Information Technology-Central Office, 6th Floor, West Wing, "Yogakshema", J. B. Marg, MUMBAI – 400 021.

Ref: CO/IT-BPR/EOI/VDI **Date: 12.12.2014**

Request for Expression of Interest (EOI)

for

Desktop Virtualization

1. LIFE INSURANCE CORPORATION OF INDIA (hereinafter referred to as LIC of India or LIC), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) is a major public sector enterprise having its Corporate Office at "Yogakshema", Jeevan Bima Marg, Nariman Point, Mumbai – 400021.

2. LIC invites Expression of Interests (EOIs) from established, reputed and reliable solution providers with previous experience for providing an off the shelf centralized **Virtual Desktop Infrastructure (**VDI**)** and shall include Procurement, Implementation, Maintenance and support of the VDI in LIC of India**.**

3. At present, there are approx. 1,00,000 ***traditional*** desktops and laptops, out of which about 35,000 use MS Windows as OS (Operating System) and the rest use RHEL (Red Hat Enterprise Linux) as OS. The top management has been given i-pads also. These users are spread across more than 3000 locations pan India.

4. Users access MS Office, Exchange webmail, e-feap (which is core application of LIC, developed in-house) etc. using LAN (Local Area Network), WAN (Wide Area Network) etc. which connect all offices and training centres of LIC.

5. LIC intends to procure, implement and manage VDI for all its desktops spread over 3000+ locations in phased manner.

6. The proposed VDI should be a unified platform which should support the Functional and Technical requirements listed out in table (D) in this document.

7. The primary role of Bidder will be providing the required hardware, software, installation, customization, integration, management, support and training in order to implement VDI solution. This involves conceptualization, and includes identifying organizational process improvement requirements, developing a high-level solution and an implementation road map, and estimating sizing of each component including hardware, networking, software, training, data entry and maintenance etc. The bidder would also be responsible for supervision and monitoring of the implementation of the proposed system for a minimum period of 5 (five) years after implementation.

8. Bidder's eligibility criteria: The bidder should fulfil the conditions listed out in table (A) of Annexure –I in this document.

9. Shortlisted parties will be invited for the presentation/proof of solution/demo of the solution proposed and further participation in the RFP process. However, LIC reserves the right to float a fresh/open RFP for selection of bidders, not restricted to the entities shortlisted through this EOI process.

10. LIC now invites eligible Bidders to indicate their interest in providing the Services. Interested Bidders must provide information indicating that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). The Bidders shall indicate the details and nature of their company in the EOI.

11. Interested firms are informed that all documents, including the Request for Proposals, the Proposal and Bidder's contract for the proposed assignment will be issued in English.

12. The EOI document is available on the LIC Website (http://www.licindia.in/tender_notice.htm). This document should not be construed as Tender/ Request for Proposal (RFP).

13. Activity Schedule:

RFP Reference	CO/IT-BPR/VDI/RFP/2014-15/02
Date of RFP	12th December 2014
Pre-bid Meeting	17th of December 2014 at 11 am
Address of submission of EOI and communication	The Executive Director (IT/BPR), LIC of India, Central Office, IT/BPR Department, 2nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santacruz (W), Mumbai – 400 054
Last date of EOI Submission Date & Time	5th January,2015 latest by 3:30pm
EOI opening date & time	5th January,2015 at 4 pm
Contact details	E-mail ID: co_ittenders@licindia.com

14. Expression of interest must be delivered to the address below no later than 05 **Jan 2015.** Bidders should use Annexure-I (enclosed).

Executive Director (IT/BPR), Life Insurance Corporation of India, Central Office, Information Technology - BPR Department, 2nd Floor, South Wing, "Jeevan Seva Annexe Santacruz (W), S.V.Road, Mumbai – 400054.
E-mail: co_ittenders@licindia.com Website: www.licindia.in

15. LIC reserves the right to qualify or disqualify any or all EOI responses without assigning any reasons whatsoever.

Executive Director (IT/BPR)

Annexure-I

(A) Bidder's details:

S.No.	Details	Bidder's Response
1.	Name	
2.	Address	
3.	Name and contact details of authorized signatory	

(B) Eligibility Criteria for Bidders:

S.No.	Minimum Eligibility Criteria	Bidder's Response*	Reference Page No.
1.	The bidder must be a company registered in India as on date of release of the EOI		
2.	The bidder should have a minimum turnover of INR 10 (Ten) Crores per annum for at any one (1) of the last three (3) financial Years 2011-12, 2012-13 and 2013-14. The Balance sheet of only the bidding company would be considered for this criterion		
3.	The prime bidder should have been in existence for a minimum period of 3 years in India as on the date of release of EOI		
4.	The bidder should have implemented proposed VDI in any one organization for more than 150 desktops in last 3 years		
5.	The bidder should have prime (ie. High level /gold/premium) or higher and direct partnership (selling, support, upgrade and service) with the solution / technology provider of VDI solutions proposed		
6.	The bidder should not be barred from participating in bids by LIC as on the date of release of the EOI.		

(C) VDI related details:

S.No.	VDI Related Parameters	Bidder's Response*	Reference Page No.
1.	Details of proposed VDI solution.		
2.	Is the proposed VDI in the Gartner's Magic Quadrant in any of the last five		

S.No.	VDI Related Parameters	Bidder's Response*	Reference Page No.
	years? If Yes, please furnish details.		
3.	Does the proposed VDI solution support Microsoft Windows environment?		
4.	Does the proposed VDI solution support RHEL environment?		
5.	Bidder should agree to demonstrate POC in LIC's environment at no cost to LIC.		

*Bidders should furnish documentary evidence in support of their response.

(D) Functional and Technical Requirement for the VDI:

S.No.	Functional and Technical Requirement For the VDI		Bidder's Response (Y/N)
1.	VDI Solution Architecture and Components should support the following components:		
	1.1	Trusted and untrusted Work Place Scenarios	
	1.2	Secure Access	
	1.3	Connection Broker	
	1.4	Application Streaming and Virtualization	
	1.5	OS Provisioning	
	1.5	Server-Hosted Virtual Desktop Infrastructure (VDI)	
	1.6	Remote Desktop Services Session Host (RDSH) / Terminal Service	
	1.7	Client and Device Management	
2.	Proposed VDI should provide following capabilities in management of mobile devices:		
	2.1	App management: a) Inventory b) Secure publishing & delivery	
	2.2	Diagnostics: Run diagnostics and control the phone	
	2.3	Security: a) Lock the phone (lost/stolen phone) b) Encryption policy c) Wipe the contents	
	2.4	Backup and Restore contacts, content etc.	
	2.5	Experience management: Track end to end user service	
	2.6	Administration: a) Multi-platform support b) Over-the-air provisioning c) Inventory management	
	2.7	Configuration Settings: Email, bookmarks etc.	
3.	Scalability: The proposed solution should be scalable to support 1.25 lakh desktops/users.		

(E) Besides above, the bidder should submit the following details:

S.No.	Parameters	Virtual Desktop Infrastructure	
		Centralized VDI Deployment	Decentralized VDI Deployment
1.	Hardware utilization		
2.	Implementation, Backup, DR (very high cost implication)		
3.	FMS support (Very Critical attribute for cost and operations)		
4.	security (very high cost implication)		
5.	Rack Space, Power & cooling (high cost implication)		
6.	Data security		
7.	Resolution Window (very high business implication)		
8.	Network Bandwidth Dependency		
9.	Approx. budgetary cost estimate for end to end project for 5 years Note: (a) 1.25 lakh desktop/users to be assumed for centralized VDI deployment (b) 1000 desktops/users to be assumed for decentralized VDI deployment		

(Signature of authorized signatory with date and seal of the bidder's company)