RFP for Supply, Installation, Implementation, and Maintenance of Data Classification and Discovery Tool
Ref.: LIC/CO/IT-BPR/DCT/2023-24 Dated: 24.05.2023

Sr. No.	RFP Document Reference (Section & Page Number)	Clarifications 1 to Pre-bid queries		
		Clause (in brief) of RFP requiring clarification (S)	Brief Details / Query in reference to the clause	Clarifications
1	Page no 38 3. Eligibility Criteria Sl no. 7	The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years.	The clause may be revised to read as "The bidder should have supplied, installed and implemented minimum of 1000 Data Classification and or 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years."	RFP conditions stand
2	Page no 39 3. Eligibility Criteria Sl no. 15	The bidder should have back to back support and be authorized Gold/Silver/High level partner with OEM for minimum 1 year OEM should have a support centre in India and should provide full support (back to back support) in implementation of the project and during the project period. The bidder should have mechanism of providing support to deployed hardware through own resources or through appointed service partners.	As per RFP MAF from OEM to be submitted. Therefore, the additional criteria of Gold/Silver/High level partner is not considered required and may be removed.	RFP conditions modified .Pl refer corrigendum
3	Page no 106 Technical Capability Criteria Sl no 2	Partnership of bidder with proposed Data Classification and Data Discovery tool Solution OEM(Gold/High /Silver) minimum 1year	Clause to be deleted as per Sl 2 above.	RFP conditions stand
4	Page Number 11 2. Instructions to Bidders -->> 2.2 Overview of the RFP	This RFP is for Supply, Implementation, and Maintenance of Hardware, Software of Data Classification Tool for 30,000 Windows Desktops users, 65,000 RHEL desktop users and Data Discovery Tool for 1,000 Databases for 5 years	Need to discuss this point	RFP conditions stand
5	Page Number 11 2. Instructions to Bidders -->> 2.2 Overview of the RFP	LIC reserves its right to increase or decrease the quantity or add to or delete from the requirement (maximum 10%) anym item on account of increase in number of users, number of offices or any change in solution implementation architecture. Such change if any will be intimated to all the bidders.	How many users/devices will increase or what is the future expansion quantity so we can propose a solution accordingly on Day 1	Pl refer the clause in RFP
6	Page Number 38 3. Eligibility Criteria -->> Sl No. 1	The bidder should be a registered entity in India (or) a company/statutory body owned by Central/State Govt.	Is this a mandate clause or can be changed	RFP conditions stand
7	Page Number 38 3. Eligibility Criteria -->> Sl No. 5	The bidder should have registered an annual revenue of at least Rs.100 crores in each of the three accounting years preceding the date of release of this RFP.	Need to discuss this point	RFP conditions modified .Pl refer corrigendum
8	Page Number 38 3. Eligibility Criteria -->> Sl No. 7	The bidder should have supplied, installed and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years.	Need to discuss this point	RFP conditions stand

9	Page Number 38 3. Eligibility Criteria -->> Sl No. 8	The bidder (including its OEM, if any) should be Class-I local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.This condition is for bidders/OEM who are bidding under Public Procurement (Preference) to Make in India	Is this Make in India clause is mandate or client is open to other out-of-India OEMs	RFP conditions stand
10	Page Number 63 6.1 Executive Scope of Work	b) On-site management and maintenance support Services of SI for Resources	Need to understand in details	RFP conditions stand
11	Page Number 63 6.3.1 Hardware	The hardware components including ,servers ,storage ,load required , and rack network switches, network cables shall be provided by the bidder .the sizing of hardware should take into account successful running for 5 years .	Need to understand in details as bidder usually doesn't provide the required infra but they can assist/help the client to arrange the same.	RFP conditions stand
12	Page Number 68 6.4.5 CyberSecurity , Business Continuity Processes and DR drill	1. The Bidder has to formulate the BCP processes in line with the IRDAI guidelines and conduct DR Drill twice a year. The DR drill conducted has to be evaluated by a third party (CERT-in-empaneled)	Need to discuss this point	RFP conditions stand
13	Page Number 68 6.4.5 CyberSecurity , Business Continuity Processes and DR drill	5. Post installation of Solution , with all its component including OS, VA&PT Vulnerability Assessment & Penetration Testing shall be conducted, be provided by LIC CSD team to bidder report to be complied/fixed before installation of the software (Database, application).	Are we considering VAPT by the bidder for the solution?	Bidder is required to comply and plug the vulnerabilities after the VA PT conducted by LIC-Cybersecurity team
14	Page number 75 8. Service Level Agreement (SLA), Penalties	Project completion period for deployment of the solution both at server end and client on desktops /mobile devices/laptops --> 20 weeks from Date of acceptance of Purchase Order-->0.5% of cost of software per week of delay or part thereof	Need to actually evaluate the timelines considering thousands of end-devices whether 20 weeks is sufficient or not based on the availaibity of the devices too	RFP conditions stand
15	Page number 77 8. Service Level Agreement (SLA), Penalties	7. Uptime of Solution--> 99.5 % uptime monthly Resolution to be done within 4 hours Uptime % = ((Number of hours in month – Number of hours impacted in month) *100) Total Number of hours in month	Power availaibity, Resource availaibity in LIC premises etc	Onsite resources and all maintenance related resources will be provided by bidder .Power in Data Centre will be provided by LIC
16	Page number 77 8. Service Level Agreement (SLA), Penalties	CA/VA /PT /Secure Code and configuration Review gaps to be complied and CERT-In/LIC advisories and IRDA Cyber security compliance Points on all Hardware /Software to be complied--	Need to calculate if 7 days are sufficient to close all the points.	RFP conditions stand
17	Page number 77 8. Service Level Agreement (SLA), Penalties	Delivery of hardware--> 7 weeks from date acceptance of Purchase Order	Need to increase the delivery time lines upto 10-12 weeks	RFP conditions stand
18	Page No. 38 3. Eligibility Criteria	5. The bidder should have registered an annual revenue of at least Rs.100 crores in each of the three accounting years preceding the date of release of this RFP.	We request LIC to reduce annual turnover criteria of 100 crores to average of 50 crores for 3 years. Trust LIC will accept our request	RFP conditions modified .Pl refer corrigendum

19	Page No. 38 3. Eligibility Criteria	7. The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years	Need more clarity on this criteria. Does it mean 1000 types of data in Multiple BFSI? We would also request LIC to consider any International/Foreign Installations in BFSI	RFP conditions stand .
20	Page No. 38 3. Eligibility Criteria	8. The bidder (including its OEM, if any) should be Class-I local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.This condition is for bidders/OEM who are bidding under Public Procurement (Preference) to Make in India	Our OEM' software development, R&D center is based out of India. We are sales and technical support partner for India, South East Asia and ME. OEM operates through its local partner like Concerto for its sales & Implementation. Hence, the request to consider Concerto on par with Make in India supplier.	RFP conditions stand
21	Page No. 39 3. Eligibility Criteria	9. The bidder should have at least 3 resources certified for security certifications such as CISA / CISM / CISSP / CEH.	We request LIC to ammend the clause as below- "The bidder or Its OEM should have at least 3 resources certified for security certifications such as CISA / CISM / CISSP / CEH." Trust LIC will accept our request	RFP conditions stand
22	Page No. 39 3. Eligibility Criteria	10. The bidder should have either of the following valid certificates: /ISO 27001/ISO 9001/ CMMi Level 3 (or higher)	We request LIC to consider PCIDSS certificate in lieu of /ISO 27001/ISO 9001/ CMMi Level 3 (or higher) Trust LIC will accept our request	RFP conditions stand
23	Annexure VII A (Section A & Pg no 96)	Functional and Technical Requirements	Whether comments is Mandatory for Bidders comments in Annexure VII A, What does reference number refer to ?	Comments is not mandatory it is for providing details , ,reference number is for page number if any brochure or product literature/details is enclosed in bid
24	2.15, Pg No 19	Instructions for Bid Submission	In the envelope 2 are we supposed to submit hardcopy of Annexure VII A & B along with the hardcopy of Technical Proposal	In the Envelope 2 -The Hardcopy of the Eligibility and Technical Bid Documents should be submitted in a sealed envelope super scribed as: "ELIGIBILITY AND TECHNICAL BID for RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 Dated: 24.05.2023 RFP for Supply, Implementation, and Maintenance of
25	Pg no 63 - 6. Scope of work and Deliverables ,6.1 Executive Scope of Work	Supply, installation, implementation, and maintenance at DC and DR (for a period of 5 years) of Data Classification Tool and Data Discovery tool	Since On prem Resource is only in DC , do you have any monitoring system in place to monitor the servers in DR	Onsite resources needs to monitor both DC and DR servers
26	Pg no 64 , Pt no 6.3.3 Products/software solutions to be supplied	MYSQL and RHEL Enterprise Version available with LIC	Bidder is expected to procure licenses for Oracle, Oracle Exadata, SAP Hana and MS SQL. Please clarify if we have any preference related to procuring Enterprise version or Standard version ?	Bidder is required to supply any software license other than MY SQL or RHEl that is required to run the application Data Classification and Discovery tool
27	Pg no 64 , Pt no 6.3.3 Products/software solutions to be supplied	Data Discovery tool: Number of licenses -1000	Whether the scope is for 1000 instances or 1000 db's? What about Oracle, Oracle Exadata, MS SQL license, are they included in the 1000 license ?	Yes ,Discovery of Oracle, Oracle Exadata, MS SQL Databases is included in 1000 license

28	Annexure VII A, Pg no 98, Pt no 15	Desktop /laptops -Windows 7,8*,10,11	Are the Laptops Part of DC ? Do they move out of DC time to time ? Win 7, 8 support from MS is being sunset, while 10 they have specified minimal support. Is LIC planning to move these OS to latest version, before activity start or otherwise?	RFP conditions modified .Pl refer corrigendum
29	Pg no 61, Section 5	LIC may place separate PO's in Phases	Are we looking to take the project in a phased manner, as see options to release PO in staggered manner. If so, kindly clarify. As welll any delay in PO release will affect the project schedule, and hope LIC is fine with it, and the penalty clauses would not apply in this case?	The project is envisaged to be implemented in phased manner .Penalty clauses apply from date of PO and so delay in issue of PO will not matter
30	Pg no 63, c (iii) Section 6.1	Implementation of HA in DC and DR	DC DR setup seems to be in Active Passive mode, and expectation is to HA mode made available, can you please clarify	HA mode is within DC
31	Pg no 63, c (i) Section 6.1	DFA processes for various LIC Departments	Are we speaking of Data Assessment with respect to its flow between upstream and downstream system is to be analyzed and documented and provided as report? What is the holisitic expectation here?	The expectation is that sensitive data is identified ,so that it is classified and appropriate policies can be configured on the Data Classification Tool
32	Pg no 64, Section 6.3.3	Expectation of Data Classification appliance to suggest rules/controls to prevent data leak incidents	Please clarify on the expectations here?	
33	Pg no 63, Section 6.1	Expectation on Onsite Resource (4 L1) availability	Will the 4 L1 resource availability expected for 5 yrs after go live or otherwise. Are we looking at a split of resources between DC and DR?	All 4 L1 resources will be placed at DC but will have to monitor servers at DR remotely
34	Section 6.4.5 Pg 68 point 4	LIC may not provide any remote session and direct internet connectivity to the equipment in terms o system	Understand no remote connectivity or Internet connectivity provided, and clarity needed on how SW upgrades or SW movement into the DC and DR will be done. Do we have any standard folder or share point where data will be putforth and we pick up the same from their and install, support, or we need to get them in storage sticks etc. How can SISA provide offsite support if LIC cannot meet this requirement ?	LIC may allow remote sesssion depending on necessity
35	Section 6.4.5 pg 68 .point 15	Data Encryption: The system shall support a minimum of 256-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable	The data encryption in transit being spoken is via TLS/SSL. Are we specifying that vendor application should have this enabled in their system, while transferring data within their application. Asking to check if the understanding is correct?	Yes ,The system shall support a minimum of 256-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable
36	Section 6.6 Pg 70, point 1	Bidder shall train specified LIC employees for operational system. The Training shall be imparted at a location suggested by Central office IT Department (likely to be a persons for 3 days in two batches at Mumbai) for a team of around 10	Once the LIC members are trained, idea is to use them as L2 or otherwise. Trying to understand the level of training to be prepared and provided	Yes
37	Section 6.4.5 Pg 68 point 15	Data Encryption: The system shall support a minimum of 256 encrytion for sensitive data, and information while in transfer and conform to relevant guideline wherever applicable	is this needed since LIC opted for on-prem version of SISA Radar?	Yes ,The system shall support a minimum of 256-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable
38	Page 98, Section 7 A (annex), pt 40	Capability to integrated with LIC PAM, SIEM, AD	Please clarify on the PAM & SIEM solution and versions used currently?	the PAM solution is Iraje and SIEM is Arcsight

39	Page 97, Section 7 A (annex), pt 24	Support for AWS S3, Azure, Google Cloud	Need clarity on the data sources planned Azure and Google Cloud?	Data sources in AWS S3, Azure, Google Cloud are for future requirement
40	General Query	MS Office used	Please cariify on the version of MS Office used ex: O365, MS 2019, 2016 or 2012 etc?	MS office 2007 , 2010 onwards
41	Page 64, Section 6.3.3	Support Windows, RHEL, Oracle Enterprise Linux, specifed in Scope	While in Technical Specification VII Annexure, point 20, we are asking support for IBM AIX, Solaris, HPUX? Please clarify?	
42	Page 64, Section 6.3.3	Support for Thunderbird email expected	While in Technical Specification VII Annexure, we do not see this need? Please clarify?	RFP condition is modified .Pl refer corrigendum
43	Page 16, Section 2.13	Earnest Money Deposit	Can submission of EMD (INR 4,00,000) be done via NEFT?	EMD is to be submitted as Bank Guarantee .RFP condition is modified Pl refer corrigendum
44	Page 65, Section 6.3.3	Products/software solutions to be supplied	The initial Support & contract period would be for 5 years, in license warranty would be for 3 years and 2 years AMC. What is meant by this?	The support should be for 5 years .
45	Page 43, Section 4.10.2	LIC ownership of Intellectual Property Rights in Contract Material	What is meant by perpetual License.	This clause is about contract material
46	Page 114	DSC to be used on E-tendering portal	is it to be the Director's only, or can it be of any authorized signatory on behalf of the company	The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments.
47	Page 38 Section 3	The bidder should have registered an annual revenue of at least each of the three accounting years	Can this be relaxed?	RFP conditions are modified.Pl refer corrigendum
48	Annexure VII A, Page 97 Point-11	The solution should provide high availability seamless DC-DR migrations and vice- versa	Please calrify the expectation on seamless DC-DR tranfer, the solution if performed backup and restore is the way it can achieved.	The solution should provide high availability seamless DC-DR migrations and vice- versa , and not through backup and restore
49	Annexure VII A, Page 97 Point-14	The solution should enable the classification should support all mainstream server, desktop ,mobile, tablet and laptop Operating Systems (OS), which include the following	The data on mobile phones and tablets are not generally not required to be labelled since these are personal devices and end users would not encourage any intervention of corporate on personal devices, also from Mobiles etc data access should be restricted to be transmitted via various data protection tools.	RFP conditons stand
50	Annexure VII A, Page 97 Point-15	Desktop /laptops -Windows 7,8*,10,11	Windows 7 and 8 are obsolete the version Even micisorft Stop supporting these operation system. We request to consider windows 10 and above version for solution.	RFP conditions modified .Pl refer corrigendum
51	Annexure VII A, Page 97 Point-16	Desktops-RHEL 5.* ,RHEL 7.* and above versions with Open office ,pdf files	What is the overall linux usage , is there any plan to reduce linux and open office environment in future. It becomes difficult for classification tools support linux environemts and seen having issues in long run.	Overall linux usage is 60-65%.
52	Annexure VII A, Page 97 Point-17	Server-Windows Server 2012 and above	Data on server file shares are generally not looked directly by classification tools, please clarify if discover module be used for data discovery on servers where scripts can be used to classify the data.	Data Discovery module can be used
53	Annexure VII A, Page 97 Point-18	Server -RHEL 7.* and above with web server/application server	Please clarify the requirement against web server for classification needs.	Requirement may be in case of any file containg sensitive data on web server/application server

54	Annexure VII A, Page 97 Point-20	Server -IBM Linux, IBM AIX, HPUX, Solaris	Please provide details what is expected on these server types for data classification	DB, files ,documents on server of these OS should be discovered and classified
55	Annexure VII A, Page 97 Point-21	Open office with base OS RHEL	Please provide the details what is required for open office on RHEL, please explain the use case and over all usage impact in the organisation	Documents in Open office should be classified.60-65% of the organisation uses Open Office
56	Annexure VII A, Page 97 Point-24	Support for Cloud Environment like AWS S3, Azure, Google Cloud	We will need clarity on following : 1) Does LIC have data stored on cloud application like AWS, Azure, Google, if yes what all services are being used on these platforms to store data. 2) Any servers installed on AWS or Azure. 3. or it has been asked to deploy solution on these platforms.	LIC does not have data on cloud applications at present.This is a future requirement
57	Annexure VII A, Page 97 Point-25	DB-MySQL with base OS -RHEL	what is the use case of classifying data in Data base as genrally the rows and columns contain data in structured format which anyways is senstive, however tagging is majorly used on unstructured data when used by end user or kept in different locations. Please clarify	Use case is Discovery of PII or sensitive data and classification in table properties or as a report
58	Annexure VII A, Page 97 Point-26	DB-Oracle with base OS RHEL	what is the use case of classifying data in Data base as genrally the rows and columns contain data in structured format which anyways is senstive, however tagging is majorly used on unstructured data when used by end user or kept in different locations. Please clarify	Use case is Discovery of PII or sensitive data and classification in table properties or as a report
59	Annexure VII A, Page 97 Point-27	DB-Oracle-exadata ,with base OS oracle linux(engineered system)	what is the use case of classifying data in Data base as genrally the rows and columns contain data in structured format which anyways is senstive, however tagging is majorly used on unstructured data when used by end user or kept in different locations. Please clarify	Use case is Discovery of PII or sensitive data and classification in table properties or as a report
60	Annexure VII A, Page 97 Point-28	DB-SAP HANA DB Server and MS SQL server	what is the use case of classifying data in Data base as genrally the rows and columns contain data in structured format which anyways is senstive, however tagging is majorly used on unstructured data when used by end user or kept in different locations. Please clarify	Use case is Discovery of PII or sensitive data and classification in table properties or as a report
61	Annexure VII A, Page 98 Point-32	File Server on base OS RHEL	Is it the requirement to have File server hosted on RHEL , please clarify the use cases.	Requirement is to classify documents in Document Management System application on base OS RHEL
62	Annexure VII A, Page 98 Point-34	Support for scanning all types of file formats like pdf, excel, ppt, word, text files, files without extensions	what kind of files are created without extensions , unstructured file do have afile type even though file extensions are not there, are they being reffered here , please clarify	Yes
63	Annexure VII A, Page 98 Point-37	Support for scanning images inside PDF, Document, PPT etc.,CAD - engineering drawings	Does LIC use CAD engineering drawings in their environment? Please specify the use case.	Yes in the (Civil)Engineering departement
64	Annexure VII A, Page 98 Point-38	Support for scanning Audio Files	Does LIC use Audio files as business files in the enviornment, audio files are files cant be tagged based on content on them, they all should be either blocked or allowed from transmission , if classification dependency is provided then wrong classification can easily lead to audio file leak. Please clarify	Yes ,very few cases,for example in Board Sectt dept
65	Annexure VII A, Page 98 Point-46	The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice.	Open office is not reccomended in corporate environment since this is not managed , how many users are using open office and any plans to reduce the usage in future.	60-65% users i.e all RHEL desktops are installed with Open Office

66	Annexure VII A, Page 98 Point-57	The solution shall ensure the enforcement of classification and should not allow user to bypass classification option in the said documents types using MS Office, OpenOffice and MS Outlook, pdf	Open office is not reccomended in corporate environment since this is not managed , how many users are using open office and any plans to reduce the usage in future.	60-65% users i.e all RHEL desktops are installed with Open Office
67	Annexure VII A, Page 98 Point-68	The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email.	Is expectation to do rights management on emails along with classification? Can we expect the RMS integration is accepted if yes please let us know which RMS tool is in use.	No RMS tool is in use but Data Classification tools may have these features
68	Annexure VII A, Page 101 Point-88	The solution should have Ability to prevent user from downgrading the classification labels for certain department and users like finance head can downgrade , but finance ops can not.	If downgrade options is needed to be applied then it should organisation wide, else downgrading should not be done by the user at all, else it can lead easy data leakage. Please let us know if this can be changed.	RFP conditions stand
69	Annexure VII A, Page 101 Point-91	The solution should provide tooltips, classification descriptions, and help page links to assist users with classification policy.	The solution should provide appropriate suggestions based on data type and overall usage of the data. Are tips and assistance typically required ? Can it be covered via giving AI driven suggestions?	Yes
70	Annexure VII A, Page 102, Point-104	The solution should have Password vaults for to authenticate different targets so that admin does not have to enter passwords multiple time for agent less scans and database scans	Passwords are saved during the scan , but whenever a new scan is created passwords are required , this is implemented for security reasons and to ensure security is not compromised at any level. what is the use case of classifying data in Data base as genreally the rows and columns contain data in structured format which anyways is senstive, however tagging is majorly used on unstructured data when used by end user or kept in different locations. Please clarify	Use case is Discovery of PII or sensitive data and classification in table properties or as a report
71	Annexure VII A, Page 104, Point-133	The solution should provide Customizable dashboard to create multiple dashboards based on user requirements.	customisation is very subjective , how multiple dashbaord with customisation requirement , will there be multiple management teams who have to lookn into different types of transaction , please sepcify the exact requirement of customisation. Can we create single dashboard with customisation which can be consumed by IT teams?	RFP conditions stand
72	Annexure VII A, Page 104, Point-139	The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software	The Agent Can be manually installed/updated/uninstalled or via GPO	Yes
73	Annexure VII A, Page 104, Point-140	The solution should provideMinimal impact for end points . User should be able to choose low, medium and high usage for agents	these kindly of controls can jeopardise the classification ability of the solution of machines. The endpoint itself should be created in a way that it should have minimal impact on the machine without user intervention. We believe this point should be changed to that endpoint should have optimal performances at all times whenever installed on the machine.	RFP conditions stand
74	Page 38	Point 1: The bidder should be a registered entity in India (or) a company/statutory body owned by Central/State Govt	We request the department to kindly amend the ATC and include Proprietorship firm/ Partnership firm as per Procurement terms, Page no. 2 "SELLER / SERVICE PROVIDER" on GeM shall mean any legal entity such as firm(s) of Proprietorship / Partnership Firm / Limited Liability Partnership / Private Limited / Limited company / Society registered under Societies Act / Statutory Bodies etc., registered on GeM to sell its Good(s) / Service(s) to the Buyers registered on GeM.	RFP conditions stand as in the clause registered entity is allowed

75	Page 38	Point 4: The bidder should have a dedicated security practice in operation for over 5 years.	As per Procurement terms, in respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date". Hence, we humbly request the department to kindly consider the Past Project Experience as per terms and conditions for Bidder / OEM only.	RFP conditions stand
76	Page 38	Point 5: The bidder should have registered an annual revenue of at least Rs.100 crores in each of the three accounting years preceding the date of release of this RFP	We would like to bring this to your kind attention as per the notification no. P-45014/33/2021-BE-II (E-64737) Dated 20th December, 2022, Page no. 2 Point no. 1 (d) "Excessive turnover as a pre-qualification criteria requirement, not commensurate with financial capacity required for executing the contract i.e., much in excess of bid estimated value." In addition, as per GOI notification no. P-45021/2/2017-PP (BE-II) Dated 16.09.2020, Point no. 10 (b) asking for excessive turnover is an unreasonable exclusion of 'Class-I/ Class-II local suppliers' who would otherwise be eligible. Hence, we request you kindly provide fair opportunity to all the bidders as well as OEMs. Hence, we request the department to amend the turnover clause to avoid restrictions in open government tenders as the department has asked 09 Crore turnover in the bid of estimated value 06 Crore. We request you to make the necessary amendments and enable bidders as per Manual for Procurement and CVC guidelines as average Annual financial turnover during the last three years, ending 31st March of	RFP conditions are modified.Pl refer to corrigendum
77	Page 38	Point7: The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI Organization in India in the last three	As per Procurement terms, in respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date".Hence, we humbly request the department to kindly consider the Past Project Experience as per terms and conditions for Bidder / OEM only	RFP conditions stand
78	Page 39	Point 9: The bidder should have at least 3 resources certified for security certifications such as CISA / CISM / CISSP / CEH	We request the department to kindly consider the following certifications for OEMs as no bidder will have such certifications. Hence, we request you to kindly amend it as Bidder/OEM.	RFP conditions stand
79	Page 39	Point 15: The bidder should have back to back support and be authorized Gold/Silver/High level partner with OEM for minimum 1-year OEM should have a support center in India and should provide full support (back to back support) in implementation of the project and during the project period. The bidder should have mechanism of providing support to deployed hardware through own resources or through appointed service partners	Kindly accept the OEM declaration letter on Gold/Silver/High level partner with OEM for minimum 1-year OEM should have a support center in India	RFP conditions modified .Pl refer corrigendum

80	Page 38	Point 1: The bidder should be a registered entity in India (or) a company/statutory body owned by Central/State Govt	We request the department to kindly amend the ATC and include Proprietorship firm/ Partnership firm as per Procurement terms, Page no. 2 "SELLER / SERVICE PROVIDER" on GeM shall mean any legal entity such as firm(s) of Proprietorship / Partnership Firm / Limited Liability Partnership / Private Limited / Limited company / Society registered under Society's Act / Statutory Bodies etc., registered on GeM to sell its Good(s) / Service(s) to the Buyers registered on GeM	RFP conditions stand as in the clause registered entity is allowed
81	Page 38	Point 4: The bidder should have a dedicated security practice in operation for over 5 years.	As per Procurement terms, in respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date". Hence, we humbly request the department to kindly onsider the Past Project Experience as per terms and conditions for Bidder / OEM only.	RFP conditions stand
82	Page 38	Point 5: The bidder should have registered an annual revenue of at least Rs.100 crores in each of the three accounting years preceding the date of release of this RFP	We would like to bring this to your kind attention that as per the notification no. P-45014/33/2021-BE-II (E-64737) Dated 20th December, 2022, Page no. 2 Point no. 1 (d) "Excessive turnover as a prequalification criteria requirement, not commensurate with financial capacity required for executing the contract i.e., much in excess of bid estimated value." In addition, as per GOI notification no. P45021/2/2017-PP (BE-II) Dated 16.09.2020, Point no. 10 (b) asking for excessive turnover is an unreasonable exclusion of 'Class-I/ Class-II local suppliers' who would otherwise be eligible. Hence, we request you kindly provide fair opportunity to all the bidders as well as OEMs. Hence, we request the department to amend the turnover clause to avoid restrictions in open government tenders as the department has asked 09 Crore turnover in the bid of estimated value 06 Crore. We request you to make the necessary amendments and enable bidders as per Manual for Procurement financial turnover during the last three years, ending 31st March of the previous financial year, should be at least 30% (thirty percent) of the estimated cost .i.e 10 crores in each last three financial years.	RFP conditions are modified.Pl refer to corrigendum
83	Page 38	Point7: The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI Organization in India in the last three	As per Procurement terms, in respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date". Hence, we humbly request the department to kindly consider the Past Project Experience as per terms and conditions for Bidder / OEM only	RFP conditions stand
84	Page 39	Point 9: The bidder should have at least 3 resources certified for security certifications such as CISA / CISM / CISSP / CEH	We request the department to kindly consider the following certifications for OEMs as no bidder will have such certifications. Hence, we request you to kindly amend it as Bidder/OEM.	RFP conditions stand

85	Page 39	Point 15: The bidder should have back to back support and be authorized Gold/Silver/High level partner with OEM for minimum 1-year OEM should have a support center in India and should provide full support (back to back support) in implementation of the project and during the project period. The bidder should have mechanism of providing support to deployed hardware through own resources or through appointed service partners	Kindly accept the OEM declaration letter on Gold/Silver/High level partner with OEM for minimum 1-year OEM should have a support center in India	RFP conditions modified .Pl refer corrigendum
86	Page 97, Section 7 A (annex), pt 14	Scalability specified for futuristic need	LIC to provide the % of Scalability being expected in the next 5 yrs, to vendors for performing the HW and SW capacity planning?	
87	Page 98, Section 7 A (annex), pt 45	Support for Android and iOS mobiles	Currently no classification tool has support for mobile devices, can we consider this as optional need?	This can be considered optional .RFP conditions modified.Pl refer corrigendum
88	Page 11, Section 2.2	HW support for 30K Win 65K Linux and 1000 DB	Can we know the volume of data (in GB or TB etc) across 1000 DB, individualy or holistically, as based on the same HW capacity of the tool is to be calculated? As well of versions of varied data sources looked like Open File, Omnidocs, endpoints to be provided for us to understand the compatability and integrations enablements to be done?	
89	Page 11, Section 2.2	HW Sizing to be enabled and cater for scalability	We have assumed 200 GB for each DB, while for other data sources like filedrives, onedrive, share point we would need the storage used by these data sources for HW capacity planning depends on the same.	File server ,Sharepoint are future requirements
90	Pg no 63, c (iii) Section 6.1	Implementation of HA in DC and DR	Do we have exisiting Load Balancer or available in LIC or vendor is expected to provide in the same?	Bidder is expected to provide for this project
91	Page number 64 6.3.3 Products/software solutions to be supplied	Data Classification tool-->OS the data Classification tool should support : Windows desktop/server OS, Red Hat Enterprise Linux, SUSE Linux ,IBM Linux ,mobile/laptop devices using Andriod, IOS macOS , ChromeOS Operating Systems.etc	Need to know all the versions installed for all of the mentioned OS	Versions will be given to successful bidder before start of implementation
92	Page number 64 6.3.3 Products/software solutions to be supplied	Data Discovery tool--> Bidder shall provide the license on perpetual licnese basis	Nowdays enterprises are adapting to saas hence can we also ready to go with subscription based licensing model	RFP conditions is modified.Pl refer corrigendum
93	Page number 64 6.3.3 Products/software solutions to be supplied	Data Discovery tool--> DRM/IRM and SIEM tools that are available in the market	Need to know the current SIEM/IRM/DRM Solution implemented at LIC.	SIEM implemented is Arcsight ,IRM/DRM solutions are yet to be implemented
94	Page number 64 6.3.3 Products/software solutions to be supplied	Data Discovery tool--> DC-DR Active Passive mode	Does it mean - HA in both DC and DR each?If yes then can we consider Active-Active in DC and Active-Active in DR	Yes
95	Page number 64 6.3.3 Products/software solutions to be supplied	Data Discovery tool--> Alert the Data Leakage	Which DLP Solution is currently implemented in LIC	No DLP Solution is implemented

96	Page number 83 Annexure II - Eligibility Criteria	11.The bidder should have supplied, installed and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years	1. Is it mandatory that total 1000 have been deployed for same client or more than one client 2. Is it considerable for any one of from the Data classification or Data Recovery solution 3. Need to know the new revised point from bidders perspective	RFP conditions stand. The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification licenses on endpoints and 100 Data Discovery Tool licenses successfully running in any single BFSI organization in India in the last three financial years
97	Point 3 Eligibility point no 5	The bidder should have registered an annual revenu of alteast 100Cr in each of the three accounting years preceding the date of release of this RFP	Kindly request you to revised the minimum turnover amount from 100 Cr to 80 Cr for last three years	RFP conditions is modified.Pl refer corrigendum
98	Point 3 Eligibility point no 7	The bidder should have supplied, installaed and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool sucessfully running in any BFSI organisation in India in the last three Financial years	Kindly request you to change the License count from 1000 to 500 for data classification and from 100 to 50 for Discovery tool	RFP conditions stand. The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification licenses on endpoints and 100 Data Discovery Tool licenses successfully running in any single BFSI organization in India in the last three financial years
99	Point 3 Eligibility point no 9	The Bidder should have alteast 3 resource certified for Security certification such as CISA/CISM/CISSP/CEH	Request you to consider 2 Certified resources instead of 3 Certified Resources.	RFP conditions stand
100	Eligibility Criteria, Page no. 38	The proposed OEM product should have been supplied and successfully implemented in minimum three organizations for minimum 3000 users in each organization in the last 5 financial years.	As data classification is relatively new technology and not many customers have adopted the same and hence would request to dliute the clause as following: - "The proposed OEM product should have been supplied and successfully implemented in minimum 1 organization for minimum 3000 users for Data Classification in the last 5 financial years and 3 organisations for minimum 3000 users for Data discovery."	RFP conditions stand. The proposed OEM product should have been supplied and successfully implemented in minimum three organizations for minimum 3000 users (including Data Classification and Data Discovery)in each organization in the last 5 financial years.

101	Annexure VII A Page No. 96	1 Hardware components proposed in the Solution should preferably be enterprise class (Servers, Load Balancers, Switches, Storage etc.). Relevant Documentation to be submitted.	To discover and classify data at rest, we require virtual appliances that can be deployed via ISO, TAR or Helm Charts. This deploys our appliance with Kubernetes cluster contained, which enables us to scale the solution to meet the desired workload, while also adding the cloud native benefits for load balancing, fault tolerance and HA. We also have the ability to discover data in motion, which would require hardware appliances. We do not provide the hardware appliances, although we advise on the specifications required. Depending on your use case, depends if you want to discover only data at rest, or data in motion or both - this can be discussed in more detail. Please carify if any hardware required?	Hardware components need to be provided by bidders as this is on premise solution
102	Annexure VII A Page No. 96	6. The Data Classification and Data Discovery software licenses should be perpetual and in warranty during first year and covered under Annual technical support of OEM for next 4 years	As we informed in the pre-bid meeting the licensing policy of our OEM is subscription based for 3 or 5 years, number of users and UPDE (Unique Protection Data Elements) License fee is based on Unique Protected Data Element (UPDE) and number of users. A UPDE is defined as one single data element of a specific data type (i.e., PAN, SSN, etc.). Each UPDE is counted only once during the discover operations and can be used on any system, database, application or system within the organization without incurring additional license cost SecurDPS Enterprise. Only the UPDEs for the data type with the highest volume are counted. Trust LIC will accept our request.	RFP condition is modified .Pl refer corrigendum
103	Annexure VII A Page No. 97	15. Desktop /laptops -Windows 7,8*,10,11	Our Solution is independent of the OS. We will support the data source hosted there, such as Oracle, MySQL, OneDrive, CIFS etc.. Request LIC to Consider our request	Some solutions support only certain OS ,hence specified in the RFP ,the requirement is to classify the documents and Data Base .If the solution can discover and classify independent of OS ,it is acceptable
104	Annexure VII A Page No. 97	16. Desktops-RHEL 5.* ,RHEL 7.* and above versions with Open office ,pdf files	Our Solution is independent of the OS. We will support the data source hosted there, such as Oracle, MySQL, OneDrive, CIFS etc.. Open office and PDF files are supported Request LIC to Consider our request	Some solutions support only certain OS ,hence specified in the RFP ,the requirement is to classify the documents and Data Base .If the solution can discover and classify independent of OS ,it is acceptable
105	Annexure VII A Page No. 97	17. Server-Windows Server 2012 and above	Our Solution is independent of the OS. We will support the data source hosted there, such as Oracle, MySQL, OneDrive, CIFS etc.. Request LIC to Consider our request	Some solutions support only certain OS ,hence specified in the RFP ,the requirement is to classify the documents and Data Base .If the solution can discover and classify independent of OS ,it is acceptable

106	Annexure VII A Page No. 97	18. Server -RHEL 7.* and above with web server/application server	Our Solution is independent of the OS. We will support the data source hosted there, such as Oracle, MySQL, OneDrive, CIFS etc.. Request LIC to Consider our request	Some solutions support only certain OS ,hence specified in the RFP ,the requirement is to classify the documents and Data Base .If the solution can discover and classify independent of OS ,it is acceptable
107	Annexure VII A Page No. 97	19. Server-SUSE Linux	Our Solution is independent of the OS. We will support the data source hosted there, such as Oracle, MySQL etc. Request LIC to Consider our request	Some solutions support only certain OS ,hence specified in the RFP ,the requirement is to classify the documents and Data Base .If the solution can discover and classify independent of OS ,it is acceptable
108	Annexure VII A Page No. 97	20. Server -IBM Linux, IBM AIX, HPUX, Solaris	Our Solution is independent of the OS. We will support the data source hosted there, such as Oracle, MySQL, OneDrive, CIFS etc.. Request LIC to Consider our request	Some solutions support only certain OS ,hence specified in the RFP ,the requirement is to classify the documents and Data Base .If the solution can discover and classify independent of OS ,it is acceptable
109	Annexure VII A Page No. 97	21. Open office with base OS RHEL	We support open office files. We are not concerned with the OS specifically as we use native connection techniques like nfs or smb to connect to the file server. We support General CIFS/SMB/DFS, NFS on-premise	The Open office files are on desktops with OS RHEL and not on File Server
110	Annexure VII A Page No. 97	23. Support for Email Servers like 0365 Web Mail owa , Exchange server	Currently we support Exchange Online server. Is it Mandatory to have O365 supported?	LIC requires support for Exchange on premises .O365 is Non Mandatory for future
111	Annexure VII A Page No. 98	37. Support for scanning images inside PDF, Document, PPT etc., CAD - engineering drawings	The system supports a documented list of file extenstion including, pdf, documents, ppt, and OCR image. CAD not currently supported. Is it Mandatory to support CAD files?	RFP condition is modified .Pl refer corrigendum
112	Annexure VII A Page No. 98	38. Support for scanning Audio Files	Please clarify. Not a standrad requirement of a Discover and Classification solution	RFP condition is modified .Pl refer corrigendum
113	Annexure VII A Page No. 98	39. The solution should have the capability to integrate with third party Data Leak Prevention solutions and Data/Information Rights Management Solutions that are available in the market. Details to be given	Our solution is built on OpenAPIs which enables us to integrate with other solutions to enrich and automate the capabilities of other products. Such as we can automate the policy modification in DLP tools based on the accurate data discovery we provide. Integration with DLP can be two way, as our D&C solution can utilise DLP solutions to provide the tagging of files, tags that we define as well based on the data discovered in files. We have out of the box integrations with Google DLP and Symantec DLP solutions. Request LIC to share current DLP solution provider details.	Currently DLP solution is not implemented
114	Annexure VII A Page No. 98	40. The solution should have the capability to integrate with LIC access control systems PAM and Active Directory, and to integrate with SIEM and to send logs	Request LIC to share details of PAM and SIEM solution provider.	PAM is iRaje and SIEM is Arcsight

115	Annexure VII A Page No. 98	48. The solution should be able to label the documents in Headers/Footers with a presele	Depends on the DLP or other tagging solution that you have that you have. For example Google DLP and Symantec DLP offer this capability. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
116	Annexure VII A Page No. 99	49. The solutions should be able to insert metadata tags in the documents and emails which can be read by DLP Solutions.	Depends on the DLP or other tagging solution that you have that you have. For example Google DLP and Symantec DLP offer this capability. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
117	Annexure VII A Page No. 99	57. The solution shall ensure the enforcement of classification and should not allow user to bypass classification option in the said documents types using MS Office, OpenOffice and MS Outlook, pdf	Depends on DLP solution. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
118	Annexure VII A Page No. 99	58. The solution should have capability to detect differential classification between an email and it's attachments and block the email from being sent	Depends on DLP solution Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
119	Annexure VII A Page No. 99	59. The solution should detect unclassified documents attached in an email and block the user from sending the email.	Depends on DLP solution. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
120	Annexure VII A Page No. 99	61. The solution should have some guidance mechanism while user selects a classification level, to inform the users what is the context of a said classification level as per organization's policy.	Our Discovery & Classification solution would automate this process, preventing the end users from applying the classification label to reducing the human element and thus prevent additional risk. Request LIC to Clarify the requirement.	The solution should have some guidance mechanism while user selects a classification level, to inform the users what is the context of a said classification level as per organization's policy.
121	Annexure VII A Page No. 99	62. The solution should be capable to deploy and enforcing user based policies.	The requirement is not clear. Request LIC to provide more information/Clarity on the requirement.	The solution should be capable to deploy and enforcing user based policies from the server
122	Annexure VII A Page No. 100	68. The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email.	Integration with a specific solution for this can be discussed	The Data Classification and Discovery tool from bidder is expected to have this feature
123	Annexure VII A Page No. 100	69. The solution should log user activity while users are handling email, documents, and files.	We do not log user activity on emails and files. We have integrations with DAM solutions like IBM Guardium where user logs on files could be incorporated. But happy to discuss the use case here.	The Data Classification and Discovery tool from bidder is expected to have this feature
124	Annexure VII A Page No. 100	70. The solution should provide context-sensitive help throughout the user interface to support security training and help users select the correct classification and policy remediation options.	Our solution will automate the classification process to reduce the human element and thus risk.	The Data Classification and Discovery tool from bidder is expected to have this feature
125	Annexure VII A Page No. 100	71. The solution should have Manual, Automated and Suggested Classification feature	Our solution will automate the classification tags to reduce the human element	The Data Classification and Discovery tool from bidder is expected to have this feature
126	Annexure VII A Page No. 100	76. Ability to customize visual marking, header, footer of word, excel, ppt etc.	Depends on the DLP solution you have in place. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature

127	Annexure VII A Page No. 100	79. The solution should have Domain Policy: - User can provide the domain list and block sending emails with restricted content and attachment outside of the domain.	Depends on DLP solution. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
128	Annexure VII A Page No. 100	80. The solution should have ability for Auto classification files whenever user will download based on content or context	Our system will scan files based on a schedule, which obviously requires no user intervention. It cannot be triggered on a specific action as described here	The Data Classification and Discovery tool from bidder is expected to have this feature
129	Annexure VII A Page No. 101	82. The solution should have Ability to prevent user from sending attachment without classifying	Depends on DLP solution. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
130	Annexure VII A Page No. 101	84. The solution should have Ability to prevent user from sending attachment with confidential or restricted content to outside domain based on policy	Depends on DLP solution. We can assist by accurately defining the classification label and modifying the DLP policy. Request LIC to share current DLP solution provider details.	The Data Classification and Discovery tool from bidder is expected to have this feature
131	Annexure VII A Page No. 101	85. The solution should have Auto classification based on user roles like if Mail is sent from specific dept/mail id then it should be classified as Confidential.	Depends on 3rd party product. We would happily discuss integration to align in the LIC business process	The Data Classification and Discovery tool from bidder is expected to have this feature
132	Annexure VII A Page No. 101	86. The solution should have ability User will be warned if they are trying to send any sensitive data over mail. They need to provide justification before sending. These events will be logged and triggered over mail based on requirement.	Depends on 3rd party product. We would happily discuss integration to align in the LIC business process	The Data Classification and Discovery tool from bidder is expected to have this feature
133	Annexure VII A Page No. 101	87. The solution should Provide default classification department wise like if anyone from HR team has sent mail mark as internal for HR purpose.	Depends on 3rd party product. We would happily discuss integration to align in the LIC business process	The Data Classification and Discovery tool from bidder is expected to have this feature
134	Annexure VII A Page No. 101	88. The solution should have Ability to prevent user from downgrading the classification labels for certain department and users like finance head can downgrade , but finance ops can not.	Depends on 3rd party product. We would happily discuss integration to align in the LIC business process	The Data Classification and Discovery tool from bidder is expected to have this feature
135	Annexure VII A Page No. 101	89. The solution should support hierarchical and conditional classification fields, so that the appearance of a sub-field is conditional on the value selected in the higher-level field. For example, when a user selects "Restricted," a sub-field is presented with a list of departments including "Office use", "Branch use", "P&IR" etc.	Depends on 3rd party product. We would happily discuss integration to align in the LIC business process.	The Data Classification and Discovery tool from bidder is expected to have this feature
136	Annexure VII A Page No. 101	90. The solution should support icon overlays to identify the classification of files in File Explorer.	Depends on 3rd party product. Need More clarity on the requirement.	The Data Classification and Discovery tool from bidder is expected to have this feature
137	Annexure VII A Page No. 101	91. The solution should provide tooltips, classification descriptions, and help page links to assist users with classification policy.	Depends on 3rd party product. Need More clarity on the requirement.	The Data Classification and Discovery tool from bidder is expected to have this feature

138	Annexure VII A Page No. 101	92. The solution should support the creation of unlimited custom metadata for interoperability (Department, PII type, Document category, PII count etc.), including custom X-headers.	Depends on 3rd party product. Need More clarity on the requirement.	The Data Classification and Discovery tool from bidder is expected to have this feature
139	Annexure VII A Page No. 101	93. The solution should support customizable visual markings in email and documents (e.g. font (name/size/features), size, colour, and content).	Depends on 3rd party product. Need More clarity on the requirement.	The Data Classification and Discovery tool from bidder is expected to have this feature
140	Annexure VII A Page No. 102	94. The solution should support the ability to quarantine files stored inappropriately, flag files for follow-up, or take action based on results of the scan. This may include quarantine, delete, encrypt through 3rd party encryption tools, etc.	Depends on 3rd party product. Our solution can align with cross organisational requirements. Such as applying the correct tag based on the results of our data discovery scans. We're also integrating with ServiceNow so that when D&C discovers old/unused files a ticket can be created for an IT admin to then delete / backup / archive / encrypt/quarantine the relevant files. We hope our understanding is correct.	The Data Classification and Discovery tool from bidder is expected to have this feature
141	Annexure VII A Page No. 102	95. The solution should provide the ability to attach metadata to information objects, which can be leveraged by e-discovery solutions.	Depends on 3rd party product. Need More clarity on the requirement.	The Data Classification and Discovery tool from bidder is expected to have this feature
142	Annexure VII A Page No. 102	96. The solution should provide the ability to write tags which can be read by DLP solution	We can align with the DLP solution you are using. Request LIC to share the details of existing DLP solution vendor	The Data Classification and Discovery tool from bidder is expected to have this feature
143	Annexure VII A Page No. 102	98. The solution should have Remediation Options like Truncate, Mask/Redact, Delete for files and	This Requires integration with 3rd party solutions. We have an integration with ServiceNow which will to create tickets based on the discovery results and recommend options to Mask/Redact, Delete etc.. From our experience, customers don't just delete. They want to activate a backup system first, prefer to encrypt at the first stage and then after X days to Delete/archive/send Notification/open ticket.	The Data Classification and Discovery tool from bidder is expected to have this feature
144	Annexure VII A Page No. 102	100. The solution should have The solution should have Quarantine / Safe Folder to move sensitive data stored in an un-protected location to a secure location	Integration with 3rd party solutions could create such a scenario. Please suggest	The Data Classification and Discovery tool from bidder is expected to have this feature
145	Annexure VII A Page No. 102	101. The solution should have ability of Quarantine encryption of files to local folders	Integration with 3rd party solutions could create such a scenario. Please suggest	The Data Classification and Discovery tool from bidder is expected to have this feature
146	Annexure VII A Page No. 103	123. The solution must have the capability to do analysis (discovering sensitive data) along with the User Permission on the sensitive data	Integration would need to be defined with an IAM solution to gather the correct permissions for the sensitive data. We request LIC to share information of existing IAM vendor.	The Data Classification and Discovery tool from bidder is expected to have this feature
147		126. The solution must have the capability to replace the sensitive data as a Remediation action if required.	We only have read-only credentials to the repositories, so a 3rd party integration would need to be defined for this process.	The Data Classification and Discovery tool from bidder is expected to have this feature
148	Annexure VII A Page No. 104	136. The solution should provide Dashboard to identify which events triggered the classification policy warning like if user is sending a restricted document over mail , trying to print restricted document etc.	This requirement would require an integration with an DLP or data protection tool. Request LIC to share existing DLP solution information.	The Data Classification and Discovery tool from bidder is expected to have this feature

149	Annexure VII A Page No. 104	138. The solution should provide Easy deployment of agents with support of Active Directory	Our Solution is an agentless solution, agents are not required to perform the scans. So this is not applicable in this case.	Without agent how will the solution work for desktops?
150	Annexure VII A Page No. 104	141. The solution should provide Auto update features for agents. User should be able to push the agents automatically after every release.	No agents installed	This feature is for tools with agents
151	Annexure VII A Page No. 104	143. The solution should have capability to deploy policies basis users, machines, groups etc.	Request more clarifications about this requirement.	This feature is for tools with agents
152	Annexure VII A Page No. 105	145. The solution should cache configurations locally for offline use.	Appliance needs to be online and all configuration is contained locally.	This feature is for tools with agents
153	Annexure VII A Page No. 105	146. The solution shall deploy the client in the background and shall have no interface with the end user on whose PC the solution is being deployed. Same shall be applicable for upgrades, updates and uninstallation.	Our Solution is an agentless solution. We do not install agents to data sources or users PC	This feature is for tools with agents
154	2.2 section Page 12	2.2 Overview of the RFP This RFP is for Supply, Implementation, and Maintenance of Hardware ,Software of Data Classification Tool for 30000 Windows desktops users ,65000 RHEL desktop users and Data Discovery Tool for 1000 Databases for 5 years.	We understood the data discovery should be running only on the Databases. And Data Classification to be done only for the documents lying on the endpoint machines (95k win+RHEL) **Our query :** Do Data Discovery scan required to be run on endpoints also ? and classification to be done on the DB?	Yes bulk data discovery is required on desktops and classification is required for DB
155	2 section Page 96	The bidder should bring in the required Hardware , load balancer, rack network equipment etc for the solution .Sizing should take into consideration successful running of the solution for period of 5 years . Item wise Bill of material of hardware and software components to be provided by bidder	Is support required for the hardware is on call basis or the resource basis for the operations?	Support for Hardware is on call basis but monitoring is required be done by onsite resources
156	7 section Page 96	Proposed Solution should be an on premises Data Classification Tool and Data Discovery solution .Specify the name of the solution and OEM of the solution	Can Discovery and Classification capablities be from two different OEMs to fullfill the desired outcome?	Yes the solution can be from two different OEMs to fullfill the desired outcome
157	11 section Page 97	The bidder should have supplied,installed and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years	Is it only required for the BFSI sector ? Or any other sector also shall be valid?	RFP condition is modified .Pl refer corrigendum
158	16 section Page 97	Desktops-RHEL 5.* ,RHEL 7.* and above versions with Open office ,pdf files	Kindly share the number of RHEL endpoints in scope and versions	RFP condition is modified .Pl refer corrigendum
159	18 section Page 97	Server -RHEL 7.* and above with web server/application server	Kindly share the number of RHEL servers in scope and versions	This pertains to OS of the 1000 DB for Discovery tool
160	19 section Page 97	Server-SUSE Linux	Kindly share the number of SUSE linux servers in scope and versions	This pertains to OS of the 1000 DB for Discovery tool
161	20 section Page 97	Server -IBM Linux, IBM AIX, HPUX, Solaris	Kindly share the number of servers in scope and versions	This pertains to OS of the 1000 DB for
162	21 section Page 97	Open office with base OS RHEL	How many RHEL machine have open office installed	RHEL desktops 65000
163	22 section Page 97	MS Office 2007 onward versions ,pdf files ,Support for scanning all types of file formats like pdf, excel, ppt, word, text files, files without extensions	How many endpoints have Ms Office 2007?	Exact numbers not available included in Windows desktops
164	39 section Page 98	The solution should have the capability to integrate with third party Data Leak Prevention solutions and Data/Information Rights Management Solutions that are available in the market.Details to be given	Which DLP and Irm solutions is used by LIC?	At present no DLP ,IRM is implemented

165	45 section Page 98	The solution shall have capability to send emails from mobile with classification applied for both IOS and Android based mobiles.	Does LIC use any MDM solution? If yes please share the name of the solution.	At present no MDM is implemented
166	46 section Page 98	The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice.	Which open office solution and version is used by LIC? Example Libre, apache etc.	Open office is Apache
167	101 section Page 102	The solution should have ability of Quarantine encryption of files to local folders	Kindly elaborate? Does this mean quarantine enrypted files?	It means encryption of quarantined files
168	112 section Page 103	The solution should have Self Trained AI Model where user can upload any kind of images and discover and classify simillar kind of images	Is this point talks about the auto Classification (need more understanding)	RFP conditions stand
169	139 section Page 104	The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software	What are the tools currently being used for the management of the end devices and software deployment for Windows & RHEL endpoints? Also can we leverage those for pushing the clients or agents.	Active Directory for Windows and Ansible for RHEL-IPA
170	98 section Page 102	The solution should have Remediation Options like Truncate, Mask/Redact, Delete for files and	As the classification and discovery tools are not in the responsive tools so need to get clarification on the requirement.	RFP conditions stand
171	102 section Page 102	The solution should have Ability to discover host in a network along with OS details and multiple targets with domain name, keys or passwords	Kindly elaborate the use-case.	This feature pertains to discovery of hosts
172			Is there any Data retention policy in LIC?	Yes
173	2.2 section Page 12	2.2 Overview of the RFP This RFP is for Supply, Implementation, and Maintenance of Hardware ,Software of Data Classification Tool for 30000 Windows desktops users ,65000 RHEL desktop users and Data Discovery Tool for 1000 Databases for 5 years.	Is it required to consider storage for backup retention also, as a part of the overall hardware specifications?	
174		Solution to be installed in DC & DR, in HA mode.	Is there any solution deployed for DC-DR synchronization? And DR orchestration?	No such solution is implemented at present
175	2.2 section Page 12	Software of Data Classification Tool is required for 65000 RHEL desktop users also.	From best of our knowledge currently no Data Classification vendot support Data Classification on linux endpoints. There are some DLP solutions which support automated classification of files on Linux endpoints based on DLP content policies, which can help achieve Data Tagging on linux endpoints to some extent. In this case, can there be two different Data Classification solutions for Windows & RHEL endpoints?	Solutions from two different OEMs can be proposed
176	Page no. 38 and Point no. 1	"The bidder should be a registered entity in India (or) a company/statutory body owned by Central/State Govt."	We request the department to kindly amend the ATC by allowing, "The Bidder should be a registered entity in Company/Statutory body/Firm in India."	RFP conditions stand as in the clause registered entity is allowed
177	Page no. 38 and Point 4	"The bidder should have a dedicated security practice in operation for over 5 years."	As per Procurement terms, in respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company. Hence, we humbly request the department to kindly consider the Past Project Experience as per terms and conditions for Bidder / OEM only.	RFP conditions stand

178	Page no. 38 and Point no. 5	"The bidder should have registered an annual revenue of at least Rs.100 crores in each of the three accounting years preceding the date of release of this RFP."	As per notification no. P-45014/33/2021-BE-II (E-64737) Dated 20th December, 2022, Page no. 2 Point no. 1 (d) "Excessive turnover as a prequalification criteria requirement, not commensurate with financial capacity required for executing the contract i.e., much in excess of bid estimated value." In addition, as per GOI notification no. P45021/2/2017-PP (BE-II) Dated 16.09.2020, Point no. 10 (b) asking for excessive turnover is an unreasonable exclusion of 'Class-I/ Class-II local suppliers' who would otherwise be eligible. Hence, we request the department to make the necessary amendments and enable bidders as per Manual for Procurement and CVC guidelines as average Annual financial turnover during the last three years, ending 31st March of the previous financial year, should be at least 30% (thirty percent) of the estimated cost.	RFP conditions are modified.Pl refer to corrigendum
179	r Page no. 38 and Point no. 7	"The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI Organization in India in the last three."	As per Procurement terms, in respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company. Hence, we humbly request the department to kindly consider the Past Project Experience as per terms and conditions for Bidder / OEM only.	RFP conditions stand
180	Point 9	The bidder should have at least 3 resources certified for security certifications such as CISA / CISM / CISSP / CEH	We request the department to kindly consider the following certifications for OEMs as no bidder will have such certifications. Hence, kindly accept it as the Bidder/OEM should have at least 3 resources certified for security certifications.	RFP conditions stand
181	Point 15	The bidder should have back to back support and be authorized Gold/Silver/High level partner with OEM for minimum 1-year OEM should have a support center in India and should provide full support (back to back support) in implementation of the project and during the project period. The bidder should have mechanism of providing support to deployed hardware through own resources or through appointed service partners	Kindly accept the OEM declaration letter on Gold/Silver/High level partner with OEM for minimum 1-year OEM should have a support center in India.	RFP conditions modified .Pl refer corrigendum
182		Fortra which Titus and Digital Guardian (DG) offerings which we will be quoting thru our partners for the above RFP . Below is the query from our side.To the best of our knowledge currently no Global class Data Classification vendor supports Data Classification on Linux endpoints and whoever promises that , we can assure you with full conviction that it wouldn't be a matured offering (scale and stability specially) .Query : In this case, our submission would it be possible for you to allow two different Data Classification solutions for Windows & RHEL endpoints?		Solutions from two different OEMs can be proposed

183	RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 Annexure VII A - Technical and Functional requirements. Point 119, Page no 103	The solution must have the capability to do analysis(discovering sensitive data) Based on Compliance requirement (PII, PHI, etc.)	What is the type of data being stored apart from PII & PHI. For ex:- Credit / Debit Card Data etc.	Apart from PII and PHI ,sensitive data as per LIC Privacy Policy
184	RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 Section 6.4.5 CyberSecurity , Business Continuity Processes and DR drill. Page 68	Data Encryption: The system shall support a minimum of 256-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable.	There is a mention of data encryption in the RFP. 1 What is the data structure - Is it for both structured / unstructured data 2. How is data intended for use.	Data Encryption: The system shall support a minimum of 256-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable.
185	RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 Annexure VII A - Technical and Functional requirements. Point 6, Page no 96	The Data Classification and Data Discovery software licenses should be perpetual and in warranty during first year and covered under Annual technical support of OEM for next 4 years	Is subscription based licensing acceptable?	RFP conditions is modified.Pl refer corrigendum
186	RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 Annexure VII A - Technical and	Proposed Solution should be an on premises Data Classification Tool and Data Discovery solution	Can we offer the discovery solution hosted in a private cloud ensuring the data not leaving the LIC premises?	Private Cloud should be on premises
187	RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 Section 6.3.3 Products/software solutions to be supplied. Page 65	Bidder shall implement all software updates the supplied components during the contract period. Bidder should update and maintain all supplied components to correctly reflect actual state of the setup at any point in time during the contract period.	Request to let know if the on-prem solution will be provided with backend connectivity strictly for regular OEM provides patch updates and maintenence activities to the bidder.	Yes
188	RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 6.3.3 Products/software solutions to be supplied. Page	Proposed Data Classification Tool should integrate with other securoity tools like DRM/IRM and SIEM tools that are available in the market	what is the DRM/ IRM and DLP System being used at LIC	At present no DRM/IRM and DLP system being used.Proposed Data Classification Tool should integrate with other securoity tools like DRM/IRM and SIEM tools that are available in the market
189	RFP Ref: LIC/CO/IT-BPR/DCT/2023-24 Annexure VII A - Technical and Functional requirements. Point 38, Page no 98	Support for scanning Audio Files	Request to let know the use case for scanning Audio files. Can this clause be made optional?	RFP condition is modified .Pl refer corrigendum
190	Eligibility Criteria	1. The bidder should have supplied, installed and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years.	Requesting the following Changes in the PQ side on the above mentioned point.**PQ Points** The bidder/OEM should have supplied, installed and implemented minimum of 1000 Data Classification and 100 Data Discovery Tool successfully running in any BFSI organization in India, in the last three financial years.	RFP condition stands. The bidder should have supplied, installed, and implemented minimum of 1000 Data Classification licenses on endpoints and 100 Data Discovery Tool licenses successfully running in any single BFSI organization in India in the last three financial years
191	Page no 98 Annexure VII A - Technical and Functional requirements. Pt 16	Desktops-RHEL 5.* ,RHEL 7.* and above versions with Open office ,pdf files	Kindly share the number of RHEL endpoints in scope and versions	The number and version is given in the RFP

192	Page no 98 Annexure VII A - Technical and Functional requirements.Pt 18	Server -RHEL 7.* and above with web server/application server	Kindly share the number of RHEL servers in scope and versions	Scope includes discovery of DB on servers majority of which are running on RHEL
193	Annexure VII A - Technical and Functional requirements.Pt19	Server-SUSE Linux	Kindly share the number of SUSE linux servers in scope and versions	The number at present is 102
194	Annexure VII A - Technical and Functional requirements.Pt20	Server -IBM Linux, IBM AIX, HPUX, Solaris	Kindly share the number of servers in scope and versions	This is a capbaility which the tool must have a
195	Annexure VII A - Technical and Functional requirements.Pt 21	Open office with base OS RHEL	How many RHEL machine have open office installed	All RHEL desktops are installed with Open Office
196	Annexure VII A - Technical and Functional requirements.Pt 22	MS Office 2007 onward versions ,pdf files ,Support for scanning all types of file formats like pdf, excel, ppt, word, text files, files without extensions	How many endpoints have Ms Office 2007?	Data will be provided to successful bidder
197	Annexure VII A - Technical and Functional requirements.Pt 39	The solution should have the capability to integrate with third party Data Leak Prevention solutions and Data/Information Rights Management Solutions that are available in the market.Details to be given	Which DLP and Irm solutions is used by LIC?	Currently none are being used ,will be implemented in future
198	Annexure VII A - Technical and Functional requirements.Pt 45	The solution shall have capability to send emails from mobile with classification applied for both IOS and Android based mobiles.	Does LIC use any MDM solution? If yes please share the name of the solution.	Currently none are being used ,will be implemented in future
199	Annexure VII A - Technical and Functional requirements.Pt 46	The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice.	Which open office solution and version is used by LIC? Example Libre, apache etc.	Version of Open office is Apache,Libre
200	Annexure VII A - Technical and Functional requirements.Pt 101	The solution should have ability of Quarantine encryption of files to local folders	Kindly elaborate? Does this mean quarantine excrypted files?	RFP conditions stand
201	Annexure VII A - Technical and Functional requirements.Pt 103	The solution should have Ability to upload /scan targets in bulk from excel files.	Request to make this as non-mandatory requirement	RFP conditions stand
202	Annexure VII A - Technical and Functional requirements.Pt 111	The solution should have Pre trained AI models to identify images with Aadhaars Numbers, Credit cards , PAN Card, Password, Driving licenses of different states.	Request for removal. DLP use-case	RFP conditions stand
203	Annexure VII A - Technical and Functional requirements.Pt 112	The solution should have Self Trained AI Model where user can upload any kind of images and discover and classify simillar kind of images	Request for removal. DLP use-case	RFP conditions stand
204	Annexure VII A - Technical and Functional requirements.Pt 139	The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software	Request for modification to "The solution should have the capability to deploy, urgrade, uninstall the componets on its own or using 3rd party solutions."	RFP conditions stand
205			Request removal of RHEL endpoints and servers from the scope as to best of our knowledge currently no Data Classification vendot support Data Classification on linux endpoints. There are some DLP solutions which support automated classification of files on Linux endpoints based on DLP content policies like Fortra's DLP solution which can help achieve Data Tagging on linux endpoints to some extent.	RFP conditions stand

206			Request for removal of redaction/masking as redaction and masking of Data discovered at rest can make file and Data unusable once redacted and might not be available when needed in future. It is always recommended to use readction when files are being shared externally so that original copies of the document are not impacted and we can also prevent sensitive information from going out. This	
	Annexure VII A - Technical and Functional requirements.Pt 98	The solution should have Remediation Options like Truncate, Mask/Redact, Delete for files and	capability is provided by DLP solutions.	RFP conditions stand
207	Annexure VII A - Technical and Functional requirements.Pt 102	The solution should have Ability to discover host in a network along with OS details and multiple targets with domain name, keys or passwords	Kindly elaborate the use-case.Is there any Data retention policy in LIC?	RFP conditions stand
208	Annexure VII A - Technical and Functional requirements.Pt 141	The solution should provide Auto update features for agents. User should be able to push the agents automatically after every release.	Request for removal or change. Updates for client for such solutions are normally pushed by the adminstrator or the organisation in a planned manner centrally.	RFP conditions stand
209	Annexure VII A - Technical and Functional requirements.Pt 126	The solution must have the capability to replace the sensitive data as a Remediation action if required.	Request for removal. Replacing sensitive data or redacting orginal documents during dicovery can actually change the original document content which once replaced or redacted can never be accesed again. Such cabaility is normally requested for outgoing copy of Data when being shared externally via email or being uploaded. DLP solutions have the capability to replace or redact outgoing sensitive data in files in motion.	RFP conditions stand
210	Annexure VII A - Technical and Functional requirements.Pt 123	The solution must have the capability to do analysis(discovering sensitive data) along with the User Permission on the sensitive data.	Request for change. Data Classification solutions donot capture file permissions. Data Classifiaction solutions captures information like document owner, path, classification applied etc. Data	RFP conditions stand
211	Annexure VII A - Technical and Functional requirements.Pt 112	The solution should have Self Trained AI Model where user can upload any kind of images and discover and classify simillar kind of images	Request to make this Non-Mandatory. As OCR can help in detecting sensitive information in image file and the same is covered in RFP.	RFP conditions stand
212	Annexure VII A - Technical and Functional requirements.Pt 111	The solution should have Pre trained AI models to identify images with Aadhaars Numbers, Credit cards , PAN Card, Password, Driving licenses of different states.	Request to make this Non-Mandatory. As OCR can help in detecting sensitive information in image file and the same is covered in RFP.	RFP conditions stand
213	Annexure VII A - Technical and Functional requirements.Pt 102	The solution should have Ability to discover host in L a network along with OS details and multiple targets with domain name, keys or passwords.	Request for removal. Not a Data Classification or discovery capability. Data Classification solutions donot capture keys and passwords.	RFP conditions stand

4.08.2023   **EXECUTIVE DIRECTOR**