, quality, and change management	Can we use AI to automate reporting etc? will access be provided for tools to environments to collect information for the reports - ManageEngine, Logs etc	Bidders are free to use AI, provided the LLM/SLM is on-premises and no artefacts or application or configuration are

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			requirements.		shared in public domain
119	Annexure-14	149	Training to LIC	Any specific Training required to LIC Personnel , who will provide premise , training environment	LIC will provide the premise and training environment. Training is related to the support and maintenance of software stack.
120	6.4 Detailed Technical Evaluation Matrix	47	Mandatory Documentary Evidence	We have noted some differences in the mandatory documentary evidence requirements across the two sections. To ensure compliance and avoid any ambiguity during submission, we request LIC to kindly clarify which section should be considered for bid submission and evaluation.	Please refer corrigendum -1
121	Annexure -6 Technical Evaluation Criteri	130	Mandatory Documentary Evidence		
122	Annexure EC-Part-A: Eligibility Criteria Part -A	162	Details of Projects undertaken by the bidder	as we understand, the Project wherein we have done similar nature of work shall be included in the section or LIC is expecting only referable customer details in the section. Kindly provide us the clarity	Project reference shall be given with adequate supporting document as mentioned in the RFP
123	Annexure -22 Indicative Commercial Annexure	178	L2 Support Engineer	We request LIC to provide clarity on the assumptions considered while determining the requirement of 12 L2 Support Engineers. Further, based on the bidder's assessment of the project scope and operational requirements, would LIC consider a	Please be guided by the RFP

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				higher or lower resource count if appropriately justified? Kindly confirm.	
124	Annexure-6, Pages 130		Legacy COBOL Operations - . Client email /MSA/SOW mentioning Application support within the past 5 years, explicitly naming COBOL Operations in the scope.	We request LIC to consider projects executed within the last 7 years.	Please be guided by the RFP
125	Annexure 6- clause 6	131	Generic	RFP mandates 12 L2 engineers on-site 24x7x365 but does not clarify if VPN or any remote access mechanism will be provided by LIC for emergency/off-site troubleshooting, patch validation, or OEM coordination. Kindly confirm if VPN access will be provided to the bidder's engineers, and if so, the number of concurrent VPN licenses/users supported.	All Engineers should be available at on-site location only. No VPN access will be provided.
126	L1 & L3 Scope	NA	NA	Kindly confirm the L1 and L3 scope, deployment location, and detailed resource requirements. Additionally, please clarify the expected responsibilities, skill requirements, and support coverage for each role.	Please be guided by the RFP
127				Only L2 resources or L3 as well?	Only L2 engineers and PM is required

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128	Technology	NA	NA	Which technology/Product is used for Monitoring servers	Command prompt access to Servers and, Operations Bridge Manager (OBM) tool
130			General	Laptop and Image will be provided by LIC or bidder	Desktop will be provided by LIC at Onsite-Location
131	General		Mandatory Documentary Evidence	For documentary evidence, we request LIC to also accept the LOI/PO along with relevant RFP excerpts. This will help establish that the specified domain, platform, and resource categories were part of the submitted project scope. Kindly confirm if this approach is acceptable.	Yes. Provided LOI and PO refers the same RFP reference details

Sd/-

Executive Director (IT/DT)