Response to pre-bid queries [Ref: LIC-CO/IT-BPR/NW/RFP/2022-23/01 Dated: 28/02/2023]

S.No.	Sl. No	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
1	1	Tender Document title, Page 1	Procurement of Multi-Factor Authentication, Contextual Access Solution and Remote connectivity solution	Are you looking for 3 different products or all feature in a single product suite?	Please be guided by the RFP
2	2	LIC Annexure-VIII-_Technical-Specifications : Point No.8 (A. Multifactor Authentication)	The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must be able to provide its own biometric solution at additional cost.	Since LIC is already using Bio-metric , please share the OEM and model details. Also confirm scope of support from Bio Metric OEM and if includes API Integrations with 3rd. Party tools/OEMs	The details shall be provided to the winning bidder .
3	4	LIC Annexure-VIII-_Technical-Specifications : Point No.3 D. Endpoint Control Features	The solution must enable endpoints controls (data copy control, Internet control) once user is logged into LIC network remotely and such controls must get disabled when user is disconnected from LIC network.	Both points are contradicting each other, do we understood that both points are valid to two district sets of user group ?	Please be guided by the RFP
4	5	LIC Annexure-VIII-_Technical-Specifications : Point No.4 D. Endpoint Control Features	The solution must be able to keep endpoint control features enabled as soon as user boots up the PC and remain enforced. User must not be able to disable such data copy enforcements.		Please be guided by the RFP
5	6	LIC Annexure-VIII-_Technical-Specifications : Point No.1 General specifications	The solution must be able to cater to the present as well as future requirements of LIC, during the contract period. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least 1,00,000 concurrent user connections and 2,00,000 Named user	As per "Section-E: SCOPE OF WORK - page 26", minimum 10,000 user license will be procured by LIC. Do we need to size for 1,00,000 concurrent user connections and 2,00,000 Named user ? Please suggest	Please be guided by the RFP
6	7	LIC Annexure-VIII-_Technical-Specifications : Point No.12 General specifications	OEM must offer professional service for installation and configuration	Will LIC consider OEM certified person or the resource must be an employee of OEM?	Please be guided by the RFP
7	8	Clause 4; Page No. 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	The **Bidder/OEM** must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above Total of at least two orders should be for ten thousand concurrent users.	Please refer to the revised "Minimum Eligiblity Criteria"
8	9	Clause 12; Page No. 9	The **bidder** has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	The **Bidder/OEM** has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligiblity Criteria"
9	10	Payment Clause, Page No. 39	AMC cost will be paid yearly in arrears after end of the year	This will unnecessary load the bid. Industry practice is Annual in Advance which needs to be amended	Please refer to the revised "Payment Terms"
10	11	Addl. Point		Request to pls. consider notification: i. Department of Promotion of Industry & Internal Trade (DPIIT) Notification No. P-4502112/2017-B.E.-II dated 15.06.2017 and revised notification P-4502112/2017-PP(BE-II) dated 28.05.2018 ii. Ministry of Electronics and Information Technology (MeitY) Notification No 1(10)/2017-CLES dated 02.07.2018. Under Public Procurement Order 2017—Preference has to be given to Make in India goods and Services to encourage 'Make in India' and promote manufacturing and production of goods and services in India with a view to enhancing income and employment.	Please refer to the revised Technical Specifications and revised "Minimum Eligiblity Criteria"
11	1	Annexure - VIII - Technical Specifications - MFA2, A. Multifactor Authentication, Point No 6		Which applications are being considered in the RFP for biometric authentication?	The details shall be provided to the winning bidder .
12	2	Annexure - VIII - Technical Specifications - MFA2, A. Multifactor Authentication, Point No 10		Password less authentication is depended on the target application to be secured, such as Windows Logon. Not all types of application supports password less authentication. Please suggest	Where ever password is required, passwordless could be an option. Any web app should be able to integrate with passwordless by way of some integration connector .
13	3	Annexure - VIII - Technical Specifications - MFA2, B. Contextual Analysis, Point No 1		User's LAN IP can be recorded if the user attempts for authentication from the same network where the MFA server resides. User's WAN Ips are recorded when the user attempts for authentication from Public Internet. Please suggest	The understanding is correct
14	4	Annexure - VIII - Technical Specifications - MFA2, B. Contextual Analysis, Point No 2		Mobile's Geo location can be morphed using rooted devices. Please suggest, if IP address based identification of location of the user can be supported?	Please refer to the revised Technical Specifications .
15	5	Annexure - VIII - Technical Specifications - MFA2, B. Contextual Analysis, Point No 2		The application such as VPN who have their own VPN client does not log the unique ids such as MAC, OS ID, Browser ID, HDD ID, CPU ID, Mother board ID, Antivirus status, Certificate installed on the device, Windows OS license validity and patch status. 2FA for VPN authentication uses the VPN client for 2FA and since the client application does not log these details. You are requested to remove this point.	Please be guided by the RFP
16	6	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 5		2FA on applications such as VPN does not require installation of any agent on the end user machine. This requriement requires device management solutions which does not provide 2FA. Therefore, you are requested for removal of this requirement	Please be guided by the RFP
17	7	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 6		2FA on applications such as VPN does not require installation of any agent on the end user machine. This requriement requires device management solutions which does not provide 2FA. Therefore, you are requested for removal of this requirement	Please be guided by the RFP
18	8	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 9		In order to provide biometric authentication support on Web applications, it is necessary to setup a client application to facilitate biometric authentication. Please suggest	Yes, agent is required for the biometric authentication.
19	9	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 10		The requirement contradicts with the point no 9 of platform support requirement. Please suggest	Different users would require different profiles and use cases
20	10	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 11		The requirement contradicts with the point no 10 of platform support requirement. Please suggest	Different users would require different profiles and use cases
21	11	Annexure - VIII - Technical Specifications - MFA2, D. End Point Control Feature, Point No 1		2FA on applications such as VPN does not require installation of any agent on the end user machine. This requriement requires device management solutions which does not provide 2FA. Therefore, you are requested for removal of this requirement	Please be guided by the RFP

No	No2	Reference	Clause	Query / Suggestion	Response
22	12	Annexure - VIII - Technical Specifications - MFA2, E. General Specifications, Point No 15		Please suggest the eligibility for class II OEM	Please refer to the revised Technical Specifications and revised "Minimum Eligiblity Criteria"
23	1	Section-B: ELIGIBILITY CRITERIA, 1. Minimum Eligibility Criteria (MEC):Sl No 4	The **bidder mu**st have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least **two orders** should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores.	For the benefit of LIC to get more bidders in the RFP, so that LIC can benefit from the healthy competition in features, functionalities. Further different vendors have different pricing models and may not include concurrency based pricing in past. Hence, we request to modify the clause as below - The **bidder/ OEM m**ust have supplied, integrated, implemented and supported the proposed solution in this RFP to at least two clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last three financial years preceding the date of this RFP. Out of the two orders mentioned above at least **one o**rders should be for ten thousand users and the order value should be at least Rupees (INR) Five crores.	Please refer to the revised "Minimum Eligiblity Criteria"
24	2	Section-E: SCOPE OF WORK 1.3) Hardware requirements		Assumption : LIC will provide necessary infrastructure software licenses like Virtualization software, OS, database, application servers, container orchestration etc. to the bidder. Kindly confirm our assumption.	Please be guided by the RFP
25	3	Section-E: SCOPE OF WORK EXPECTED DELIVERABLES (from successful bidder)		Assumption: Three personnel will be deployed onsite 1) Service-Delivery Manager 2) One L1 resource 3) One L2 Resource Kindly confirm our understanding	Please be guided by the RFP
26	4	Annexure-IX-_Commercial-Format-MFA.xlsx	L1 Onsite, L2 Onsite and L3 Remote support	As the the scope of work mentioned in main RFP document in "Section-E: SCOPE OF WORK EXPECTED DELIVERABLES (from successful bidder)". It is also mentioned to provide full time service-delivery manager. However, in the commercial bid there is no provision to add cost of service-delivery manager. Kindly explain.	Please be guided by the RFP
27	5	Section-F: Payment Terms	AMC for the additional licenses used during the year will be paid at the rate which is fixed in the beginning of the year. If the slab is changed during the year, the difference of the AMC as per the new slab will be adjusted in the next payment.	Background: Various vendors with cutting edge technologies have various pricing models. Request: LIC should consider giving flexibility to quote in terms of number of users and per year subscription.	Please be guided by the RFP
28	6	Section-F: Payment Terms	For the first year 100% of the license cost for the minimum guaranteed licenses shall be paid after successful completion of the entire solution with end user acceptance test demonstrating all feature as per the RFP. AMC cost will be paid yearly in arrears after end of the year.	We request LIC to make payment of AMC in advance. This will help vendors in cost of delivery and lower the total TCO which in tern will benefit LIC.	Please refer to the "Revised Payment Terms" .
29	7	Page No 41 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery, Installation, commissioning and implementation : Delivery Schedule (from Date of Acceptance of Purchase Order) 6 weeks	Since the infrastructure procurement will happen from LIC we request to modify the clause Delivery schedule (from the date of LIC making the infrastructure available to the vendor). Also request to extend the timeline to 12 weeks considering the scale of the project.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION" and the revised SLAs
30	8	Annexure-VIII-_Technical-Specifications-MFA.xlsx C. Platform Support , Point no 9	The solution must be able to provide clientless access to web: RDP and SSH based applications without requiring any agent and also support digital token signing The OEM should provide customization support in case any web application is not supported default in clientless mode	Clientless agents typically rely on the local certificates to get access into sensitive resources. The local keystores may not be necessarily updated and tagged with the users. From an IT perspective, clientless also doesn't offer the same level of control or visibility. Hence, We request LIC to make this as an optional feature.	Please be guided by the RFP
31	9	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access , Point no 4	The solution must calculate device context based on following parameters and allow, block and limit access of the user based on calculated context: a. User's device's unique ID like OS ID or browser ID b. User's device's using hardware ID with minimum 3 params like MAC ID, HDD ID, CPU ID, Motherboard ID c. geolocation of the device d Device OS type and version e. Antivirus status f. Certificate installed on the device g. Windows OS license validity and update patches	The device compliance with policies and device fingerprinting is important from maintaining the good security posture of the enterprise, thus limiting the access may not serve the purpose. Hence request to modify the clause as below. The solution must calculate device context based on following parameters and allow or block the access of the user based on calculated context: a. User's device's unique ID like OS ID or browser ID b. User's device's using hardware ID with minimum 3 params like MAC ID, HDD ID, CPU ID, Motherboard ID c. geolocation of the device d Device OS type and version e. Antivirus status f. Certificate installed on the device g. Windows OS license validity and update patches	Please be guided by the RFP
32	10	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access	Additional Point recommendation (Point no 8 in contextual access)	Man-In-The-Middle attacks are possible and can impact the enterprise in adverse manner. Hence we are recommending following clause as additional point. The solution must support end-to-end encrypted channel between users machine and LIC infrastructure.	Please be guided by the RFP
33	11	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access	Additional Point recommendation (Point no 9 in contextual access)	The attack vector on VPN have increased significantly in recent past. There are new age solution which do not rely layer 4 tunnelling technologies to grant secure access. Hence we recommend to add the following clause- The solution must support layer 7 tunnelling for secure remote access to the sensitive applications.	Please be guided by the RFP
34	12	Annexure-VIII-_Technical-Specifications-MFA.xlsx A. Multifactor Authentication	Additional Point recommendation (Point no 13 in Multifactor Authentication)	With the advent of quantum computers there is threats to existing PKI infrastructure. LIC being one of the systemically important institute it is important to protect from this impending threat. Worldwide government organization and BFSI have started working towards quantum-safe environment. Hence we recommend to add following additional clause. The solution must support quantum-safe authentication and should employ quantum-safe algorithms.	Please be guided by the RFP
35	13	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access Point Number 3	The solution must enable contextual access by processing contextual details when integrating with VPN and remote access gateway.	The attack vector on VPN have increased significantly in recent past. There are new age solution which do not rely layer 4 tunnelling technologies to grant secure access. Hence we recommend to modify the clause- The solution must enable contextual access by processing details while the user is performing remote access.	Please be guided by the RFP
36	14	Annexure-VIII-_Technical-Specifications-MFA.xlsx C. Platform Support , Point no 12	The solution must be able to provide secure access to applications without requiring a layer 3 network bridging function and should support layer 4 or layer 4 based gateway function	There are other methods emerging which does not rely on network layer tunnelling for granting the remote access, as, the layer 4 access may grant the user network access and may lead to lateral movement. Hence we suggest to modify the clause as below - The solution must be able to provide secure access to applications without requiring layer 3 bridging functions.	Please be guided by the RFP
37	15	Annexure-VIII-_Technical-Specifications-MFA.xlsx C. Platform Support , Point no 12	The solution must be able to provide agent based access which does not require admin rights and support web, RDP and other applications	For end point control features like clipboard access etc, the admin right are needed hence we request to modify the clause as below. The solution must be able to provide agent based access and support web, RDP and other applications.	Please be guided by the RFP

38	16	Annexure-VIII-_Technical-Specifications-MFA.xlsx d. End Point Control Features , Point no 2	The solution must provide endpoint control features to restrict user's Internet based on following policies: 1. Whitelist a domain name or IP address 2. Blacklist a domain name or IP address such feature must avoid redirecting Internet traffic to a centralized gateway and dropping it that consumes user's Internet bandwidth.]	There are solutions which provides the secure browsing environment and copy pasting the data between application is not possible. Hence we request LIC to relook at the clause. The recommended clause - The solution must provide endpoint control features to restrict user's from accessing the enterprise applications from secure browsing environment.	Please be guided by the RFP
39	17	Annexure-VIII-_Technical-Specifications-MFA.xlsx d. End Point Control Features , Point no 4	The solution must be able to keep endpoint control features enabled as soon as user boots up the PC and remain enforced. User must not be able to disable such data co enforcements.	There are solutions which provides the secure browsing environment and copy pasting the data between application is not possible. Hence we request LIC to relook at the clause. The recommended clause - The solution must be able to keep endpoint control features enabled as soon as user tried to access the enterprise resources and remain enforced. User must not be able to disable such data co enforcements during active session.	Please be guided by the RFP
40	18	Annexure-VIII-_Technical-Specifications-MFA.xlsx d. End Point Control Features , Point no 11	The solution must provide all the features while the user is using existing VPN if any	The attack vector on VPN have increased significantly in recent past. There are new age solution which do not rely layer 4 tunnelling technologies to grant secure access. Hence we recommend to add the following clause- The solution must support layer 7 tunnelling for secure remote access to the sensitive applications.	Please be guided by the RFP
41	19	Annexure-VIII-_Technical-Specifications-MFA.xlsx General Specification , Point no 1	The solution must be able to cater to the present as well as future requirements of LIC, during the contract period. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least 100000 concurrent user connections and 200000 Named user	Request to kindly validate the numbers. In the RFP document concurrency mentioned is 10,000.	Please be guided by the RFP
42	20	Annexure-VIII-_Technical-Specifications-MFA.xlsx General Specification , Point no 1	OEM with class II shall be given preference	Based on the recent Atma Nirbhar initiatives and availability of high quality solutions which are completely made in India we request LIC modify the clause to OEM with class I shall be given preference.	Please refer to the revised Technical Specifications and revised "Minimum Eligiblity Criteria"
43	21	Scope OF Work Section 2.3 Page 32 Training	LIC expects the bidder to train the administrator/business users till the personnel gain enough expertise in the system and capable of taking over the training function	Request to provide number of administrators/busiess users and frequency expected for training sessions.	
44	1	C. Eligibility information/Compliance Sr. No. 4 & Page No. 8	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) System Integrator in the business of providing multi factor authentication services for VPN setup since last 5 years preceding the date of this RFP.	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) System Integrator in the business of providing multi factor **/ Adaptive** authentication services for VPN / **Internet Banking** setup since last 5 years preceding the date of this RFP.	Please be guided by the RFP
45	2	C. Eligibility information/Compliance Sr. No. 4 & Page No. 9	bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crore	bidder must have supplied, integrated, implemented and supported a similar solution as proposed in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least **one** order should be for ten thousand concurrent users and the order value should be at least Rupees (INR) **Five** crore	Please refer to the revised "Minimum Eligiblity Criteria"
46	3	C. Eligibility information/Compliance Sr. No. 6 & Page No. 9	Bidder should have made profit (before tax) in the last three financial years preceding the date of this RFP	Request you to please consider changing the Pre-Qualification with respect to profitability as " Should have Profit in at least 2 of the last 3 financial years" OR "Should have Net Positive Worth for last 3 years	Please be guided by the RFP
47	4	C. Eligibility information/Compliance Sr. No. 12 & Page No. 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	The bidder has to provide details of Top 2 customers being serviced by them for similar solution as proposed as stated in point no (4).	Please be guided by the RFP
48	5	Annexure-VIII-_Technical-Specifications-MFA - B. Contextual Access Point No 4	The solution must calculate device context based on parameters	The solution is possible through an end-point client. Will an end-point client appraoch acceptable to LIC?	Yes
49	6	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 6	The solution must support watermark creation	More details are needed for the use case	Please be guided by the RFP
50	7	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 10	The solution must be able to provide agent based access which does not require admin rights and support web, RDP and other applications	More details are needed for the use case	Please be guided by the RFP
51	8	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 11	The solution must be able to provide agent with admin rights access to support any type of application and be available for Windows, Linux, macOS, Android, iOS	More details are needed for the use case	Please be guided by the RFP
52	9	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 12	The solution must be able to provide secure access to applications without requiring a layer 3 network briding function and should support layer 4 or layer 4 based gateway fucntion	More details are needed for the use case	Please be guided by the RFP
53	10	Annexure-VIII-_Technical-Specifications-MFA - D Endpoint Control Features All points	Points1-12	The solution is possible through an end-point client. Will an end-point client appraoch acceptable to LIC?	Yes
54	11	Annexure-VIII-_Technical-Specifications-MFA - General specifications Point no 15	OEM with class II shall be given preference	Please clarify the OEM class II preference	Please refer to the revised Technical Specifications and revised "Minimum Eligiblity Criteria"
55	12	Consortiums or sub-contractor Point 28, Page 18-19	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.	Since Endpoint security Solution is also required along with MFA solution. System Integrator shall be allowed to propose 2 OEM solutions (which might or might not be from a single OEM).	Please be guided by the RFP
56	1	Section-B: ELIGIBILITY CRITERIA, 1. Minimum Eligibility Criteria (MEC):Sl No 4	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last three financial years preceding the date of this RFP. **Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores.**	For the benefit of LIC to get more bidders in the RFP, so that LIC can benefit from the healthy competition in features, functionalities we request to modify the clause as below - The **bidder/ OEM** must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least two clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last five financial years preceding the date of this RFP. **Out of the two orders mentioned above at least two orders should be for five thousand users and the order value should be at least Rupees (INR) Five crores.**	Please refer to the revised Technical Specifications and revised "Minimum Eligiblity Criteria"

57	2	Section-F: Payment Terms	AMC for the additional licenses used during the year will be paid at the rate which is fixed in the beginning of the year. If the slab is changed during the year, the difference of the AMC as per the new slab will be adjusted in the next payment.	Background: Various vendors with cutting edge technologies have various pricing models. Request: LIC should consider giving flexibility to quote in terms of number of users and per year subscription.	Please be guided by the RFP
58	3	Section-F: Payment Terms	For the first year 100% of the license cost for the minimum guaranteed licenses shall be paid after successful completion of the entire solution with end user acceptance test demonstrating all feature as per the RFP. AMC cost will be paid yearly in arrears after end of the year.	LIC to make 80% payment License against the delivery and balalnce 20% post deployement for AMC in advance.	Please refer to the "Revised Payment Terms".
59	4	Page No 41 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery, Installation, commissioning and implementation : Delivery Schedule (from Date of Acceptance of Purchase Order) 6 weeks	Since the infrastructure procurement will happen from LIC we request to modify the clause Delivery schedule (from the date of LIC making the infrastructure available to the vendor). Also request to extend the timeline to 12 weeks considering the scale of the project.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION" and the revised SLAs
60	5	Annexure-VIII-_Technical-Specifications-MFA.xlsx C. Platform Support , Point no 9	The solution must be able to provide clientless access to web: RDP and SSH based applications without requiring any agent and also support digital token signing The OEM should provide customization support in case any web application is not supported default in clientless mode	Clientless agents typically rely on the local certificates to get access into sensitive resources. clientless also doesn't offer the same level of visibility. We request LIC to consider this an optional feature as a result.	Please be guided by the RFP
61	6	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access , Point no 4	The solution must calculate device context based on following parameters and allow, block and limit access of the user based on calculated context: a. User's device's unique ID like OS ID or browser ID b. User's device's using hardware ID with minimum 3 params like MAC ID, HDD ID, CPU ID, Motherboard ID c. geolocation of the device d Device OS type and version e. Antivirus status f. Certificate installed on the device g. Windows OS license validity and update patches	The device compliance with policies and device fingerprinting is important from maintaining the good security posture of the enterprise, thus limiting the access may not serve the purpose. Hence request to modify the clause and drop "Limit Access"	Please be guided by the RFP
62	7	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access	Additional Point recommendation (Point no 8 in contextual access)	we are recommending following clause as additional point. "The solution must provide end-to-end encryption for all communications between user devices and the LIC infrastructure." It will avoid the possibility of Man-In-The-Middle attacks.	Please be guided by the RFP
63	8	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access	Additional Point recommendation (Point no 9 in contextual access)	The attack surface against VPNs has grown dramatically in recent years. There are modern solutions that provide secure access without using layer 4 tunnelling technology. So, we suggest adding the following clause: In order to provide secure remote access to the critical applications, the solution must offer layer 7 tunnelling.	Please be guided by the RFP
64	9	Annexure-VIII-_Technical-Specifications-MFA.xlsx A. Multifactor Authentication	Additional Point recommendation (Point no 13 in Multifactor Authentication)	With the advent of quantum computers there are threats to existing PKI infrastructure. LIC being one of the systemically important institute it is important to protect from this impending threat. Hence we recommend to add following additional clause. Quantum-safe technologies must be used, and the solution must provide quantum-safe authentication.	Please be guided by the RFP
65	10	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access Point Number 3	The solution must enable contextual access by processing contextual details when integrating with VPN and remote access gateway.	There are modern solutions that provide secure access without using layer 4 tunnelling technology. Thus, we suggest changing the phrase and drop "VPN" word and replaced by "Remote Access. "	Please be guided by the RFP
66	11	Annexure-VIII-_Technical-Specifications-MFA.xlsx C. Platform Support , Point no 12	The solution must be able to provide secure access to applications without requiring a layer 3 network bridging function and should support layer 4 or layer 4 based gateway function	as, the layer 4 access may grant the user network access and may lead to lateral movement. Hence we suggest to drop " and should support layer 4 or layer 4 based gateway function " as first part of sentence is clear enough for end objective of prviding secire access.	Please be guided by the RFP
67	12	Annexure-VIII-_Technical-Specifications-MFA.xlsx C. Platform Support , Point no 12	The solution must be able to provide agent based access which does not require admin rights and support web, RDP and other applications	We ask that the provision be reviewed because end point control functions like clipboard access etc. require the admin access.	Please be guided by the RFP
68	13	Annexure-VIII-_Technical-Specifications-MFA.xlsx d. End Point Control Features , Point no 4	The solution must be able to keep endpoint control features enabled as soon as user boots up the PC and remain enforced. User must not be able to disable such data co enforcements.	we request LIC to relook at the clause as booting up PC doesnot necessarily connecting to LIC network. The recommended clause - As soon as a user tries to access enterprise resources, the solution must be able to maintain endpoint control features active and continue to be enforced. During an active session, the user must not be able to disengage such data co-enforcements.	Please be guided by the RFP
69	14	Annexure-VIII-_Technical-Specifications-MFA.xlsx d. End Point Control Features , Point no 11	The solution must provide all the features while the user is using existing VPN if any	The attack vector on VPN have increased significantly in recent past. There are modern solutions that provide secure access without using layer 4 tunnelling technology. So, we suggest adding the following clause: In order to provide secure remote access to the critical applications, the solution must offer layer 7 tunnelling.	Please be guided by the RFP
70	15	Annexure-VIII-_Technical-Specifications-MFA.xlsx General Specification , Point no 1	OEM with class II shall be given preference	We suggest that LIC change the provision to state that OEM with class I would be given precedence in light of the most recent Atma Nirbhar efforts and the availability of high quality solutions that are entirely produced in India.	Please be guided by the RFP
71	16	Tender Document title, Page 1	Procurement of Multi-Factor Authentication, Contextual Access Solution and Remote connectivity solution	Are you looking for 3 different products or all feature in a single product suite?	Please be guided by the RFP
72	23	Point no. 4 Activity Schedule EMD (Earnest Money Deposit)	▢ By way of BG : Rs.1,00,00,000 (Rupees One Crore only), ▢ Total EMD : Rs.1,00,00,000 (Rupees One Crore only),EMD exemption will be given for Micro and Small Enterprises as defined inMSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document.	Kindly confirm if the EMD amount can be revised to lower value then 1 Crore or if the EMD amount can be slipt in to 5 years as the licnese cost will also get increase year on year basis. Kindly request you to take this into consideration.	Please be guided by the RFP
73	1	Section B - Minimum Eligibility Criteria #4 Page Number 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / FinancialInstitutions(BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	SInce this is a horizontal solution and not a Industry specific solution or an application further this is a solution which is implemented on specific requiremens, the bidder would suggest a following critieria to be incorporated "The bidder must have supplied, integrated, implemented and supported the _similar solution_ to at least two clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI) /TSP /Government Departments in India in the _last five financial_ years preceding the date of this RFP. b) The OEM should have minimum 3 deployments of the solution for any PSUs / Banks / Insurance / Financial Institutions (BFSI) /TSP /Government Departments in India in the last five financial years preceding the date of this RFP.	Please refer to the revised "Minimum Eligiblity Criteria"
74	2	Section B - Minimum Eligibility Criteria #4 Page Number 9	Details to be submitted in Annexure-V along with the documentary evidence like copy of the purchase order(s) or certificate from the customers etc. duly mentioning the proposed solution with make & model	Since there are NDA contracts govening deployments especially in public sector/ Government departments and PO copy details cannot be shared we request LIC to allow a certificate from the Company Secretary of the bidder specifying the details of the Project Reference.	Please be guided by the RFP

#	#	Section	Current Clause	Requested Modification	LIC Response
75	3	Section B - Minimum Eligibility Criteria #12 Page Number 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Request LIC to modify clause as below The OEM has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligiblity Criteria"
76	4	Section B - Minimum Eligibility Criteria Page Number 9		Since the RFP governs best practices for deployment under Information Security request you to include additional clause as below : Bidder should a valid ISO 27001 Certificate as on date of submission of RFP response	Please be guided by the RFP
77	5	Annexure IX - Commercial Format	Additional Licenses Slab of 10000	The current commercial format includes incremental slabs of 10000 which is a very wide range.Request LIC to Consider incremental slabs of 500 users. We also request you to elaborate the payment mechanism for the incremental users above a certain slab in a quarter.	Please be guided by the RFP
78	6	Section E, Scope of Work General Specifications, Page Number 26	In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of the solution at any location, the same will have to be replaced by vendor at no extra cost to LIC	We request LIC to confirm that any such liability from bidder will be restricted to the contract value.	Please be guided by the RFP
79	7	Section E, Scope of Work General Specifications # 2.3. Training, Page Number 32	Training shall be provided on each of the modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM/OSD/OSO approved authorized agencies/faculties	Request LIC to confirm the number of people to be trained & the frequency of training in one year	Immediately after deployment 2 trainings in a quarter and subsequently one training in each quarter
80	8	6 Fall Clause (Annexure- A : PRE CONTRACT INTEGRITY PACT)	The BIDDER undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Request LIC to include clause as below: The BIDDER undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU in the last one year and if it is found at any stage that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded	Please be guided by the RFP
81	9	2. Terms and Conditions	The terms and conditions for the bidders who participate in this RFP are specified in the Section named "Terms and Conditions". Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s), clarifications/modifications issued, if any, will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure(s), clarifications/modifications issued will form the part of the purchase orders/any resulting contracts, to be issued to the successful bidder/s from time to time as an outcome of this RFP Process.		Please be guided by the RFP
82	10	10. Instructions for Bid Submission	b) Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP/tender and subsequent modification(s) to this tender, if any.		Please be guided by the RFP
83	11	32. Intellectual Property Rights, Page Number 19	As per RFP	BU to provide analysis of source of IP (and potential reuse). Can be agreed to if IP is no reusable, not drawn from exisiting IP, does not include or affect ant exisiting HPE products, parts of HPE, or pre-existing IP. B2B to be ensured with OEMs/Vendors/Subcontractors if any. If the terms to the customer are materially different than the terms that HPE receives, Sales GEO/region CFO	Please be guided by the RFP
84	12	34. Liability of the successful bidder, Page Number 19	The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising solely out of wilful misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations (excluding liability for personally identifiable information and sensitive personal data and/or information) shall be unlimited. [Please accept modified language as above to limit liability solely for wilful misconduct.]	Please be guided by the RFP
85	13	3) Performance Bank Guarantee (PBG): Page Number 21	The PBG shall be valid for the period of 63 months (including three months of claim period) from the date of submission of PBG to LIC. The PBG may be invoked for entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite-support etc. required as per this RFP. .... The PBG will be invoked in full or part to be decided by LIC) In any of the following eventualities during the period of contract:- ▪ The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO. ▪ Any legal action is taken against the bidder restricting its operations. ▪ Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder. ▪ LIC incurs any loss due to Vendor"s negligence in carrying out the project implementation as per the agreed terms & Conditions.	The PBG shall be valid for the period of the Contract 63 months (including three months of claim period) from the date of submission of PBG to LIC . Subject to a notice and cure period of not less than 30 days. Tthe PBG may be invoked solely for material breaches of the Contract entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite-support etc. required as per this RFP. .... The PBG will be invoked in full or part to be decided by LIC) In any of the following eventualityies of a material breach during the period of contract and the selected vendor will be provided notice and a cure period of not less than 30 days to rectify such material breaches:- ▪ The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO. ▪ Any legal action is taken against the bidder restricting its operations. ▪ Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder. ▪ LIC incurs any loss due to Vendor"s negligence in carrying out the project implementation as per the agreed terms & Conditions. [Please accept validity of PBG in line with validity of the Contract. PBG must be invoked only for material breaches and the bidder must be provided a cure period to rectify breaches before PBG is invoked.]	Please be guided by the RFP

86	14	5) Transportation and Insurance:	The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period till 10 days from the date of delivery at LIC offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall: (a) Intimate and pursue claim with the Insurance Company till settlement and (b) Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.	The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period only till 10 days from the date of delivery at LIC offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall: (a) Intimate and pursue claim with the Insurance Company till settlement and (b) Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company. We request that insurance be required to be maintained only till delivery since the deliverables will be under LIC's control.	Please be guided by the RFP
87	15	7) Dispute:	c) The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.	c) Unless the nature of the dispute is such that it would be impractical for the Service(s) to be continued, t The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.	Please be guided by the RFP
88	16	8) Consequences of Termination of the Selected Bidder:, Page Number 22	New Clause To Be Inserted	Either party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a 30 day period after being notified in writing of the details. If either party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this Agreement and cancel any unfulfilled obligations. Any terms in the Agreement which by their nature extend beyond termination or expiration of the Agreement will remain in effect until fulfilled and will apply to both parties' respective successors and permitted assigns. [New Clause To Be Inserted. Both parties must have a right to terminate.]	Please be guided by the RFP
89	17	9) Force Majeure Condition: Page Number 22	b) In case a Force Majeure situation arises, the Vendor shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days and prove that such is beyond the control and affect the implementation of the agreement.	b) In case a Force Majeure situation arises, the Vendor shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days and prove that such is beyond the control and affect the implementation of the agreement. Neither party will be liable under the Contract for any default caused by circumstances beyond their reasonable control ("Force Majeure"), except for LIC's payment obligations. [Please accept new insertion excusing performance in case of Force Majeure situation. LIC's payment obligations not to be covered under such excusing of performance.]	Please be guided by the RFP
90	18	10) Limitation of liability: , Page Number 23	Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or business or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Please be guided by the RFP
91	20	Maintenance during Warranty Period: , Page Number 23	LIC reserves the right to terminate the contract earlier, with two months" notice for reasons of non-performance and unsatisfactory services. In any case LIC"s decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated and the vendor may be blacklisted by LIC and may not be allowed to participate in the future tenders for a period to be decided by LIC	Request you to include Cure Period of 30 days before any termination.	Please be guided by the RFP
92	21	20) Bid Validity Period , Page Number 27	Bids shall remain valid for one year from the date of Online Reverse Auction.	Considering the inflation and forex fluctuation, bidder request to limit the bid validity to 90 days	Please be guided by the RFP
93	22	Section-F: Payment Terms , Page Number 65	For Payment against Onsite Services: Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	1.Bidder request to pay the onsite services payment monthly in arrears 2. All payment to be made within 30 days of invoice date	Please refer to the "Revised Payment Terms"
94	23	Section-G: Service Level Agreement (SLA) , Page Number 66	1. Delay in delivery of products, services, On-Site support:	1. Overall penalty to be capped at 10% of delayed portion for product and services and 10% of QGR value for onsite support	Please be guided by the RFP
95	24	Annexure VIII Technical Compliance	Class II OEM is Preferred	Request LIC to consider Class I Supplier	Please refer to the revised Technical Specifications and revised "Minimum Eligiblity Criteria"
96	25	Annexure-VIII-_Technical-Specifications-MFA.xlsx C. Platform Support , Point no 9	The solution must be able to provide clientless access to web: RDP and SSH based applications without requiring any agent and also support digital token signing The OEM should provide customization support in case any web application is not supported default in clientless mode	It's possible that the local keystores are not always updated and associated with the users. Clientless also doesn't provide the same amount of control. Hence, We request LIC to make this as an optional feature.	Please be guided by the RFP
97	26	Annexure-VIII-_Technical-Specifications-MFA.xlsx B. Contextual Access , Point no 4	The solution must calculate device context based on following parameters and allow, block and limit access of the user based on calculated context: a. User's device's unique ID like OS ID or browser ID b. User's device's using hardware ID with minimum 3 params like MAC ID, HDD ID, CPU ID, Motherboard ID c. geolocation of the device d Device OS type and version e. Antivirus status f. Certificate installed on the device g. Windows OS license validity and update patches	Limiting access may not be the best solution for enterprise's strong security posture. Hence request to modify the clause and remove "limit access".	Please be guided by the RFP

98	34	Annexure-VIII-_Technical-Specifications-MFA.xlsx d. End Point Control Features , Point no 4	The solution must be able to keep endpoint control features enabled as soon as user boots up the PC and remain enforced. User must not be able to disable such data co enforcements.	There are solutions which provides the secure browsing environment and copy pasting the data between application is not possible. Hence we request LIC to relook at the clause. The recommended clause - The solution must be able to keep endpoint control features enabled as soon as user tried to access the enterprise resources and remain enforced. User must not be able to disable such data co enforcements during active session.	Please be guided by the RFP
99	1	General	General	How many total number of unique and named users to be considered for the solution	Please be guided by the RFP
100	2	General	General	Is the solution for LIC employees and business partner or for LIC policy holder (customer)	Please be guided by the RFP
101	3	General	General	How many applications to be integrated with Access manager / MFA	Please be guided by the RFP
102	4	General	General	Will solution license be in the name of LIC or in the name of partner providing services	LIC of India
103	5	Section B & Page 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	License model of the solution provided by us is based on number of active users and not concurrent users, hence order will contain number of users rather than concurrent users. Request if total users to be considered.	Please be guided by the RFP
104	6	Section B & Page 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Request you to also please consider global customer references including from enterprise customer	Please be guided by the RFP
105	7	Section E, Page 26	A Minimum 10,000 licenses for concurrent users will be procured by LIC. However, if the number of users exceeds 10,000 the bidder will not deny access to the additional users, but bring it to the notice of LIC. If the number of concurrent users continues to exceed 10,000 for period of seven days. LIC will place additional purchase order for the same.	Request if licenses can be procured based on number of active users rather than concurrent users.	Please be guided by the RFP
106	8	Section E, Page 27	The proposed solution should support both IPv4 and IPv6.	Please explain in which way MFA to support IPv6 devices	Please be guided by the RFP
107	9	Annexure VIII, General specification	Solution must support unlimited licenses and pay per use model	Can it be based on named user based license and pay per use as per active named user in the system.	Please be guided by the RFP
108	10	Annexure VIII, Platform support	The solution must support watermark creation on end machine	Please explain watermark requirement	Please be guided by the RFP
109	1	LIC Annexure-VIII-_Technical-Specifications : Point No.8 (A. Multifactor Authentication)	The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must be able to provide its own biometric solution at additional cost.	Please share the OEM and model details of Bio Metric.	The details shall be provided to the winning bidder .
110	2	LIC Annexure-VIII-_Technical-Specifications : Point No.1 General specifications	The solution must be able to cater to the present as well as future requirements of LIC, during the contract period. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least 1,00,000 concurrent user connections and 2,00,000 Named user	Pls. confirm if sizing in the bid has to be provided for concurrent users, Named users or both	Please be guided by the RFP
111	3	Clause 4; Page No. 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	We request LIC to amend the clause as:- The bidder/**OEM** must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the la+D9st three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Please refer to the revised "Minimum Eligiblity Criteria"
112	4	Clause 12; Page No. 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	We request LIC to amend the clause as:- The **bidder/OEM** has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligiblity Criteria"
113	5	Clause 2; Page No. 8	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) System Integrator in the business of providing multi factor authentication services for VPN setup since last 5 years preceding the date of this RFP	We request LIC to amend the clause as:- Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) **System Integrator in the business of providing multi factor authentication services for VPN setup preceding the date of this RFP**	Please be guided by the RFP
114	1	LIC Annexure-VIII-_Technical-Specifications : Point No.8 (A. Multifactor Authentication)	The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must be able to provide its own biometric solution at additional cost.	Please share the OEM and model details of Bio Metric.	The details shall be provided to the winning bidder .
115	5	Clause 4; Page No. 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	The Bidder/OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above Total of at least two orders should be for ten thousand concurrent users.	Please refer to the revised "Minimum Eligiblity Criteria"
116	6	Clause 12; Page No. 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	The Bidder/OEM has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligiblity Criteria"
117	8	Minimum Eligibility Criteria (MEC) , SL No. 2 , Page No. 8	System Integrator in the business of providing multi factor authentication services for VPN setup since last 5 years preceding the date of this RFP.	System Integrator/OEM in the business of providing multi factor authentication services for VPN setup since last 5 years preceding the date of this RFP.	Please be guided by the RFP
118	1	Section - 17 Page no 15	Bid Validity Period Bids shall remain valid for 1 year from the date of submission of bids.	Bid Shall remain valid for 90 days from the date of submission of bids.	Please be guided by the RFP

119	2	Section 1.1 Page no 27	The bidder shall be responsible to provide within scope of work all facilities like labour, transportation, tool Kits, testing equipment etc. which is necessary for successful deployment of solution.	Please clarify ownership of tool kits, testing equipments, etc. It shall be owned by LIC or Bidder.	Please be guided by the RFP
120	3	Section 1.2 Page no 27	The initial requirement is for 10000 users (concurrent licenses) which may be scaled up to 50,500 users. These users will be using the Multi-Factor Authentication, Contextual Access Solution and Remote connectivity solution.	Please clarify number of users since efforts and tool licenses will differ accordingly	Please be guided by the RFP
121	4	Section 1.6 Page no 28	Preparation of System Requirement Specification Document	Does LIC has any System Requirement Specification Document for Multifactor Authentication	The information shall be provided to the succesful bidder
122	5	Section 2.3 Page no 32	LIC expects the bidder to train the administrator/business users till the personnel gain enough expertise in the system and capable of taking over the training function.	Please clarify number of trainees for each trainings.	Immediately after deployment 2 trainings in a quarter and subsequently one training in each quarter
123	6	Annexure-VIII-_Technical-Specifications-MFA - B. Contextual Access Point No 4	The solution must calculate device context based on parameters	The solution is possible through an end-point client. Will an end-point client appraoch acceptable to LIC?	Yes
124	7	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 6	The solution must support watermark creation	More details are needed for the use case	Please be guided by the RFP
125	8	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 10	The solution must be able to provide agent based access which does not require admin rights and support web, RDP and other applications	More details are needed for the use case	Please be guided by the RFP
126	9	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 11	The solution must be able to provide agent with admin rights access to support any type of application and be available for Windows, Linux, macOS, Android, iOS	More details are needed for the use case	Please be guided by the RFP
127	10	Annexure-VIII-_Technical-Specifications-MFA - C Platform Support Point No 12	The solution must be able to provide secure access to applications without requiring a layer 3 network briding function and should support layer 4 or layer 4 based gateway fucntion	More details are needed for the use case	Please be guided by the RFP
128	12	Annexure-VIII-_Technical-Specifications-MFA - General specifications Point no 15	OEM with class II shall be given preference	Please clarify the OEM class II preference	Please refer to the revised Technical Specifications and revised "Minimum Eligiblity Criteria"
129	13	Minimum Eligibility Criteria (MEC) Point 4, Page 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Does it have to be same solution & or can be any MFA solution, Would request you to Ommit this for Indian OEM Under Make in India, to support Indian OEM.	Please refer to the revised "Minimum Eligiblity Criteria"
130	14	Minimum Eligibility Criteria (MEC) Point 12, Page 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Would request you to Ommit this for Indian OEM Under Make in India, to support Indian OEM.	Please refer to the revised "Minimum Eligiblity Criteria"
131	15	Consortiums or sub-contractor Point 28, Page 18-19	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.	Since Endpoint security Solution is also required along with MFA solution. System Integrator shall be allowed to propose 2 OEM solutions (which might or might not be from a single OEM).	Please be guided by the RFP
132	16		The solution must be able to support FIDO protocol, compactable with any FIDO compliant security key or implementations on mobile phones and windows hello	Q. Is it expected that the proposed solution needs to be integrated with Windows hello? Kindly confirm	Yes
133	17		The proposed solution must be able to integrate Bio-metric based authentication like fingerprint scanner and facial authentication as 2FA without application modification	Q. As the requirement is for the MFA product to be integrated with various LIC applications and the MFA product is an API-based application without front-end pages, we assume the respecting calling applications will take care of the front-end pages with respect to authentication modes like biometric, facial, etc. Please confirm	Please be guided by the RFP
134	18		The solution must have its own mobile authentication app as well as work with other authenticator app for mobile OTP	Q. Proposed solution has its own mobile app for OTP, as well as Google Authenticator App, which is also supported, please confirm if this suffices the requirement	Yes
135	19		The proposed solution must be able to enable multifactor authentication when user is using any pc and smart phone including windows desktop OS,windows server OS,Linux OS, mac OSX,ioS and Android etc.	Please confirm, if MFA is required for authenticating the users while logging into the said operating systems.	Yes
136	20	Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	4. The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	The bidder/ OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least one order should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Please refer to the revised "Minimum Eligiblity Criteria"
137	21	RFP document, Section C, Clause 34 Pg 19-20	**Liabilty of the Successful Bidder** The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be **unlimited.**	We request the Limitation liability clause to mentioned in RFP capping Bidder liability under the contract. Limitation of liability clause. "Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or wilful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. For any liability not excluded by the foregoing, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable order giving rise to the liability. Such limited liability is applicable for all claims including those for liquidated damages, confidentiality, infringement of Intellectual Property and any indemnification under the Agreement.	Please be guided by the RFP

138	22	RFP document, Section D, Clause 8 Pg 23	**Consequences of Termination of the Selected Bidder:** In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.	Bidder suggest that if the termination is done by LIC for convenience or any other reason not attributable to bidder, the Performance Bank Guarantee shall not be invoked by LIC. Further, we request LIC to include the points no. 1. 1. Incase of termination of contract by LIC without cause or for convenience, LIC shall be required to pay exit charges (termination convenience fee) to cover for all losses to Bidder as mutually agreed between LIC and Bidder for terminating the contract for reasons other than mentioned in the RFP. 2. Under what conditions will the Bidder be able to terminate the contract from their end?	Please be guided by the RFP
139	23	RFP document, Section D, Clause 10 Pg 23	**Limitation of liability:** Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Bidder proposes to replace this clause with the following: Notwithstanding anything contained in the RFP or any other place, the Bidder shall not be liable for any indirect, incidental, consequential, special exemplary or punitive damages or for any loss of profit, loss of data, loss of business / revenue, loss of goodwill, loss of customer, cost of purchasing replacement services for any reason whatsoever. Further, in case of service related matters the sole liability of the Bidder and sole remedy of Customer shall be the limited to the applicable credit allowance and / or right to terminate the contract as mentioned in the applicable service schedule. For any other loss or damage, the overall liability of the Bidder shall be capped to twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the said liability. Provided that nothing contained herein shall be construed as limiting the liability of either Party for (a) personal injury or death resulting from the negligence of a Party or its employees, (b) fraud or fraudulent misrepresentation, or (c) wilful misconduct"	Please be guided by the RFP
140	24	RFP document, Section D, Clause 12 Pg 23	**Copyright Violation and Patent Rights:** The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder. The Bidder shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM/OSD/OSO to safeguard the Corporation"s interest with regards to IPR. IF THE BIDDER IS NOT ABLE TO COMPLY WITH THIS CONDITION, THE BID WILL BE TREATED AS NON-RESPONSIVE	Bidder suggest to limit the liabilities to an amount of twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the said liability	Please be guided by the RFP
141	25	RFP document, Section D, Clause 13 Pg 24	Fraud and Corrupt Practices	This should be mutual	Please be guided by the RFP
142	26	RFP document, Section E, General - 2.9, Pg 34	Right to Audit	Per our standard the Audits are carried out once in a year with prior notification of 30 days to Bidder, at the cost of the Customer. Any such inspection shall be for the books and account in relation to the RFP only. Auditors have to be verified by TC and audit shall be conducted by approved in compliance with applicable laws. Remote hands fees are applicable if audits are carrried ou t for more than 4 hours a day. Any audit conducted by or on behalf of Customer pursuant to this Section [XX], shall be conducted with the utmost integrity, employing an acceptable level of skill and technical knowledge. Customer shall, and shall cause its Auditor to, (i) comply with any rules or requirements of Supplier governing access to an audited Supplier Facility (including any security or safety rules); (ii) take all necessary care to avoid loss or damage to Supplier property; and (iii) prevent unnecessary and excessive consumption of Supplier personnel resources. Customer shall also indemnify, defend and hold Supplier harmless from any and all costs or expenses arising from any breach. Scripts shall not be alowed to run on shared infrsstructure.	Please be guided by the RFP
143	1		The proposed solution must be able to enable multifactor authentication for work from home user using any VPN or remote gate way that LIC could use	Q. Kindly let us know the protocol supported by VPN and remote gateway devices for authentication/authorization	All standard protocols should be supported
144	2		The Solution must provide support for the following type of multi factor authentication based on TOTP: SMS ,EMAIL, Mobile Authenticator, hardware token	Q. Kindly let us know the make and model of the hardware token required to be supported	Any AUTH compliant hardware should be supported
145	3		The solution must be able to support FIDO protocol, compactable with any FIDO compliant security key or implementations on mobile phones and windows hello	Q. Kindly let confirm if the FIDO token needs to be supported on mobile devices. Q. Is it expected that the proposed solution needs to be integrated with Windows hello? Kindly confirm	Yes
146	4		The solution must be able to add MFA to any AD/LDAP enabled application	Q. What are the protocols required to be supported by the applications to be integrated for MFA	Please be guided by the RFP
147	5		The proposed solution must be able to integrate Bio-metric based authentication like fingerprint scanner and facial authentication as 2FA without application modification	Q. As the requirement is for the MFA product to be integrated with various LIC applications and the MFA product is an API-based application without front-end pages, we assume the respecting calling applications will take care of the front-end pages with respect to authentication modes like biometric, facial, etc. Please confirm	LIC of India will not modify its applications . The assumption is incorrect . Please be guided by the RFP .
148	6		The solution must have its own mobile authentication app as well as work with other authenticator app for mobile OTP	Q. Proposed solution has its own mobile app for OTP, as well as Google Authenticator App, which is also supported, please confirm if this suffices the requirement	Yes
149	7		The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must able provide its own biometric solution at additional cost	Q. Proposed solution has its own Biometric authentication engine which can be integrated with respective LIC applications, hope this suffice the requirement, kindly confirm	Please be guided by the RFP
150	8		The proposed solution must be able to enable multifactor authentication when user is using any pc and smart phone including windows desktop OS,windows server OS,Linux OS, mac OSX,ioS and Android etc.	Kindly confirm if the MFA product is to be integrated with applications running on the said operating systems or MFA is required for authenticating the users while logging into the said operating systems. Please confirm.	Yes

151	1	Annexure VIII- Technical Specification MFA A. Multifactor Authentication	The solution must provide support for all of following type of multi-factor authentication based on TOTP: SMS, Email, Mobile authenticator, hardware token	Please add HOTP tokens and if possible remove TOTP & Email tokens. TOTP tokens have known to cause a lot of problems due to time drift & resynchronisation. This results in increase in number of Help desk tickets. Organizations are now moving towards HOTP based tokens. Email does not have a possession factor which is required for Out of Band Authenticators and hence even NIST discourages organizations to use Email as OOB authentciators - https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-63b.pdf Moreover, bank has asked Email to be protected by MFA and allowing email as OOB authenticator can result in absurd outcomes.	Please be guided by the RFP
152	2	Annexure VIII- Technical Specification MFA A. Multifactor Authentication	The solution must be able to integrate with both on-premise and any cloud based application using standard based protocols like RADIUS and SAML	Please include LDAP & OIDC as well. Many applications connect to AD through LDAP protocol and OIDC is also a common SSO protocol	Please be guided by the RFP
153	3	Annexure VIII- Technical Specification MFA A. Multifactor Authentication	The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must be able to provide its own biometric solution at additional cost.	Please add 'or should provide a solution that supports WebAuthN for biometric'. Most biometric solution integrate with MFA platforms through WebAuthn protocol.- https://webauthn.guide/	Please be guided by the RFP
154	4	Annexure VIII- Technical Specification MFA B. Contextual Access	The solution must calculate device context based on following parameters and allow, block and limit access of the user based on calculated context: a. User's device's unique ID like OS ID or browser ID b. User's device's using hardware ID with minimum 3 params like MAC ID, HDD ID, CPU ID, Motherboard ID c. geolocation of the device d. Device OS type and version e. Antivirus status f. Certificate installed on the device g. Windows OS license validity and update patches	Please modify the point with below changes ;- a - Need clarification on what LIC means by ID. Is it type and version of OS & browser ? b - Please modify point with 'OR User's device using GUID/UUID' (GUID/UUID are strong unviversally accepted methods to identify devices uniquely) g - Request to remove this point as software license management is not a common feature of most OEM MFA solutions Request to add more posture points which can be helpful to LIC - Check for Disk Encryption State - Check for Firewall State	Please be guided by the RFP
155	5	Annexure VIII- Technical Specification MFA B. Contextual Access	The solution must provide access to limited applications that are provisioned for the user based on access control policy considering following parameters: a. User ID b. User's role based on group or OU membership c. Detected Device context d. Time of access: Day and time	Request to remove point 'd. Time of access: Day and time' as this is a functionality of Primary Authentication such as AD, LDAP, RADIUS or any other Idp. Most MFA solutions do secondary authentications and hence do not have this functionality.	Please be guided by the RFP
156	6	Annexure VIII- Technical Specification MFA C. Platform Support	The proposed solution must be on premise deployment with no connection to a SaaS service. Only in case where a SaaS service is must like push notification, a SaaS service component can be used with due approval of LIC, however user identity information including phone no., email ID, department membership and other personal information, and other LDAP/AD attributes must not be synched with SaaS service.	Request to modify the point with 'OR Proposed solution should be a SaaS solution with cloud in India & no PII other than user's Username, telephone number, email ID, Org name should be synced to cloud. LIC should be able to request deletion of personal data to SaaS solution provider. Relevant reports such as SOC2 Type 2, Penetration testing, security assessment, etc should be provided by SaaS solution provider"	Please be guided by the RFP
157	7	Annexure VIII- Technical Specification MFA C. Platform Support	The solution must support watermark creation on end user machine to act as deterrent to users from taking a photo or video from mobile phone	Request to remove this point. This is a Endpoint DLP solution functionality and not a MFA solution which only gets triggered during authentication of a user & device.	Please be guided by the RFP
158	8	Annexure VIII- Technical Specification MFA C. Platform Support	The solution must be able to integrate with LIC's existing SMS Gateway via HTTP/HTTPS based API	Please modify the point with 'OR the solution should be able to provide SMS authentication as a service natively'	Please be guided by the RFP
159	9	Annexure VIII- Technical Specification MFA C. Platform Support	The solution must be able to provide agent with admin rights access to support any type of application and be availble for Windows, Linux, macOS, Android and iOS	Need clarification on point 'support any type of application' from agents perspective. What type of applications are being discussed ? Please name a few for clarification & understanding.	Please be guided by the RFP
160	10	Annexure VIII- Technical Specification MFA C. Platform Support	The proposed solution must be able to be deployed in virtual environments such as VMware/Hyper-V/Nutanix Acropolis and in future must support hyperscalers like Azure, AWS, OCI and GCP.	Please modify the point with ' Any on-prem component of the proposed solution ... ' and include 'and if the component is an application then it should support Windows & Linux OS'	Please be guided by the RFP
161	11	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The Solution must provide on-demand and policy based endpoint control features to restrict user from copying or downloading data from LIC application to local PC. The feature must include: Blocking copy from browser to any other application Blocking copy from any specified application to any other application Blocking copy from all applications but allowing specific application Blocking print screen for whole system Blocking all screen recording software Blocking any software that can take snapshot of the user PC	Request to remove this point. This is an EDR solution functionality and not a MFA solution which only gets triggered during authentication of a user & device.	Please be guided by the RFP
162	12	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must provide endpoint control features to restrict user's Internet based on following policies: 1. Whitelist a domain name or IP address 2. Blacklist a domain name or IP address such feature must avoid redirecting Internet traffic to a centralized gateway and dropping it that consumes user's Internet bandwidth.	Request to remove this point. This is an EDR functionality and not a MFA solution which only gets triggered during authentication of a user & device.	Please be guided by the RFP
163	13	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must enable endpoints controls (data copy control, Internet control) once user is logged into LIC network remotely and such controls must get disabled when user is disconnected from LIC network.	Request to remove this point. This is not a functionality of a MFA solution	Please be guided by the RFP
164	14	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must be able to keep endpoint control features enabled as soon as user boots up the PC and remain enforced. User must not be able to disable such data copy enforcements.	Request to remove this point. This is an EDR solution functionality and not a MFA solution which only gets triggered during authentication of a user & device.	Please be guided by the RFP
165	15	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must be able to mitigate browser hijacking issues by creating isolation between corporate and non-corporate application launches by launching apps in different browsers	Request to remove this point. Browser isolation is not a functionality of a MFA solution. Please specify if a separate solution/ tool can be proposed for this requirement.	Please be guided by the RFP
166	16	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must be able to provide a built-in browser to avoid the threats from user's local browser.	Request to remove this point. Browser isolation is not a functionality of a MFA solution. Please specify if a separate solution/ tool can be proposed for this requirement.	Please be guided by the RFP

167	17	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must ensure that user can not run any unauthorized application that can extract data from LIC applications using automated tools	Request to remove this point. This is an EDR solution functionality and not a of a MFA solution which only gets triggered during authentication of a user & device.	Please be guided by the RFP
168	18	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must provide all of these features while the user is using existing VPN if any	Request to remove this point. This is an EDR solution functionality and not a of a MFA solution which only gets triggered during authentication of a user & device.	Please be guided by the RFP
169	19	Annexure VIII- Technical Specification MFA D. Endpoint Control Features	The solution must provide inactivity monitoring and logout the user on detection of inactivity after configured interval.	Request to remove this point. This is not a functionality of MFA as most MFA solutions do not monitor active connections.	Please be guided by the RFP
170	1	Activity Schedule Earnest Money Deposit (EMD) Page No: 7	Total EMD : Rs.1,00,00,000 (Rupees One Crore only) EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document.	Request you to please give EMD exemption for Medium category bidders also.	Please be guided by the RFP
171	2	Section-B:ELIGIBILITY CRITERIA Sr. No.4 Page No: 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance /FinancialInstitutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Request you to please provide relaxation by mentioning Bidder/OEM	Please refer to the revised "Minimum Eligiblity Criteria"
172	3	Section-B:ELIGIBILITY CRITERIA Sr. No.5 Page No: 9	Bidder must have had a minimum turnover of Rs. Two Hundred Crores in each of their last three financial years preceding the date of this RFP.	Request you to please make it 100 to 150 Crores	Please be guided by the RFP
173	4	Section-B:ELIGIBILITY CRITERIA Sr. No.12 Page No: 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Request you to please provide relaxation by mentioning Bidder/OEM	Please refer to the revised "Minimum Eligiblity Criteria"