Life Insurance Corporation of India
Central Office, Mumbai

Clarification – 1 to Pre-bid queries dated 09 February 2024

Life Insurance Corporation of India – RFP for Onboarding System Integrator (SI) to Implement Endpoint Data Protection Tools, LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023

This is with reference to the RFP released by the Life Insurance Corporation of India captioned above.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	50	Brief Scope of Work	In Planning phase - See planning phase to be a combination of Assessment Phase and understanding the details in LIC environment. Need clarity on number of assets and types of assets to work on capacity planning. How can we present the details of Architecture and costing without finalization of assets and types of assets. Need clarity on this.	Please adhere to the RFP clause. Refer to Section E: Scope of Services, 3. Sizing Requirements.

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2	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	50	Brief Scope of Work	See Windows systems to be spoken, while LIC has lot of other OS varients to cater as well. This piece meal approach may hamper LIC's capability to scale for other data sources in the future. LIC may consider holistic landscape (Windows/ LINUX/ MAC/ Databases etc.) of their data sources to be protected.	Please adhere to RFP clause.
3	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	50	Brief Scope of Work	Request clarity on the need for Jump Server and seek also on the arcitectural thought behind.	The clause stands deleted.
4	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	51	Brief Scope of Work	The architectural ask and details can be provided once we know the wholistic approach is considered, for the piece meal approach taken here, multiple recursions will be asked and not a feasible approach. Does the architectural diagram has to be submitted once or everytime LIC decides to scale with the project?	The architecture diagram (HLD & LLD) shall be updated as and when there are architecture related changes and the same shall have to be approved by LIC.

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5	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	51	Brief Scope of Work	Request clarity on what is the Far DR site mentioned in this?	Far DR is one of the near disaster recovery sites of LIC.
6	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	52	Brief Scope of Work	Is the Bidder required to provide the rules needed in FW to allow DLP/ DCE to work?	Bidder shall assist the LIC's firewall team in creating rules required for the in-scope solutions. The bidder shall ensure the rules as per security best practices. Creation of rules shall be done by LIC's firewall team.
7	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	57	Brief Scope of Work	Need clarity on responsibility of SI vs OEM for E2E implementation.	SI and OEM(s) have end to end responsibility for plan, design, implementation, maintenance / Technical Support, of in scope solution during the tenure of this project.

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8	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	57	Detailed Scope of Work	Request clarity on what are the SoC solutions required to be integrated with DLP/Data Classification?	These details will be provided to successful bidder.
9	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	58	Detailed Scope of Work	Migrating historical data as part of logs is mentioned as part of scope, Does LIC have any existing DLP, DC tool already used, if so request you to share the issues currently faced for replacing them with new products?	Currently, integration of logs from the existing solution is not deemed mandatory.

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10	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	59	Detailed Scope of Work	This phased implementation approach for Data Classification may hamper LIC's capability to scale for other data sources in the future. LIC may consider holistic landscape (Windows/ LINUX/ MAC/ Databases etc.) of their data sources to be protected. Without knowing the sensitive data and classification spread across LIC's landscape, it would be very difficult for LIC to prevent via DLP. As per the RFP, bidder may not be able to protect complete LIC data sources, and this might lead to improper protection and chances of greater exposure to sensitive data. **Recommended approach is to do Data Discovery and Classification first followed by phased DLP implementation.**	Please adhere to RFP clause

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11	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	60	Sizing Requirements	LIC should consider Data Discovery & Classification for around 75,000+ endpoints (Windows/ LINUX/ MAC/ Databases etc.) along with similar hardware sizing. LIC may consider holistic landscape of their data sources to be protected.	Please adhere to RFP clause
12	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	65	Service Level Agreements (SLAs) & Penalties	Will the HW pre-requisite needed for SW be provided by LIC or vendor has to add it in this bid?	The bidder shall provide a detailed bill of quantity (BOQ) as part of their submission.

LIC will provide the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder. |
| 13 | Section E: Scope of Services | LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023 | 66 | Service Level Agreements (SLAs) & Penalties | Is DLP usage done mainly to protect data or file being sent out over emails and/or web or other wise? If Yes, and the bidder can directly address the same through Data Classification tool, can the DLP scope be removed from the RFP? | Please adhere to RFP clause |

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14	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	66	Service Level Agreements (SLAs) & Penalties	The way project timelines related to T+4 and T+8 is written, in case of any change in the details and new HW etc is needed, it specifies that the vendor has to bear it, will it be through the CR process in the future and will LIC be willing to pay for the same?	Please adhere to the RFP clause. Refer Section 55-Varying the Services of RFP
15	Section C: Instructions to Bidders (ITB)	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	25	Earnest Money Deposit (EMD)	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria. Please confirm.	EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or- Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document

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16	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	13	5.0 Overview of RFP subpoint 2	As part of the scope, LIC has mentioned about phased implementation of 5000 Windows endpoints for Data Discovery & Classification. However for scaling up, LIC may require to do the same for LINUX/ MAC/ DB (70,000+ endpoints) as well and hence may require to do another procurement which will include fresh hardwre sizing and solution implementation and LIC may end up releasing multiple RFPs in case the current vendor may not be able to provide support for LINUX/ MAC/ DB (70,000+ endpoints) in the future. Request clarity on the same.	Please adhere to RFP clause
17	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	50	Brief Scope of Work	In Planning phase - See planning phase to be a combination of Assessment Phase and understanding the details in LIC environment. Need clarity on number of assets and types of assets to work on capacity planning. How can we present the details of Architecture and costing without finalization of assets and types of assets. Need clarity on this.	Please adhere to the RFP clause. Refer to Section E: Scope of Services, 3. Sizing Requirements.

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18	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	50	Brief Scope of Work	See Windows systems to be spoken, while LIC has lot of other OS varients to cater as well. This piece meal approach may hamper LIC's capability to scale for other data sources in the future. LIC may consider holistic landscape (Windows/ LINUX/ MAC/ Databases etc.) of their data sources to be protected.	Please adhere to RFP clause.
19	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	50	Brief Scope of Work	Request clarity on the need for Jump Server and seek also on the arcitectural thought behind.	The clause stands deleted.
20	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	51	Brief Scope of Work	The architectural ask and details can be provided once we know the wholistic approach is considered, for the piece meal approach taken here, multiple recursions will be asked and not a feasible approach. Does the architectural diagram has to be submitted once or everytime LIC decides to scale with the project?	The architecture diagram (HLD & LLD) shall be updated as and when there are architecture related changes and the same shall have to be approved by LIC.

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22	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	52	Brief Scope of Work	Is the Bidder required to provide the rules needed in FW to allow DLP/ DCE to work?	Bidder shall assist the LIC's firewall team in creating rules required for the in-scope solutions. The bidder shall ensure the rules as per security best practices. Creation of rules shall be done by LIC's firewall team.
23	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	57	Brief Scope of Work	Need clarity on responsibility of SI vs OEM for E2E implementation.	SI and OEM(s) have end to end responsibility for plan, design, implementation, maintenance / Technical Support, of in scope solution during the tenure of this project.

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25	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	58	Detailed Scope of Work	Migrating historical data as part of logs is mentioned as part of scope, Does LIC have any existing DLP, DC tool already used, if so request you to share the issues currently faced for replacing them with new products?	Currently, integration of logs from the existing solution is not deemed mandatory.

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31	Section C: Instructions to Bidders (ITB)	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	25	Earnest Money Deposit (EMD)	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria. Please confirm.	EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or- Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document

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48	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	13	5.0 Overview of RFP subpoint 2	As part of the scope, LIC has mentioned about phased implementation of 5000 Windows endpoints for Data Discovery & Classification. However for scaling up, LIC may require to do the same for LINUX/ MAC/ DB (70,000+ endpoints) as well and hence may require to do another procurement which will include fresh hardwre sizing and solution implementation and LIC may end up releasing multiple RFPs in case the current vendor may not be able to provide support for LINUX/ MAC/ DB (70,000+ endpoints) in the future. Request clarity on the same.	Please adhere to RFP clause

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49	6. Eligibility Criteria	Point No.04	14	The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	We would request you to amend the clause as per below mentioned.The Bidder / OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please adhere to RFP clause
50	6. Eligibility Criteria	Point No.05	14	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	We would request you to amend the clause as per below mentioned. The Bidder / OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Please refer to modifications, clarifications, addendum, etc.

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51	6. Eligibility Criteria	Point No.06	14	The proposed OEM product for Data Loss Prevention Solution should have been successfully running in minimum three organizations for minimum of 10000 web and email users and 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	PO / Deployment Certificate issued by client to the OEM / bidder	Please refer to modifications, clarifications, addendum, etc.
52	6. Eligibility Criteria	Point No.07	15	The proposed OEM product for Data Classification Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	PO / Deployment Certificate issued by client to the OEM / bidder	Please refer to modifications, clarifications, addendum, etc.

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53	Section E: Scope of Services	Brief Scope of Work	51	SI should develop a required simulator program for doing the stress testing for each and every tool mentioned in the RFP.	Bidder would like understand if the simulator mentioned would be the UAT environment	Before deploying in Production, the bidder is required to create a Simulator program in the UAT environment to conduct Stress testing
54	Section E: Scope of Services	Support Process Requirement	54	The Bidder should ensure that there will be a proper change & configuration management, backup management, security management. These procedures should be well documented, followed and maintained (copy of the same should be submitted to LIC Central Office – IT dept.)	Bidder requests that the proper change & configuration management, backup management, security management should be limited to the scope of the solution provided and with coordination and support of the stakeholders from LIC.	The understanding is correct.
55	Section E: Scope of Services	Support Process Requirement	55	In case the problem is not being rectified by the onsite L1 & L2 Personnel even after 1 hour, the issue should be escalated and resolved within 5 hr from time of incident.	The bidder requests the resolution time to be on best efforts as the problems could varying in nature.	Please adhere to RFP clause

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56	Project Timelines	Data Classification:	64	Implementation of the DC Solution as per the technical specifications in the RFP	Bidder requests to understand the breath of coverage including the number of workflows	As part of the planning phase, the selected bidder shall perform necessary due diligence and provide recommendation on the workflows to be created.
57	6. Eligibility Criteria		15	The proposed OEM product for Data Classification Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	For Wider participation, we request you to please ask for minimum two Organisation rather than three. Reuest LIC to amend the clause as : The proposed OEM product for Data Classification Solution should have been successfully running in minimum **two** organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
58	Detailed Scope of Work	General Requirements	57	The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance and adoption of the total solution leveraging the behaviour modelling and predictive analysis capabilities of the solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.	Maintance is generally under the scope of SI/ Bidder not under the OEM. OEM is more releated break fix or support related things. Also DLP is more of Content based not threat centeric like AV, EDR, etc. Hence request you to please amend the clause as below: The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance/Technical Support for enhanced protection of LIC's infrastructure during the tenure of this project.	Please refer to modifications, clarifications, addendum, etc.
59	Detailed Scope of Work	General Requirements	57	Bidder has to quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.	We request to amend the clause as "Bidder has to quote for premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs."	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
60	Detailed Scope of Work	General Requirements	57	The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.	OEM Implementation scope is usally till the Project sign off for Implementation. Hence request you to please move the audit to the Bidder scope instead OEM or restrict it first year scope only.	Please adhere to RFP clause
61	Detailed Scope of Work	Data Loss Prevention (DLP), Data Classification	58,59	The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities	We understand that the DLP is more content specific rather than Endpoint security or Vulnerabilty based. The asked clause is more specific towards AV, EDR,etc kind of tools. Hence request you to please remove this clause.	The clause stands deleted
62	Detailed Scope of Work	Data Loss Prevention (DLP)	59	The solution should have the capability of Threat intelligence and User behavior analytics.	Threat intelligence is more related to the threat not DLP solution, hence request you to please remove this word from this clause.	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
63	Eligibility Criteria	#5	14	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Request LIC to modify the clause as below: The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 200 endpoints.	Please refer to modifications, clarifications, addendum, etc.
64	Eligibility Criteria	#9	15	The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Bidder Requests LIC to modify the clause as below: The bidder must have a minimum of 30 IT Security permanent professionals with industry security certifications on their payroll eg CISSP/CISA/CEH etc . Bidder should have Minimum 5 resources with OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
65	Annexure D: Technical Scoring	#3	90	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC. 4 References and above -> 15 Marks 2 references -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Request LIC to modify the clause as below: The Bidder should have minimum of 3 years of experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC. 4 References and above -> 15 Marks 2 references -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
66	Annexure D: Technical Scoring	#4	90	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC. 4 References and above -> 15 Marks 2 references -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Request LIC to modify the clause as below: The Bidder should have minimum of 3 years of experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC.3 References and above -> 15 Marks 2 references -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
67	Annexure D: Technical Scoring	#5	90	During the last 5 years preceding to the date of this RFP, the proposed DC OEM should have been implemented for a minimum of 10000 web and email users and 1000 endpoints at PSU/Government/Private/BFSI Sector Firms with multiple branches across different locations in India. • 4 References and above -> 15 Marks • 2 References -> 10 Marks (Supporting Document: Bidder (SI)/OEM should provide Copy of the Purchase order/Work order/engagement	Request LIC to modigy clause During the last 5 years preceding to the date of this RFP, the proposed DC OEM should have been implemented for a minimum of 10000 web and email users and 1000 endpoints at PSU/Government/Private/BFSI Sector Firms with multiple branches across different locations in India. • 3 References and above -> 15 Marks • 2 References -> 10 Marks (Supporting Document: Bidder (SI)/OEM should provide Copy of the Purchase order/Work order/engagement	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
68	Annexure D: Technical Scoring	#6	90	The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on DLP & DC Solution on their payroll with relevant certifications Every Additional Resource -> 2 Marks subject to maximum of 20 marks 30 Resources -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	We understand the 30 resources will be Security service professionals with industry security certifications eg CISSP/CISA/CEH etc .	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
69	4. Commercial bid	Viii	23	The Bidder should have the capability to implement and maintain the project during the contract period of 5 years. The vendor should also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years. The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions including the price component.	We request LIC to consider that Price for the extension period shall be mutually agreed between the parties during the contract extension.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
70	9. Pricing, Billing, Duties and Taxes	b	24	Vendor will be entirely responsible for upfront payment of all applicable taxes like GST, License fees, road permits etc. GST shall be mentioned in the Invoices and payments will be made as per invoices submitted. GST wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actuals on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of two months from the date of payment of the taxes, the vendor will not be eligible for any reimbursement on this count.	As per the prevailing industry practice for deposit of GST; GST shall be paid in arrears after collecting from LIC.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
71	25. Placing of Orders and Making Payments	b	35	LIC reserves the right to place repeat orders for additional services/ reassessment on the same terms & conditions during the validity of the contract.	We request LIC to consider a change order process for any additional services as per mutually agreed terms.	Please adhere to the RFP clause. Refer Section 55-Varying the Services of RFP
72	27. Period of Validity of Bids	a	35	Bids shall remain valid for 12 months from the last date of bid submission as prescribed by LIC	Owing to various factors impacting the costs associated with a solution. We request bid validity to be maintained to 120 days from date of bid submission.	Please adhere to RFP clause
73	47. Cancellation of Contract and Compensation	e	43	e) LIC may, at any time, by a prior written notice of one week, terminate the successful bidder and / or reduce the scope of the Services.	1.Bidder requests for 90 days notice period for termination convenience. 2. We understand LIC shall Pay for services rendered till effective date of termination 3.On any such termination of conveniene we understand LIC shall pay the bidder for any Advance payment already made by the bidder to OEMs/third parties for providing warranty, AMCs etc for the period beyond the effective termination date	1 - Bidder requests for 30 days notice period for termination convenience. 2,3 - Please adhere to 47. Cancellation of Contract and Compensation Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
74	47. Cancellation of Contract and Compensation	j	43	In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Successful bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Successful bidder shall continue the performance of the Contract to the extent not terminated.	As a industry practice Bidder shall be liable only in the event of termination for cause. Bidders liability under this clause shall be capped to maximum of TCV	Please adhere to RFP

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
75	55. Varying the Services	i	46	LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 25% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 25% will be informed to the vendor in writing. If LIC wants to vary the Services:	We understand that any such change in scope impacting the cost of services being rendered will be discussed mutually between LIC & bidder.	Please adhere to the RFP clause
76	7. Service Level Agreements (SLAs) & Penalties	• Implementation SLA:	66		Bidder request to cap the implementation S LAs to 10% of the cost of supplies	Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO)

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
77	7. Service Level Agreements (SLAs) & Penalties	• Implementation SLA:	66		We request LIC to consider the following: 1. Bidder request apply the penalty as a percentage of the price of delayed deliverable instead of applying it on the entire PO value. 2. No penalty for change of resource shall be levied if that change is due to resignation of the resource. 3. Kindly clarify penalty no 18 and 19 amounting to 5% per day of the relevant onsite support is applied on daily support cost, monthly support cost or quarterly support charges 4. Kindly remove penalty under clause 20 "a lumpsum amount as deemed fit by LIC" as this is very subjective, Also LIC has other specific recourses under other sections of the contract in the event of termination.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
78	1. Delivery & Installation Schedule	e	73	In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the vendor may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	Request LIC to remove penalty under clause 20 "a lumpsum amount as deemed fit by LIC" as this is very subjective, Also LIC has other specific recourses under other sections of the contract in the event of termination.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
79	8. Termination	Termination by LIC for default	77	Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	Request LIC to Consider the following	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
80				In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	1. A cure period of 30 days shall be given before termination. 2. Vendors liability to bear the excess cost shall be limited to 10% of the PO value 3.In case of termination under this clause LIC is liable to pay for all the services performed by the Vendor till the effective date of termination.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
81	Section G: Payment Terms & Conditions		80		1. Please confirm payment term of 30 days from date of invoice. 2. Request LIC to modify the payment term as below, which Is in line with cash outflow at each stage. A.70 % of cost of the software : licenses Delivery of software and appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC. B. 20 % of cost of the software and 50% of implementation charges : Installation and integration, initial OEM audit and acceptance testing as per scope of work. c. 10 % of cost of the software licenses + 40% of Implementation charges : After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s. d. 10% of Implementation charges : Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work. e. Annual in advance: Payment for the OEM Support & Audit will be done on yearly basis at the end of each year. f. Annual in advance: Payment for the AMC/ATS for the licenses will be done on yearly basis.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
82	Section G: Payment Terms & Conditions	12.d	82	LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services. In any case LIC's decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated, and the vendor may be blacklisted by LIC and may not be allowed to participate in the future tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements. Spares and support for the appliances should be available for a minimum period of six years from	Request LIC to remove penalty under clause 20 "a lumpsum amount as deemed fit by LIC" as this is very subjective, Also LIC has other specific recourses under other sections of the contract in the event of termination.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				the date of installation of the appliances irrespective of whether the equipment is manufactured by the Vendor or procured from any other OEM. The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment. During this specified period if it is found that spares or support is not available, the appliances will have to be replaced by equivalent or higher model subject to evaluation if required by LIC, by the vendor at no extra cost to LIC.		

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
83	Section G: Payment Terms & Conditions	12.g	83	In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.	We request LIC to consider any such reinstallation and reconfiguration services will require additional efforts from bidder. Kindly confirm how many such instances of shifting are expected during the contract term.	Please adhere to the RFP clause
84	C	15(b) and 21.1.b and Annexure Q	30 and 32	Violation of NDA may lead to forfeiture of PBG, legal action and blacklisting.	Bidder requests the deletion of "blacklisting" for violation of NDA. Bidder is however, agreaable to blacklisting under Fradulent Practices, clause 37 (page 38)	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
85		21		Exception to Obligations	Bidder requests deletion of clause (iii) and (v) as these cover very broad groups for disclosure by LIC. Please note that the clause already provides sufficient authority to parties for disclosure of the information to its employees, agents and regulatory auhtorities beyond which any diclosure should be subject to consent from the other party.	Please adhere to the RFP clause
86	C	22 and 38	33 and 36	Patent Rights/Indemnifying LIC	For all purposes of indemnification by Bidder/Vendor, Bidder will bear costs subject to prompt notification (already covered), full cooperation from LIC at Bidder's costs during investigation and litigation, control of defense with the Bidder and approval rights over settlements.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
87	C	24	34	Performance Bank Guarantee and Annexure K	Bidder submits that the PBG issuance process is initiated after the execution of the governing contract. Till that period the Customer already retains the EMD. Within 21 days of the date of signing the contract, the successful Bidder shall submit the performance Bank guarantee for the value equivalent to 10% of total cost of project and should be valid for the duration of the contract. We further submit that the Performance Guarantee shall be valid for a period of 12 months from the date of Contract which shall be renewed at the end of each contract year for the duration of contract. Bidder requests that Bank shall provide a cure period of 30 days for rectifying the material failure in discharging it contractual obligations prior to forfeiture of performance Bank guarantee and such amount be limited to the actual losses suffered and subject to the Limitation of Liability. We request for deletion of blacklisting and penalty for not furnishing the PBG within the stipulated time. Accordingly, we also request for deletion of clause 24(g) and (h).	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
88	c	26	35	User validation by Stakeholders	Bidder submits that where the offering by the Bidder is subject to acceptance, such acceptance be based on objectively verifiable criteria mutually agreed between parties in the relevant statement of work or purchase order. Addtionally, the solution shall be deemed accepted if LIC does not raise any concern within 6 working days of submission of report or if the offering/solution is put into prodcutive environment/put to use. The Bidder/Vendor must be able to terminate the contract in case the Bidder fails to acheive acceptance twice in a row for the same part of the solution.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
89	C	33	36	Limitation of Liability- Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause, the vendor shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Bidder requests for deletion of "and in the case of infringement pursuant to Conditions of Contract Clause", "provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC" and "provided that this limitation shall not apply to the cost of repairing or replacing defective equipment" Bidder submits that LIC agrees that direct breach of conditions of contract be capped to total contract value with the exception of criminal negligence/wilfull misconduct. Limitation of Liability to also include the cost of repairing/ replacement of defective equipment. In any event, neither Party shall be held responsible for any indirect, consequential or special losses including loss of profits, revenue, anticipated savings, loss or damage to data, or downtime. Each party will not be in breach of any of its obligations, including an indemnity or pre-estimated damages, in respect of any act or omission, to the proportionate extent that the other party's act or omission caused or materially contributed to such first act or omission.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
90	C	34	37	Force Majeure- insertion of a new clause	"Neither party will be liable under the Contract?Agreement for any default caused by circumstances beyond their reasonable control ("Force Majeure"), except for LIC's payment obligations." This is to ensure that payment obligations are not covered under excusing obligations of parties under FM.	Please adhere to the RFP clause
91	C	36	37	Indemnifying LIC-	We request for deletion of A (a). This refers to a ground of general indemnity and thus requested to be deleted. Bidder provides only specific indemnities that are already covered by LIC in the other clauses and as such remedy for loss caused to due shortfall in Vendor's services is a matter of contractual damages and should be disputed at court. Another remedy lies in termination and hence general indemnity as such is not desirable.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
92	C	42 (c) and (h)	40	If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC will reserve the right to debar the Bidder from participating in future RFP's floated during the empanelment period and / or servicing of hardware for a period to be decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.	Bidder suggests that the only form of penalty or disciplinary action to be taken in case the Bidder furnishes incorrect statement should be "debarment of participation for this RFP." Additonally, request any other action against Bidder to be deleted.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
93	C	42 (f)	41	LIC has the unconditional right to recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and/or invoking PBG, if any, under this contract.	Bidder proposes deletion of set off. Any deductions may be made in the form of credit notes. PBG invocation be limited to material breach only.	Please adhere to the RFP clause
94	C	42(g)	41	Ascertain the effectiveness and efficiency of the resources deployed for this project through interview, performance review etc. and insist for proper substitute.	Bidder requests that insistence on proper substitute be limited to only "key personnel" in the contract.	Please adhere to the RFP clause
95	C	42	41	The decision of LIC in all matters will be final and binding on all bidders participating in this bid.	Bidder suggests deletion of this clause (and such similar clauses) as this is contradictory to the right of dispute resolution available to both parties in the event of any dispute that may arise.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
96	C	47(a)	42	LIC may take all legal recourse such as, cancelling the contract, invoking the Performance Bank Guarantee, claiming damages etc. if the vendor fails to implement the scope covered in this RFP within the stipulated period by giving minimum one month (30 days) notice to the successful bidder in case of non-performance by the bidder or for any other reason deemed fit by LIC.	Bidder understands that the 30 days notice mentioned is also the cure period (read below clause of the RFP). Addtionally, Bidder suggests that all remedies of legal re course be exercised only for "material breaches caused solely due to the action/omission of the Bidder." Additionally, we request to make this clause mutual so that both parties retain right to terminate the contract on grounds of material breach caused solely due to the action/omission of the defaulting party following a cure period of 30 days (and the party at fault has not been able to remedy the scope within such time frame).	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
97	C	47(b)	42	Successful vendor is expected to rectify breach/ unsatisfactory progress during the notice period. In case the successful vendor continues to fail on above counts even after expiry of 30 days' notice, LIC reserves the right to cancel the contract of the selected Vendor and recover related expenditure incurred by LIC. However, upon termination, vendor will be paid for the servicesnperformed by vendor as per the RFP till the date of termination.	Bidder requests the deletion of "and recover related expenditure incurred by LIC" as Bidder will be paid only for the Services rendered until termination.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
98	C	47(d)	43	In the event of cancellation of agreement or termination of the order, the vendor will assist in smooth migration to a new vendor. If this condition is not adhered to, LIC will invoke the Performance Bank Guarantee.	Bidder suggests that migration services be mutually agreed in a separate statement of work at the time of initiating such services and prices for such services be detemined therein. Accordingly, Bidder also requests for the deletion of invocation of PBG as provided in thic clause. Further, Bidder submits that LIC shall be responsible for making all payments for all the services provided as on the effective date of termination.	Please adhere to the RFP clause
99	C	48	43	Terms of assignment	We request that this clause be made mutual such that neither party may assign without the consent of the other party.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
100	D			Audit	Bidder requests that Audit be restricted to only charges and payments received by the Vendor . In case the Auditor is a third party, it is essential that such third party is not a competitor of the Vendor and third party auditors sign a confidentilaity agreement with the Vendor. All audits are subject to notice minimum 10 days prior to the Vendor. Audit costs are to be borne by LIC.	Please adhere to the RFP clause
101	D			Data Prevention	All obligations of Vendor shall be as per applicable data privacy and security laws only. The Vendor shall employ no be- spoke security obligations for the purpose of protection of data of that of LIC. Vendor is not responsible for any back up or data storage, unless expressly agreed between parties in the relevant statement of work.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
102	F	4	74	Transportation and Insurance	Bidder submits that the goods supplied shall be fully insured by the Vendor for transit period only till the delivery at LIC offices, at their cost against any loss or damage.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
103	F	7	75	The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	We request insertion of "wilfull" before "misconduct" and deletion of "or breach of confidentiality obligations"	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
104	F	7	76	Intellectual Property Rights	Bidder is unable to locate the definition of Contract Material and Auxiliary Material in the Agreement. In this regard further, Bidder would like clarification and elaboration on the vestig of rights of IP, obligations, remedy and the arrangment as such between LIC, Bidder and any third party, if applicable. We also request for the deletion of any reference of escrow arrangment in this RFP. In any event, Bidder submits that no transfer of ownership of any intellectual property will occur under this Agreement. LIC grants Bidder a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for Bidder and its designees to perform the ordered services. If deliverables are created by BIdder specifically for lic and identified as such in supporting material, Bidder hereby grants LIC a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
105	F	7	76	In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim	Request this clause to be made mutual.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
106	F	8	76	New clause- Termination-	Request clause 8 to be made mutual. For such purposes, we propose the existing clause to be replaced with the clause herein- "Notwithstanding anything contained herein in this Agreement, Either party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a 30 day period after being notified in writing of the details. If either party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or receivership or asset assignment, the other party may terminate this Agreement and cancel any unfulfilled obligations. Any terms in the Agreement which by their nature extend beyond termination or expiration of the Agreement will remain in effect until fulfilled and will apply to both parties' respective successors and permitted assigns."	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
107	F	8	78	Business continuity beyond contract period and knowledge transfer	Any support on business continuity and knowledge transfer from the Vendor/Bidder is suggested to be agreed separately on the relevant statement of work, at additonal costs, at the time of requirement of such services. Currently, there is no visibility on the requirement of such services.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
108	G		80	Payment-withholding, set, off and deduction	Bidder requests for deletion of any reference to "withholding" or "set off" throughout the RFP, in consonance with the clause suggested on Payment above. Also, we request that invoices be paid in terms of the amount payable for services rendered and any amounts payable by Bidder be received by LIC as service credits or credit notes. This is applicable to cases of over-payment as well. With regards to under payment, Vendor may generate a separate invoice and the balance amount may be payable to the Vendor. Invocation of PBG be only restricted to material breach of the Agreement.	Please adhere to the RFP clause
109	Annexure Q		127	Non Disclosure Agreement	Bidder requests that the NDA be made mutual also covering confidential information shared by the Bidder/Vendor.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
110	Annexure Q		127	The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honors, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	Bidder would like to submit that it cannot agree to indemnity for breach of confidentiality obligations. A claim for damages would be the appropriate remedy.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
111				Reference of 'Bank'	We see that there has been references of Bank been made in the RFP. Bidder would like to understand which entity are we referring to when the RFP mentions "Bank".	Please refer to modifications, clarifications, addendum, etc.
112				Ingerity Pact	Sanctions of Violations- Either EMD or Performance Security to be encashed and not both. Cancellation of contract be limited to only this RFP/Agreement.	Please adhere to the RFP clause
113	Section B: Invitation for Request for Proposal	Eligibility Criteria	14	The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during the last 03 (three) years preceding the date of this RFP.	Please change the Clause to The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during **any of the 02 (two) years out of the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021**	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
114	Section B: Invitation for Request for Proposal	Eligibility Criteria	14	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Please change the Clause to The Bidder during the last **7 years** preceding to the date of this RFP should have supplied, implemented and supported **Any** Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Please refer to modifications, clarifications, addendum, etc.
115	Section B: Invitation for Request for Proposal	Eligibility Criteria	15	The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications.Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please change the Clause to The **bidder/OEM** must have a minimum of **10** IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications.Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
116	Technical Compliance	Data Leakage Prevention (DLP)	93	Solution must be GDPR, CCPA, DPDP, IRDAI compliant	Request to amend this clause as : Solution must be GDPR,PCI,HIPAA,FIPS compliant	Please adhere to the RFP clause
117	Technical Compliance	Data Leakage Prevention (DLP)	93	Console access should support using 3rd party systems authentication (Two Factor Authentication)	Request to amend this clause as: Console access should support using 3rd party authentication systems	Please refer to modifications, clarifications, addendum, etc.
118	Technical Compliance	Data Leakage Prevention (DLP)	93	The solution should have the capability of Anomaly detection and predictive analytics.	Request to remove this clause, as this query more of refers to endpoint security as it is relats to anomaly detection which generally comes in NGAV product	The clause stands deleted
119	Technical Compliance	Data Leakage Prevention (DLP)	93	The solution should have the capability of Threat intelligence and User behavior analytics.	Request to remove this clause, as this query more of refers to endpoint security as it is relats to threat intel and UEBA which generally comes in NGAV product and CASB	The clause stands deleted
120	Technical Compliance	Data Leakage Prevention (DLP)	94	The solution should have the capability of automation and incident response.	Please help us to clarify this point with use case	Please be guided by the RFP

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
121	Technical Compliance	Data Leakage Prevention (DLP)	94	The solution should have the capability of Intelligent data discovery by using AI techniques.	Request to amend this clause as : The solution should have the capability of Intelligent data discovery by using Advanced techniques.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
122	Technical Compliance	Data Leakage Prevention (DLP)	94	The endpoint solution must be compatible with both 32-bit and 64-bit Windows operating systems, including Windows 8, Windows 8.1, and 10, as well as Windows Server 2012 R2, Windows Server 2016, and Windows Server 2019. It should also have the capability to support Email DLP in Microsoft Azure or on-premises for Office 365/Exchange in the future, ensuring a seamless upgrade process. Additionally, management for Endpoint, Email, and Web DLP should be centralized and unified within the same management platform.	Request to clarify regarding existing email server at your environment , is it on-premise or cloud, how outgoing email routing is happening for your users.	Such details will be provided to the successful bidder

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
123	Technical Compliance	Data Leakage Prevention (DLP)	95	The solution should have more than 50 pre-defined applications and multiple application groups and allow each application/application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application.	Request to amend this clause as : The solution should have support of multiple pre-defined applications and multiple application groups and allow each application/application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application.	Please refer to modifications, clarifications, addendum, etc.
124	Technical Compliance	Data Leakage Prevention (DLP)	95	The endpoint solution should have capabilities to monitor applications and ensure unauthorized applications do not have access to sensitive files.	Request to remove this clause, this points more of referring to application control, DLP can monitor and block senstive data content.	Please refer to modifications, clarifications, addendum, etc.
125	Technical Compliance	Data Leakage Prevention (DLP)	95	The solution will be able to Whitelist\Blacklist applications.	Request to remove this clause, this points referring to application control	The clause stands deleted.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
126	Technical Compliance	Data Leakage Prevention (DLP)	95	The solution will allow scheduled scanning of local drives and Network locations	Request to amend this clause as : The solution will allow scheduled data disovery scanning of local drives and Network locations	Please refer to modifications, clarifications, addendum, etc.
127	Technical Compliance	Data Leakage Prevention (DLP)	95	The solution will leverage AI/ML and behavior analytics to identify data leakage and apply preventive Controls.	Request to either remove or amend this clause as : The solution will leverage advanced mechanism and rules to identify data leakage and apply preventive Controls.	Please refer to modifications, clarifications, addendum, etc.
128	Technical Compliance	Data Leakage Prevention (DLP)	96	The solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint and prevent sensitive data from uploading to the cloud. For Example (Should support from day 1(Windows 11, 10) - Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, ICloud.	Request to amend this clause as : The solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint and prevent sensitive data from uploading to the cloud. For Example (Should support from day 1(Windows 11, 10) Box, Dropbox, Google Drive, ICloud.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
129	Technical Compliance	Data Leakage Prevention (DLP)	96	The Endpoint DLP Solution must be able to encrypt data when business classified data is sent to removable media drives. The encryption solution should be inbuilt with DLP component and not dependent upon any 3rd party solution to meet the requirement. Solution should be provide certified installation of the 3rd party clouds like AWS, Azure and GPC.	Request to amend this clause as : The Endpoint DLP Solution must be able to encrypt data when business classified data is sent to removable media drives. The encryption solution should be inbuilt with DLP component and not dependent upon any 3rd party solution to meet the requirement.	Please refer to modifications, clarifications, addendum, etc.
130	Technical Compliance	Data Leakage Prevention (DLP)	96	The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information pertaining to different indutry like Energy, Petroleum industry vertical etc and India IT Act.	Request to amend this clause as : The solution should have a comprehensive list of pre-defined policies and templates with over support of multiple patterns to identify and classify information pertaining to different indutry like Energy, Petroleum industry vertical etc and India IT Act.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
131	Technical Compliance	Data Leakage Prevention (DLP)	96	The solution should enforce policies to detect low and slow data leaks	Request to remove this clause from RFP	Please adhere to RFP clause
132	Technical Compliance	Data Leakage Prevention (DLP)	96	The solution should be able to identify and block malicious activity like data thefts through files encrypted using non-standard algorithms.	This feature is related to Endpoint Security, however DLP can block encrypted file format based on the policy	Please refer to modifications, clarifications, addendum, etc.
133	Technical Compliance	Data Leakage Prevention (DLP)	96	The solution should support the templates for detecting the Deep Web Urls- .i2P and .Onion , Encrypted attachments to competitors , Password Dissemination , User Traffic over time , Unknown Encrypted File Formats Detection. The solution should support detection of PKCS #12 files (.p12, .pfx) that are commonly used to bundle a private key with its X.509 certificate.	Request to remove this clause from RFP	The clause stands deleted.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
134	Technical Compliance	Data Leakage Prevention (DLP)	97	The solution should have a dashboard view designed for use by executives that can combine information from data in motion (network), data at rest (storage), and data at the endpoint (endpoint) in a single view along with Single management for managing policies for DLP channels like endpoint, Web, Email and removealble media encrypttion. DLP and Data Classification should have single OEM support	Request to amend this clause as : The solution should have a dashboard view designed for use by executives that can combine information from data in motion (network), data at rest (storage), and data at the endpoint (endpoint) in a single view along with Single management for managing policies for DLP channels like endpoint, Web, Email and removealble media encrypttion. DLP and Data Classification should have single or multiple OEM support.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
135	Technical Compliance	Data Leakage Prevention (DLP)	97	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong. Solution must support APIs forPolicy management that can be used to manage DLP and Discovery policies, rules and resources along with APIs for Incident Management to get a list of DLP & Discovery incidents, update & remediate those incidents.	Request to remove this clause from RFP	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
136	Technical Compliance	Data Leakage Prevention (DLP)	98	The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	Request to amend this clause as :The proposed solution should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails with or without logging into the Management Console	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
137	Technical Compliance	Data Leakage Prevention (DLP)	98	The DLP dashboard must display the number of cases in the designated period that fall above the risk score threshold that you've selected. Risk score thresholds must be customizable and instantly produce an report to prioritize the cases from high-to-low risk levels by leveraging analytics or machine learning technologies. Solution must support Rest API for policy management along import and export of policies as well	Request to amend this clause as : The DLP dashboard must display the number of cases in the designated period that fall above the risk score threshold that you've selected. Risk score thresholds must be customizable and instantly produce an report to prioritize the cases from high-to-low risk levels by leveraging advance rules and technologies. Solution must support Rest API for policy management along import and export of policies as well	Please refer to modifications, clarifications, addendum, etc.
138	Technical Compliance	Data Classification (DC)	100	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	Kindly share use-case for PAM integration	These details will be provided to successful bidder

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
139	Technical Compliance	Data Classification (DC)	101	The solution shall have capability to send emails from mobile with classification applied for both IOS and Android based mobiles.	Does LIC have an MDM solution? If yes, then which MDM.	These details will be provided to successful bidder
140	Technical Compliance	Data Classification (DC)	101	The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice.	Which open office solution is bank using?	Open office is used in LIC primarily on Linux desktops
141	Technical Compliance	Data Classification (DC)	101	The solution should Apply Rights Management on a n outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email.	Which IRM solution is being used by LIC?	These details will be provided to successful bidder

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
142	Technical Compliance	Data Classification (DC)	103	The solution should be capable for centralized deployment of the solution components on all network systems and it should be capable to get machine inventory from AD to perform deployment.	Request for removal, Data Classifiaction solutions donot support installation from centralised console or inventory Payment for the AMC/ATS for the licenses will be done yearly in advance.	The clause stands deleted
143	Technical Compliance	Data Classification (DC)	103	The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software	Request for removal, Data Classifiaction solutions donot support installation from centralised console. Solution can be deployed using 3rd party deployment solution.	Please refer to modifications, clarifications, addendum, etc.
144	Technical Compliance	Data Classification (DC)	103	The solution should provideMinimal impact for end points . User should be able to choose low, medium and high usage for agents	Kindly elaborate the use-case. 'User should be able to choose low, medium and high usage of agent'	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
145	Technical Compliance	Data Classification (DC)	103	The solution should provide Auto update features for agents. User should be able to push the agents automatically after every release.	Request for removal, Data Classifiaction solutions donot support installation\upgrade\uninstallation from centralised console. Solution can be deployed using 3rd party deployment solution.	Please refer to modifications, clarifications, addendum, etc.
146	Technical Compliance	Data Classification (DC)	103	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.	Request for removal, Data Classifiaction solutions donot support installation\upgrade\uninstallation from centralised console. Solution can be deployed using 3rd party deployment solution.	The clause stands deleted
147	Technical Compliance	Data Classification (DC)	103	Ability to see the managed/unmanaged status of each system	Kindly elborate the use-case. Does this mean a list of agents with Data Classifiaction solution installed?	The Understanding is correct.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
148	Technical Compliance	Data Classification (DC)	104	The solution should have Pre trained AI models to identify images with Aadhaars Numbers, Credit cards , PAN Card, Password, Driving licenses of different states.	DLP fingerprinting use-case	Please refer to modifications, clarifications, addendum, etc.
149	Technical Compliance	Data Classification (DC)	104	The solution should have Self Trained AI Model where user can upload any kind of images and discover and classify simillar kind of images	DLP fingerprinting use-case	Please refer to modifications, clarifications, addendum, etc.
150	Technical Compliance	Data Classification (DC)	104	The solution should have Ability to identify sensitive data in data bases -which tables , which columns contains sensitive data	DLP discovery use-case	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
151	Technical Compliance	Data Classification (DC)	105	The solution should be capable for centralized deployment of the solution components on all network systems and it should be capable to get machine inventory from AD to perform deployment.	Repeated	The clause stands deleted
152	Technical Compliance	Data Classification (DC)	105	The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software	Repeated. Same as point 89	The clause stands deleted
153	Technical Compliance	Data Classification (DC)	105	The solution should provideMinimal impact for end points . User should be able to choose low, medium and high usage for agents	Repeated. Same as point 90	The clause stands deleted
154	Technical Compliance	Data Classification (DC)	105	The solution should provide Auto update features for agents. User should be able to push the agents automatically after every release.	Repeated. Same as point 91	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
155	Section H: Enclosures	Annexure D: Technical Scoring	90	The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP. Above 5 years -> 10 Marks, 3 - 5 years -> 5 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please change the clause to The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP. Above **3 years** -> 10 Marks, **1 - 3 years** -> 5 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
156	Section H: Enclosures	Annexure D: Technical Scoring	90	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC. 4 References and above -> 15 Marks 2 references -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please change the clause to The Bidder should have minimum of **3 years** of experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC. 2 References and above -> 15 Marks 1 reference -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
157	Section H: Enclosures	Annexure D: Technical Scoring	90	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC. 4 References and above -> 15 Marks 2 references -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please change the clause to The Bidder should have minimum of **3 years** of experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC. 2 References and above -> 15 Marks 1 reference -> 10 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
158	3. Technical Bid	Point iv	22	LIC will be responsible to provide all the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder, included in BoQ and prices quoted for in the Commercial Bid Document.	Please confirm which RHEL OS and kernel version is LIC using. Also confirm whether MySQL in use is standard edition or enterprise edition. This will help bidder to understand the compatibility of the proposed DLP and data classification	The details will be provided to the successful bidder
159	3. Technical Bid	Point v	22	This bill of Quantity (BoQ) as per Annexure R should be itemized separately for all the environments, including DC, UAT and Disaster Recovery (DR).	Please confirm if bidder has to propose DLP and Data Classification solution for UAT. If Yes, please share the sizing details for the same	UAT is required. SI have to submit the commercials accordingly.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
160	1. Brief Scope of Work	Planning	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	Please confirm which SIEM, PIM/PAM, ITSM, orchestration tool is used by LIC	The details will be provided to the successful bidder
161	1. Brief Scope of Work	Planning	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	What is the expectation with respect to cloud support? This will help us in identifying the compatibility and the feasibility of the integration	The solution should ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, cloud support, ITMS (ticketing tool), analytics tools.
162	1. Brief Scope of Work	Planning	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	What is the use case for orchestration? This will help us in identifying the compatibility and the feasibility of the integration	The solution should ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, cloud support, ITMS (ticketing tool), analytics tools.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
163	1. Brief Scope of Work	Designing	51	SI and OEM should give minimum 3 days professional training once per year on their respective product	Please confirm the no of participants for the training. Also confirm if the training can done online or it has to be done onsite at LIC premises	Please refer to modifications, clarifications, addendum, etc.
164	1. Brief Scope of Work	Implementing	51	Supply of software for in-scope solutions (DC, DR, Far DR). The setup should be in HA mode for DC and DR.	Please confirm if bidder needs to propose solution for DC, DR, Far DR and UAT. Will the sizing remain the same for all?	Please refer to modifications, clarifications, addendum, etc.
165	Training & Certification	Training & Certification	54	Training & Certification	Kindly confirm if the training requirement mentioned in this section can be considered or apart from this we need to factor what is mentioned in page 51 in the designing section	Training to be provided as per scope mentioned in Training & Certification section

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
166	2. Detailed Scope of Work	I. General Requirements	57	The bidder should consider the detailed technical specifications as stated in the Annexure E while proposing for the solution. Bidder needs to provide complete end to end solution including applicable appliances, software, necessary accessories, active and passive components for efficient functioning of the proposed solution	Our understanding is cabling, cables, necessary components for connecting to the existing network and security devices will be provided by LIC. Please confirm	The understanding is correct.
167	2. Detailed Scope of Work	I. General Requirements	57	All the solutions should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version	Kindly confirm which NTP solution is being used by LIC	These details will be provided to successful bidder

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
168	2. Detailed Scope of Work	I. General Requirements	57	All solutions should have the log storage capability of 6 months in the DLP and DC solution and 2 years in the SIEM to retrieve them within 2 business days.(2 years as per Preservation policy of LIC).	Our understandingis since the underlying infra will be provided by LIC, bidder only needs to submit the storage requirement for 6 months and 2 years. LIC will provide the required storage DLP and DC solution and also in SIEM as SIEM is not proposed as part of this RFP. Kindly confirm	The understanding is correct.
169	2. Detailed Scope of Work	I. General Requirements	57	All solutions must have the capacity to accommodate a yearly project growth rate of up to 10%.	Kindly confirm if the bidder needs to do the sizing condiering 10% YoY growth for the entire contract period	The understanding is correct.
170	2. Detailed Scope of Work	I. General Requirements	58	The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing solutions to new setup. This action is intended to enhance the security posture and to comply with the audit requirements.	Our understanding is there is no existing DLP and DC solution deployed at LIC and bidder will be onlydeploying and managing proposed DLP and DC solution. Kindly confirm the expectation here	The understanding is correct.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
171	2. Detailed Scope of Work	II. Data Loss Prevention	58	The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities.	Please share the scope of work for assessment as we are not providing any vulnerability management solution	The clause stands deleted
172	2. Detailed Scope of Work	II. Data Loss Prevention	58	The vendor should deploy DLP agents on endpoints within the organization's network.	Please confirm which patch management solution is LIC using which can be used for roll out of agents	Agents to be rolled out mannualy by bidder.
173	2. Detailed Scope of Work	II. Data Loss Prevention	59	The solution must be able to capture data leakage on Endpoint, Network and Web Channel.	Please confirm which proxy solution is used by LIC	These details will be provided to successful bidder

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
174	3. Sizing Requirements	Data Loss Prevention	60	5000 Windows Endpoints 30000 Email users 30000 Web users	Please confirm which email security solution is used by LIC. Is the email security solution deployed onsite at LIC DC and DR or is it a cloud solution?	Email Gateway and Web Security solutions are on premises at present at DC,DR and FDR .The email gateway mail flow and Internet access is live at all gateways and mail can be routed through every Gateway

For Network DLP, configuration of Email and Web components in DLP solution will be Active-Active in both DC and DR.

SI have to submit the architecture diagram first after studying the LIC enviornmnet. |

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
175	3. Sizing Requirements	Data Loss Prevention	60	5000 Windows Endpoints 30000 Email users 30000 Web users	Which email solution is used by LIC? Is it a cloud email solution or is it a on-premises email solution? Are users also provided web access to email?	Email Gateway and Web Security solutions are on premises at present at DC,DR and FDR .The email gateway mail flow and Internet access is live at all gateways and mail can be routed through every Gateway

For Network DLP, configuration of Email and Web components in DLP solution will be Active-Active in both DC and DR.

SI have to submit the architecture diagram first after studying the LIC enviornmnet. |
| 176 | 3. Sizing Requirements | Data Loss Prevention | 60 | 5000 Windows Endpoints 30000 Email users 30000 Web users | Which type of windows systems are deployed at LIC? (eg - windows 10 etc) | In scope solution should support Windows 7 and above. |

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
177	3. Sizing Requirements	Data Loss Prevention	60	5000 Windows Endpoints 30000 Email users 30000 Web users	Please confirm if the all the windows endpoints and web users systems are in DC and DR or is it spread across multiple locations. If it is spread across multiple locations, please share the list of locations for 30000 web users and 5000 windows endpoints	The list of windows endpoint and web users will be provided to successful bidder.
178	3. Sizing Requirements	Data Loss Prevention	60	5000 Windows Endpoints 30000 Email users 30000 Web users	Our understanding is all windows endpoints and 30000 web users systems are desktops and there are no laptops. Please confirm	Endpoints can be desktops or laptops
179	3. Sizing Requirements	Data Loss Prevention	60	5000 Windows Endpoints 30000 Email users 30000 Web users	Our understanding is there are no roaming users. If yes, how many of 30000 web users are roaming users	There are no roaming users
180	6. Project Timelines	DLP	64	Implementation of the DLP solution - T+20 weeks	Request you to consider T+24 weeks as there is a dependency on the proper classification of data and also deployment of agents depending on existing tool if any is there that can be used for deploying	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
181	6. Project Timelines	DC	64	Implementation of the DC solution - T+18 weeks	Request you to consider T+24 weeks as there is a dependency on the proper classification of data based on the data shared by different departments and also deployment of agents depending on existing tool if any is there that can be used for deploying	Please refer to modifications, clarifications, addendum, etc.
182	• Penalties on Non-Performance of SLA during contract period:	point 15	70	Data retrieval from offline storage	Our understanding is LIC will provide the required offline storage and backup required for the proposed solution. Please confirm	The Understanding is correct.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
183	• Penalties on Non-Performance of SLA during contract period:	point 1	68	System Availability Uptime percentage is calculated on a monthly basis for the solutions. In the event of any hardware issues, the Bidder must guarantee the availability of replacement devices to meet the SLAs	Our understanding is LIC will provide the required the required underlying infra as the clause mentioned in page no 22 point no iv. Hence the hardware related issues will be taken care by the existing vendor/partner of LIC. Hence request LIC to exempt bidder from penalty for hardware or any other component provided by LIC	Hardware issues related to pure Hardware /server VM will be taken care by LIC. LIC will provide the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder. Operating system and software provided by bidder will be within purview of bidder
184	DLP and DC Implementation SLA	point 5	70	The duration of logs and data are retained within the DLP system before rotation or archiving.	Our understanding is LIC will provide the required tool for rotataion and archiving. Please confirm	Tool to be provided by bidder for in scope system

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
185	DLP and DC Implementation SLA	point 6 and point 7	70	How often data should be backed up to ensure recoverability To Check the backup restoration effectiveness	Our understanding is LIC will provide the required tool for backup and restore. Please confirm	Backup tool is to be provided by bidder
186		Data Leakage Prevention (DLP)		Additional Query	Does LIC is looking DLP & Classification technology from one vendor or multiple vendor where both technology can work together to achieve the use cases refers to this RFP	Multiple vendors where both technologies can work together to achieve the use cases refers to this RFP
187		Data Leakage Prevention (DLP)		Additional Query	You have mentioned few use cases related to Endpoint Encryption in DLP Technical Spec, does LIC need Encryption solutions also in this RFP, kindly clarify the same	Solution should have capability to encrypt the data while transferring to endpoint removal media
188		Data Leakage Prevention (DLP)		Additional Query	Which 2FA solution is LIC using?	These details will be provided to successful bidder

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
189	22. Patent Rights and other litigation costs:		33	In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim	We propose to make this clause mutual.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
190	33. Limitation of Liability		36	Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause, the vendor shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Please clarify infringement in what context. Conditions of Contract Clause in a capitalised term which is not defined in the RFP. Hence is it not possible to have a clear interpretation of this clause. Please confirm what all is proposed to be kept out of Limit of Liability cap. Also repair and replacement of equipment terms will be as per the terms provided by the OEM. NTT does not manufacture any equipment.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
191	36. Indemnifying LIC	A.	38	Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC. Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's negligence.	Slight Modification Requested:- Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC as a result of breach of the terms and conditions of the RFP by the Vendor. Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's gross negligence.	Please adhere to the RFP clause
192	46. Award and Signing of Bid Contract	Point d)	42	Within 14 working days of receipt of the Contract Form, the successful vendor shall sign and date the Contract and return it to LIC.	If there are any additional terms other than the ones mentioned in the RFP, it will be subject to review and acceptance by the Vendor.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
193	7. Intellectual Property Rights		75	Entire clause on Intellectual Property Rights	For NTTI services, these services are non-exclusive and hence there shall be no transfer of IPRs. For OEM/ OSD products/ services transfer of IPRs shall be as per the terms offered by the OEM/ OSD. Warranties on IPRs on equipment shall be as per the terms provided by the OEM. There should not be any warranties on IPRs for services.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
194	Section G: Payment Terms & Conditions	Point # 1 to 4	80	Delivery of software and appliances - 30 % of cost Installation and integration, initial OEM audit and acceptance testing as per scope of work - 40 % of cost After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 25 % of cost of the software licenses + 80% of Implementation charges. Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work. - 5 % of cost of the software licenses + 20% of Implementation charges	Request you to modify the same as under: Delivery of software and appliances - 80 % of cost of the software licenses Installation and integration, initial OEM audit and acceptance testing as per scope of work - 10 % of cost of the software licenses. After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 5 % of cost + 90% of Implementation charges. Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work. - 5 % of cost + 10% of Implementation charges	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
195	Section G: Payment Terms & Conditions	Point # 5	81	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	Request you to modify the same as under: Payment for the Onsite Services will be done on yearly in advance.	Please adhere to RFP clause
196	Section G: Payment Terms & Conditions	Point # 7	81	Payment for the AMC/ATS for the licenses will be done on yearly basis.	Request you to modify the same as under:	Please adhere to RFP clause
197	Section G	**Payment Terms & Conditions**	80	30 % of cost of the software licenses will be released on Delivery of software and appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.	70 % of cost of the software licenses will be released on Delivery of software and appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.	Please refer to modifications, clarifications, addendum, etc.
198	Section G	**Payment Terms & Conditions**	80	40 % of cost of the software licenses will be released on installation and integration, initial OEM audit and acceptance testing as per scope of work	15 % of cost of the software licenses will be released on installation and integration, initial OEM audit and acceptance testing as per scope of work	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
199	Section G	**Payment Terms & Conditions**	80	25 % of cost of the software licenses + 80% of Implementation chargeswill be release on After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	10 % of cost of the software licenses + 80% of Implementation chargeswill be release on After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	Please refer to modifications, clarifications, addendum, etc.
200	Section G	**Payment Terms & Conditions**	81	5 % of cost of the software licenses + 20% of Implementation charges will be released after Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	5 % of cost of the software licenses + 20% of Implementation charges will be released after Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	Please refer to modifications, clarifications, addendum, etc.
201	Section G	**Payment Terms & Conditions**	81	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	Payment for the Onsite Services should be done on quarterly basis at the end of each quarter	Please adhere to the RFP clause
202	Section G	**Payment Terms & Conditions**	81	Payment for the OEM Support & Audit will be done on yearly basis at the end of each year.	Payment for the OEM Support & Audit should be done on quarterly basis at the end of each year.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
203	Section G	**Payment Terms & Conditions**	81	Payment for the AMC/ATS for the licenses will be done on yearly basis.	Payment for the AMC/ATS for the licenses should be done on quarterly basis.	Please adhere to the RFP clause
204	Section C:	Instructions to Bidders (ITB), 2. Submission of bids	19	iv. The bidders should submit the below bid documents in hard copy in separate sealed envelopes super-scribed as: a. Envelope 1 - Eligibility bid b. Envelope 2 - Technical bid c. Envelope 3 - Commercial bid (Indicative Price)	Since the bid is online our request is to please do not ask for bid submission in hard copy except EMD and Pre- Integrity Pact.	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
205	Section C:	Instructions to Bidders (ITB), 24. Performance Bank Guarantee (PBG)	34	a) After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee (from a scheduled/ nationalized Public Sector Bank acceptable to LIC and having Branches in Mumbai) equal to 10% of the total Contract Value. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor". If not, the bid / contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS).	Please change this clause to a) After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee (from a scheduled/ nationalized Public Sector Bank acceptable to LIC and having Branches in Mumbai) equal to 03% of the total Contract Value. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor". If not, the bid / contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS).	Please adhere to the RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
206	Section E:	Scope of Services; 6. Project timelines of DLP	64 and 65	Phasewise all the project time lines Given in the tabel	Request you to please increase 4 weeks in each phase of project time lines in given table.	Please adhere to the RFP clause
207	Section E:	Scope of Services; 6. Project timelines of Data Classification	65	Phasewise all the project time lines Given in the tabel	Request you to please increase 4 weeks in each phase of project time lines in given table.	Please adhere to the RFP clause
208	6. Eligibility Criteria		15	The proposed OEM product for Data Classification Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	For Wider participation, we request you to please ask for minimum two Organisation rather than three. So amend the clause as : The proposed OEM product for Data Classification Solution should have been successfully running in minimum two organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
209	Detailed Scope of Work	General Requirements	57	The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance and adoption of the total solution leveraging the behaviour modelling and predictive analysis capabilities of the solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.	Maintance is generally under the scope of SI/ Bidder not under the OEM. OEM is more releated break fix or support related things. Also DLP is more of Content based not threat centeric like AV, EDR, etc. Hence request you to please amend the clause as : The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance/Technical Support for enhanced protection of LIC's infrastructure during the tenure of this project.	Please refer to modifications, clarifications, addendum, etc.
210	Detailed Scope of Work	General Requirements	57	Bidder has to quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.	We request to amend the clause as "Bidder has to quote for premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs."	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
211	Detailed Scope of Work	General Requirements	57	The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.	OEM Implementation scope is usally till the Project sign off for Implementation. Hence request you to please move the audit to the Bidder scope instead OEM or restrict it first year scope only.	Please adhere to RFP clause
212	Detailed Scope of Work	Data Loss Prevention (DLP), Data Classification	58,59	The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities	We understand that the DLP is more content specific rather than Endpoint security or Vulnerabilty based. The asked clause is more specific towards AV, EDR,etc kind of tools. Hence request you to please remove this clause.	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
213	Detailed Scope of Work	Data Loss Prevention (DLP)	59	The solution should have the capability of Threat intelligence and User behavior analytics.	Threat intelligence is more releated to the threat not DLP solution, hence request you to please remove this word from this clause.	The clause stands deleted
214	First Page	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	Main Page		Request for Proposal (RFP)/Tender Document for On boarding System Integrator (SI) to Implement Endpoint Data Protection Tools. Is only SI allowed to participate or even OEM's allowed.	Since there are 2 solutions to bid for, it may not be possible for one OEM to bid for another OEM product
215	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	50	Brief Scope of Work	See Windows systems to be spoken, while LIC has lot of other OS variants to cater as well. This piece meal approach may hamper LIC's capability to scale for other data sources in the future. LIC may consider holistic landscape (Windows/ LINUX/ MAC/ Databases etc.) of their data sources to be protected.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
216	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	51	Brief Scope of Work	The architectural ask and details can be provided once we know the holistic approach is considered, for the piece meal approach taken here, multiple recursions will be asked and not a feasible approach. Does the architectural diagram has to be submitted once or every time LIC decides to scale with the project?	The architecture diagram (HLD & LLD) shall be updated as and when there are architecture related changes and the same shall have to be approved by LIC.
217	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	52	Brief Scope of Work	Is the Bidder required to provide the rules needed in FW to allow DLP/ Data Classification to work?	Bidder shall assist the LIC's firewall team in creating rules required for the in-scope solutions. The bidder shall ensure the rules as per security best practices. Creation of rules shall be done by LIC's firewall team.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
218	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	57	Brief Scope of Work	Need clarity on responsibility of SI/ OEM for E2E implementation.	SI and OEM(s) have end to end responsibility for plan, design, implementation, maintenance/Technical Support, of in scope solution during the tenure of this project.
219	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	57	Detailed Scope of Work	Request clarity on what are the SoC solutions required to be integrated with DLP/Data Classification?	These details will be provided to successful bidder.
220	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	58	Detailed Scope of Work	Migrating historical data as part of logs is mentioned as part of scope, Does LIC have any existing DLP, DC tool already used, if so request you to share the issues currently faced for replacing them with new products?	Currently, integration of logs from the existing solution is not deemed mandatory.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
221	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	59	Detailed Scope of Work	This phased implementation approach for Data Classification may hamper LIC's capability to scale for other data sources in the future. As per the RFP, bidder may not be able to protect complete LIC data sources, and this might lead to improper protection and chances of greater exposure to sensitive data. LIC may want to do Data Discovery and Classification first followed by phased DLP implementation.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
222	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	60	Sizing Requirements	LIC should consider Data Discovery & Classification for around 1,00,000 endpoints (Windows/ LINUX/ MAC/ Databases etc.) along with similar hardware sizing. LIC may consider holistic landscape of their data sources to be protected. In case, LIC goes ahead with same phased implementation, will LIC use a rate card for future requirements or float a new RFP?	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
223	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	65	Service Level Agreements (SLAs) & Penalties	Will the HW pre-requisite needed for SW be provided by LIC or vendor has to add it in this bid?	The bidder shall provide a detailed bill of quantity (BOQ) as part of their submission. LIC will provide the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder.
224	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	66	Service Level Agreements (SLAs) & Penalties	Is DLP usage done mainly to protect data or file being sent out over emails and/or web or other wise? If Yes, and the bidder can directly address the same through Data Classification tool, can the DLP scope be removed from the RFP?	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
225	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	66	Service Level Agreements (SLAs) & Penalties	The way project timelines related to T+4 and T+8 is written, in case of any change in the details and new HW etc is needed, it specifies that the vendor has to bear it, will it be through the CR process in the future and will LIC be willing to pay for the same?	Please adhere to the RFP clause. Refer Section 55- Varying the Services of RFP
226	Section C: Instructions to Bidders (ITB)	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	27	Evaluation Process for Selection of Bidder	If there are only four bidders and the price quoted by the 4th bidder is 40% more than the 3rd bidder, will the 4th bidder be allowed to participate?	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
227	Section C: Instructions to Bidders (ITB)	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023		Earnest Money Deposit (EMD)	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria. Please confirm.	EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or- Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document
228	Section E: Scope of Services	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	60	Sizing Requirements	As part of current requirement for Data Classification, only Windows OS endpoints are covered, request clarity from LIC on approach in future to include other OS like LINUX/ DB/ MAC etc?	Currently Data Classification solution is required for Windows OS only

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
229	Section B	6	14	Point 4: The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Request bank to consider: 1. The Bidder/OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India. 2. Bidder should have executed 50,000+ Data classification tool in any PSU Banking.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
230	Section B	6	14	Point 5: The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Request LIC to consider: 1. The Bidder/OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India. 2. Bidder should have executed 50,000+ Data classification tool in any PSU Banking.	Please refer to modifications, clarifications, addendum, etc.
231	Section B	6	14	Point 8: Bidders and the proposed OEM should have support center in India with availability of 8 x 5 onsite, telephonic and remote support	Request LIC to consider: Bidders/OEM and the proposed OEM should have support centre in India with availability of 8 x 5 onsite, telephonic and remote support	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
232	Section B	6	14	Point 9: The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Request LIC to consider: The bidder/OEM must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc.
233	6. Eligibility Criteria		15	The proposed OEM product for Data Classification Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	For Wider participation, we request you to please ask for minimum two Organisation rather than three. So amend the clause as : The proposed OEM product for Data Classification Solution should have been successfully running in minimum two organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
234	Detailed Scope of Work	General Requirements	57	The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design,implementation, maintenance and adoption of the total solution leveraging the behaviour modelling and predictive analysis capabilities of the solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.	Maintance is generally under the scope of SI/ Bidder not under the OEM. OEM is more released break fix or support related things. Also DLP is more of Content based not threat centeric like AV, EDR, etc. Hence request you to please amend the clause as : The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance/Technical Support for enhanced protection of LIC's infrastructure during the tenure of this project.	Please refer to modifications, clarifications, addendum, etc.
235	Detailed Scope of Work	General Requirements	57	Bidder has to quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.	We request to amend the clause as "Bidder has to quote for premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs."	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
236	Detailed Scope of Work	General Requirements	57	The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.	OEM Implementation scope is usally till the Project sign off for Implementation. Hence request you to please move the audit to the Bidder scope instead OEM or restrict it first year scope only.	Please adhere to RFP clause
237	Detailed Scope of Work	Data Loss Prevention (DLP), Data Classification	58,59	The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities	We understand that the DLP is more content specific rather than Endpoint security or Vulnerabilty based. The asked clause is more specific towards AV, EDR,etc kind of tools. Hence request you to please remove this clause.	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
238	Detailed Scope of Work	Data Loss Prevention (DLP)	59	The solution should have the capability of Threat intelligence and User behavior analytics.	Threat intelligence is more related to the threat not DLP solution, hence request you to please remove this word from this clause.	The clause stands deleted
239	SLA and Panlities	DLP and DC Implementation SLA	70	Incident Resource Time The time it takes for the service Resolution Time provider to respond to different Severity 1 - 30Mins incident priority levels. Severity 2- 2 Hrs. Severity 3 - 8Hrs	In General all OEMs have response SLA not the Resolution SLA. At multiple points with in the RFP its been asked about the resolution SLAs and we would be request to change from Resolution SLA to response SLAs & For wider participation request you to change response time from 30 min to 45 min in case of Sev 1 issue.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
240	Annexure F: Technical Compliance	Technial Specification	93	Solution must use provide modern and easy remote deployment/installation/ uninstallation methods (Including script support)	In Large and distributed environment like LIC it is always recommeded to have centralised tool for the deployment, installation, unistallation instead of the DLP tool doing the same for better compliances and management of the endpoints. Hence request you to please amend the clause : Solution must use provide modern and easy remote deployment/installation/uninstallation methods (Including script support) by GPO or SCCM.	Please refer to modifications, clarifications, addendum, etc.
241	Annexure F: Technical Compliance	Technial Specification	93	Agent must be lightweight. Present evidence of average CPU, memory and disk use during different activities with the capabilities below enabled	Each OEM has its own way of providing the staticistics, Request you please amend the clause as : Agent must be lightweight. Present evidence of average CPU memory/disk use during different activities with the capabilities below enabled	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
242	Annexure F: Technical Compliance	Technial Specification	93	Solution is configurable for minimal system resource utilization	Each OEM do a lot of QA before releasing the product and we being industry leader in this space we have already taken such considerations. So request you to please delete this clause	The clause stands deleted
243	Annexure F: Technical Compliance	Technial Specification		The solution allows upgrade to newer versions without performing a reboot.	We understand that this clause appliacable for email and web DLP, please confirm.	The Understanding is correct.
244	Annexure F: Technical Compliance	Technial Specification	93	The solution should have the capability of Threat intelligence and User behavior analytics.	Threat intelligence is more releated to the threat centric approach for AV, EDR solutions etc and not related to content based which relevant for DLP solution, hence request you to please remove this word from this clause.	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
245	Annexure F: Technical Compliance	Technial Specification	94	The solution should have the capability of Intelligent data discovery by using AI techniques.	We understand that Machine learning is used for intelligent Data Discovery. Hence please confirm the reference of AI here is to ML techniquie, or amend the clause as : The solution should have the capability of Intelligent data discovery by using AI/ML classificers techniques.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
246	Annexure F: Technical Compliance	Technial Specification	94	The endpoint solution must be compatible with both 32-bit and 64-bit Windows operating systems, including Windows 8, Windows 8.1, and 10, as well as Windows Server 2012 R2, Windows Server 2016, and Windows Server 2019. It should also have the capability to support Email DLP in Microsoft Azure or on-premises for Office 365/Exchange in the future, ensuring a seamless upgrade process. Additionally, management for Endpoint, Email,and Web DLP should be centralized and unified within the same management platform.	Windows Server 2012 R2 is already End of life and not supported Microsoft, hence request you to amend the clause as: "The endpoint solution must be compatible with both 32-bit and 64-bit Windows operating systems, including Windows 8, Windows 8.1, and 10, as well as Windows Server 2016, and Windows Server 2019. It should also have the capability to support Email DLP in Microsoft Azure or on-premises for Office 365/Exchange in the future, ensuring a seamless upgrade process. Additionally, management for Endpoint, Email, and Web DLP should be centralized and unified within the same management platform"	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
247	Annexure F: Technical Compliance	Technial Specification	94	When performing upgrades, the solution will download only the accumulated changes from the installed version	This kind of functionality is relevent is cases of updates of threat intelligence not to the software upgrades. This clause is not as per the industry standard of a software. Hence request you to please delete this clause	The clause stands deleted
248	Annexure F: Technical Compliance	Data Classification	100	Server-Windows Server 2012 and above	Windows Server 2012 R2 is already End of life and not supported Microsoft, hence request you to please delete this.	Please refer to modifications, clarifications, addendum, etc.
249	Annexure F: Technical Compliance	Data Classification	59/10 1	The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice.	We request LIC to confirm if they are using the open office or not. And open office do not provide platform which is relevent for Data Classification. This funcation can support via right click on the document not via plugin. Hence request you delete this clause or allow classfication via right click on the document.	Open office is used in LIC primarily on Linux desktops

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
250	Annexure F: Technical Compliance	Data Classification	101	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.	We request LIC to please confirm if they are looking for Right Management solutions also as the part of this RFP.	Only DLP and Data Classification is part of this RFP.
251	6. Eligibility Criteria		15	The proposed OEM product for Data Classification Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP. preceding to the date of the RFP.	For Wider participation, we request you to please ask for minimum two Organisation rather than three. So amend the clause as : The proposed OEM product for Data Classification Solution should have been successfully running in minimum two organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
252	Detailed Scope of Work	General Requirements	57	The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design,implementation, maintenance and adoption of the total solution leveraging the behaviour modelling and predictive analysis capabilities of the solution for detection of threats for enhanced protection of LIC's infrastructure during the tenure of this project.	Maintance is generally under the scope of SI/ Bidder not under the OEM. OEM is more releated break fix or support related things. Also DLP is more of Content based not threat centeric like AV, EDR, etc. Hence request you to please amend the clause as : The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance/Technical Support for enhanced protection of LIC's infrastructure during the tenure of this project.	Please refer to modifications, clarifications, addendum, etc.
253	Detailed Scope of Work	General Requirements	57	Bidder has to quote for highes features, etc. for all the OEMs.t/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code,	We request to amend the clause as "Bidder has to quote for premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs."	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
254	Detailed Scope of Work	General Requirements	57	The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.	OEM Implementation scope is usally till the Project sign off for Implementation. Hence request you to please move the audit to the Bidder scope instead OEM or restrict it first year scope only.	Please adhere to RFP clause
255	Detailed Scope of Work	Data Loss Prevention (DLP), Data Classification	58,59	The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities	We understand that the DLP is more content specific rather than Endpoint security or Vulnerabilty based. The asked clause is more specific towards AV, EDR,etc kind of tools. Hence request you to please remove this clause.	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
256	Detailed Scope of Work	Data Loss Prevention (DLP)	59	The solution should have the capability of Threat intelligence and User behavior analytics.	Threat intelligence is more related to the threat not DLP solution, hence request you to please remove this word from this clause.	The clause stands deleted
257	SLA and Panlities	DLP and DC Implementation SLA	70	Incident Resource Time The time it takes for the service Resolution Time provider to respond to different incident priority levels. Severity 1 - 30Mins Severity 2- 2 Hrs. Severity 3 - 8Hrs	In General all OEMs have response SLA not the Resolution SLA. At multiple points with in the RFP its been asked about the resolution SLAs and we would be request to change from Resolution SLA to response SLAs & For wider participation request you to change response time from 30 min to 45 min in case of Sev 1 issue.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
258	Annexure F: Technical Compliance	Technial Specification	93	Solution must use provide modern and easy remote deployment/installation/ uninstallation methods (Including script support)	In Large and distributed environment like LIC it is always recommeded to have centralised tool for the deployment, installation, unistallation instead of the DLP tool doing the same for better compliances and management of the endpoints. Hence request you to please amend the clause : Solution must use provide modern and easy remote deployment/installation/uninstallation methods (Including script support) by GPO or SCCM.	Please refer to modifications, clarifications, addendum, etc.
259	Annexure F: Technical Compliance	Technial Specification	93	Agent must be lightweight. Present evidence of average CPU, memory and disk use during different activities with the capabilities below enabled	Each OEM has its own way of providing the staticistics, Request you please amend the clause as : Agent must be lightweight. Present evidence of average CPU memory/disk use during different activities with the capabilities below enabled	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
260	Annexure F: Technical Compliance	Technial Specification	93	Solution is configurable for minimal system resource utilization	Each OEM do a lot of QA before releasing the product and we being industry leader in this space we have already taken such considerations. So request you to please delete this clause	The clause stands deleted
261	Annexure F: Technical Compliance	Technial Specification		The solution allows upgrade to newer versions without performing a reboot.	We understand that this clause appliacable for email and web DLP, please confirm.	The Understanding is correct.
262	Annexure F: Technical Compliance	Technial Specification	93	The solution should have the capability of Threat intelligence and User behavior analytics.	Threat intelligence is more releated to the threat centric approach for AV, EDR solutions etc and not related to content based which relevant for DLP solution, hence request you to please remove this word from this clause.	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
263	Annexure F: Technical Compliance	Technial Specification	94	The solution should have the capability of Intelligent data discovery by using AI techniques.	We understand that Machine learning is used for intelligent Data Discovery. Hence please confirm the reference of AI here is to ML techniquie, or amend the clause as : The solution should have the capability of Intelligent data discovery by using AI/ML classificers techniques.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
264	Annexure F: Technical Compliance	Technial Specification	94	The endpoint solution must be compatible with both 32-bit and 64-bit Windows operating systems, including Windows 8, Windows 8.1, and 10, as well as Windows Server 2012 R2, Windows Server 2016, and Windows Server 2019. It should also have the capability to support Email DLP in Microsoft Azure or on-premises for Office 365/Exchange in the future, ensuring a seamless upgrade process. Additionally, management for Endpoint, Email, and Web DLP should be centralized and unified within the same management platform.	Windows Server 2012 R2 is already End of life and not supported Microsoft, hence request you to amend the clause as: "The endpoint solution must be compatible with both 32-bit and 64-bit Windows operating systems, including Windows 8, Windows 8.1, and 10, as well as Windows Server 2016, and Windows Server 2019. It should also have the capability to support Email DLP in Microsoft Azure or on-premises for Office 365/Exchange in the future, ensuring a seamless upgrade process. Additionally, management for Endpoint, Email, and Web DLP should be centralized and unified within the same management platform"	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
265	Annexure F: Technical Compliance	Technial Specification	94	When performing upgrades, the solution will download only the accumulated changes from the installed version	This kind of functionality is relevent is cases of updates of threat intelligence not to the software upgrades. This clause is not as per the industry standard of a software. Hence request you to please delete this clause	The clause stands deleted
266	Annexure F: Technical Compliance	Data Classification	100	Server-Windows Server 2012 and above	Windows Server 2012 R2 is already End of life and not supported Microsoft, hence request you to please delete this.	Please refer to modifications, clarifications, addendum, etc.
267	Annexure F: Technical Compliance	Data Classification	59/101	The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice.	We request LIC to confirm if they are using the open office or not. And open office do not provide platform which is relevent for Data Classification. This funcation can support via right click on the document not via plugin. Hence request you delete this clause or allow classfication via right click on the document.	Open office is used in LIC primarily on Linux desktops

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
268	Annexure F: Technical Compliance	Data Classification	101	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.	We request LIC to please confirm if they are looking for Right Management solutions also as the part of this RFP.	Only DLP and DC is part of this RFP.
269	Eligibility Criteria	Eligibility Criteria	14	The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention or Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
270	Eligibility Criteria	Eligibility Criteria	14	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	The Bidder during the last 7 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention or Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Please adhere to RFP clause
271	Eligibility Criteria	Eligibility Criteria	14	The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	The bidder must have a minimum of 15 IT Security permanent professionals with experience in Cyber Security & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
272	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	4. The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU / Government / Private / BFSI Sector with multiple branches across different locations in India.	We request LIC to ammend the clause as below- The Bidder or its OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please adhere to RFP clause
273	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	5. The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU / Government / Private / BFSI Sector in India with at least 1000 endpoints.	We request LIC to ammend the clause as below- The Bidder or its OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU / Government / Private / BFSI Sector in India with at least 1000 endpoints.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
274	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	15	8. The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	We request LIC to ammend the clause as below- The bidder or its OEM must have a minimum of 5 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
275	Section C: Instructions to Bidders (ITB)	13. Online Reverse Auction	29	Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 will be applicable for this RFP and allotment will be done in terms of said Order as under: a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1. b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.	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.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.		

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
276	Section E: Scope of Services	7. Service Level Agreements (SLAs) & Penalties	66	Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO).	We request LIC to reduce the Penalty Cap to 5%	Please adhere to RFP clause
277	Annexure F	DLP - 22	93	The solution allows upgrade to newer versions without performing a reboot.	Drivers are reloaded during upgrade as a part of Microsofrt Best Practices, restart is mandatory post upgrade. Request to you please change the same.	Please refer to modifications, clarifications, addendum, etc.
278	Annexure F	DLP-48	95	The solution should have more than 50 pre-defined applications and multiple application groups and allow each application/application group to monitor operations like Cut/Copy, Paste, File Access and Screen Capture or Download. Also solution should have the capability to define the third party application.	The solution should have more than 50 pre-defined applications and multiple application groups and allow each application/application group and capability to block and control Clipboard and Screenshots should be present. Also solution should have the capability to define the third party application.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
279	Annexure F	DLP-50	95	The endpoint solution should have capabilities to monitor applications and ensure unauthorized applications do not have access to sensitive files.	Browsers are prevented from sending sensitive data outside. Whatever sensitive files are being accessed by applications can be reported.	Please refer to modifications, clarifications, addendum, etc.
280	Annexure F	DLP-66	96	The solution should Provide "Cloud Storage Applications" group which monitor sensitive content accessed by these cloud storage application on the endpoint and prevent sensitive data from uploading to the cloud. For Example (Should support from day 1(Windows 11, 10) - Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, ICloud.	This is a CASB feature and not DLP, however sensitive file monitoring and application blocking is present from the end points.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
281	Annexure F	DLP-85	98	The solution should have a dashboard view designed for use by executives that can combine information from data in motion (network), data at rest (storage), and data at the endpoint (endpoint) in a single view along with Single management for managing policies for DLP channels like endpoint,Web, Email and removealble media encrypttion. DLP and Data Classification should have single OEM support	classification tool - pls allow to bid with diffrent OEM, as DLP & Classification both are make in india tools	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
282	Annexure F : technical Compliance	Data Classification	100	The solution should enable the classification should support all mainstream server, desktop ,mobile, tablet and laptop Operating Systems (OS), which include the following	Is there any other OS except Windows on Endpoints/Server?	please adhere with RFP clause
283	Annexure F : technical Compliance	Data Classification	100	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	Is this clause mandatory as Integration with AD and SIEM is possible, integration with PAM is in the roadmap for 2024 Q2	please adhere with RFP clause
284	Annexure F : technical Compliance	Data Classification	101	The solution shall have capability to send emails from mobile with classification applied for both IOS and Android based mobiles.	Is this clause mandatory as this can be covered using a MDM Solution	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
285	Annexure F : technical Compliance	Data Classification	101	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.	This is possible with an integration with IRM tool, Will LIC provide any IRM solution for the integration?	The clause stands deleted
286	Annexure F : technical Compliance	Data Classification	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	This is not under the scope of Data Classification, hence should be removed	The clause stands deleted
287	Annexure F : technical Compliance	Data Classification	104	The solution should have AI/ML capability to reduce false positives	Is this a Mandatory Clause	The clause stands deleted
288	Annexure F : technical Compliance	Data Classification	104	The solution should have Pre trained AI models to identify images with Aadhaars Numbers, Credit cards , PAN Card, Password, Driving licenses of different states.	Is this a Mandatory Clause	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
289	Annexure F : technical Compliance	Data Classification	104	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 a Mandatory Clause	Please adhere to RFP clause
290	Annexure F : technical Compliance	Data Classification	105	The solution should provide Customizable dashboard to create multiple dashboards based on user requirements.	Is this Clause mandatory as it can be achieved partially by giving partial access to some members to view and download only certain classification logs	Please adhere to RFP clause
291	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	5. The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	We request LIC to modify this clause as, the Bidder/OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention /Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
292	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	6. The proposed OEM product for Data Loss Prevention Solution should have been successfully running in minimum three organizations for minimum of 10000 web and email users and 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	We request LIC to modify this clause as, proposed OEM product for Data Loss Prevention Solution should have been successfully running in minimum three organizations for minimum1000 web/email users/ endpoints in each organization during the last 3 years preceding to the date of the RFP.	Please adhere to RFP clause
293	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	15	7. The proposed OEM product for Data Classification Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	We request LIC to modify this clause as The proposed OEM product for Data Classification /DLP Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
294	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	15	9. The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	This solution is dependent on the OEM and end customer requires the support individually for each and every machine. So, we request LIC to amend this clause as, the bidder/ OEM must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc.
295	First Page	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	Main Page		Request for Proposal (RFP)/Tender Document for On boarding System Integrator (SI) to Implement Endpoint Data Protection Tools. Is only SI allowed to participate or even OEM's allowed.	LIC and EY to discuss

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
296	Section B	6	14	Point 4: The Bidder should 3 years of experience in have minimum of implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Request bank to consider: 1. The Bidder/OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India. 2. Bidder should have executed 50,000+ Data classification tool in any PSU Banking.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
297	Section B	6	14	Point 5: The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Request LIC to consider: 1. The Bidder/OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India. 2. Bidder should have executed 50,000+ Data classification tool in any PSU Banking.	Please refer to modifications, clarifications, addendum, etc.
298	Section B	6	15	Point 8: Bidders and the proposed OEM should have support center in India with availability of 8 x 5 onsite, telephonic and remote support 8 x 5 onsite, telephonic and remote support	Request LIC to consider: Bidders/OEM and the proposed OEM should have support centre in India with availability of 8 x 5 onsite, telephonic and remote support	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
299	Section B	6	15	Point 9: The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Request LIC to consider: The bidder/OEM must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc.
300	Section C: Instructions to Bidders (ITB)	10	25	Earnest Money Deposit (EMD)	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria. Please confirm.	EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or- Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
301	Section C: Instructions to Bidders (ITB)	12	27	Evaluation Process for Selection of Bidder	If there are only four bidders and the price quoted by the 4th bidder is 40% more than the 3rd bidder, will the 4th bidder be allowed to participate?	Please adhere to RFP clause
302	Section E: Scope of Services	1	50	Brief Scope of Work	See Windows systems to be spoken, while LIC has lot of other OS variants to cater as well. This piece meal approach may hamper LIC's capability to scale for other data sources in the future. LIC may consider holistic landscape (Windows/ LINUX/ MAC/ Databases etc.) of their data sources to be protected.	please adhere with RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
303	Section E: Scope of Services	1	51	Brief Scope of Work	The architectural ask and details can be provided once we know the holistic approach is considered, for the piece meal approach taken here, multiple recursions will be asked and not a feasible approach. Does the architectural diagram has to be submitted once or every time LIC decides to scale with the project?	The architecture diagram (HLD & LLD) shall be updated as and when there are architecture related changes and the same shall have to be approved by LIC.
304	Section E: Scope of Services	1	52	Brief Scope of Work	Is the Bidder required to provide the rules needed in FW to allow DLP/ Data Classification to work?	Bidder shall assist the LIC's firewall team in creating rules required for the in-scope solutions. The bidder shall ensure the rules as per security best practices. Creation of rules shall be done by LIC's firewall team.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
305	Section E: Scope of Services	1	57	Brief Scope of Work	Need clarity on responsibility of SI/ OEM for E2E implementation.	SI and OEM(s) have end to end responsibility for plan, design, implementation, maintenance/Technical Support, of in scope solution during the tenure of this project.
306	Section E: Scope of Services	2	57	Detailed Scope of Work	Request clarity on what are the SoC solutions required to be integrated with DLP/Data Classification?	These details will be provided to successful bidder.
307	Section E: Scope of Services	2	58	Detailed Scope of Work	Migrating historical data as part of logs is mentioned as part of scope, Does LIC have any existing DLP, DC tool already used, if so request you to share the issues currently faced for replacing them with new products?	Currently, integration of logs from the existing solution is not deemed mandatory.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
308	Services Section E: Scope of Services	2	59	Detailed Scope of Work	This phased implementation approach for Data Classification may hamper LIC's capability to scale for other data sources in the future. As per the RFP, bidder may not be able to protect complete LIC data sources, and this might lead to improper protection and chances of greater exposure to sensitive data. LIC may want to do Data Discovery and Classification first followed by phased DLP implementation.	Please adhere to RFP clause
309	Services Section E: Scope of Services	3	60	Sizing Requirements	LIC should consider Data Discovery & Classification for around 1,00,000 endpoints (Windows/ LINUX/ MAC/ Databases etc.) along with similar hardware sizing. LIC may consider holistic landscape of their data sources to be protected. In case, LIC goes ahead	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
310	Services Section E: Scope of Services	3	60	Sizing Requirements	As part of current requirement for Data Classification, only Windows OS endpoints are covered, request clarity from LIC on approach in future to include other OS like LINUX/ DB/ MAC etc?	Currently Data Classification solution is required for Windows OS only
311	Services Section E: Scope of Services	7	65	Service Level Agreements (SLAs) & Penalties	Will the HW pre=-requisite needed for SW be provided by LIC or vendor has to add it in this bid?	The bidder shall provide a detailed bill of quantity (BOQ) as part of their submission. LIC will provide the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
312	Services Section E: Scope of Services	7	66	Service Level Agreements (SLAs) & Penalties	Is DLP usage done mainly to protect data or files being sent out over emails and/or web or otherwise? If Yes, and the bidder can directly address the same through the Data tool, can the DLP scope be removed from the Classification RFP?	Please adhere to RFP clause
313	Services Section E: Scope of Services	7	66	Service Level Agreements (SLAs) & Penalties	The way project timelines related to T+4 and T+8 is written, in case of any change in the details and new HW etc is needed, it specifies that the vendor has to bear it, will it be through the CR process in the future and will LIC be willing to pay for the same?	Please adhere to the RFP clause. Refer Section 55-Varying the Services of RFP

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
314	Annexure C	Eligibility Criteria Point no. 2	88	The Bidder must have an annual turnover of minimum Rs.30 Crores per annum during the last 03 (three) years preceding the date of this RFP	We Request LIC to Exempt this clause of for Start-Up /MSE India Company with valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India. DPIIT has issued notification dated 8 November 2016 for Prior turnover	Please adhere to the RFP clause.
315	Annexure C	Eligibility Criteria Point no. 5	88	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	We request LIC to please amend : The Bidder during the last 3 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
316	II. Data Loss Prevention (DLP)		58	The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities.	a) Are the existing Gaps identified ? B) Are there existing bugs to be resolved ? C) What are the enhancements identified ?	The clause stands deleted
317	II. Data Loss Prevention (DLP)		59	The solution should generate real-time alerts for potential security incidents and provide guidance for incident response and remediation.	a) What are the types of alert required ? Popup or reports ,SMS etc ?	The Understanding is correct., also alerts over tool along with reports
318	III. Data Classification (DC)		60	The vendor is expected to deliver reports at periodic intervals as per LIC's requirements	a) Are there any standard reports available ? B) Will there be a requirement for a standard dashboard ?	The understanding is correct. Report format and time will be decided by LIC
319	6. Project Timelines		64	3. Understanding of the current landscape of LIC, project plan creation, documentation, HLD creation, use case creation, collating list of users for agent deployment and any other activities as required as part of scope. T + 8 Weeks	Need minimum 12 weeks as we have to understand all the requirements and prepare a document . Review the document and then get a signoff	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
320	Annexure C: Eligibility Criteria	Eligibility Criteria	88	The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Kindly Amend the Term to Bidder / OEM	Please adhere to RFP clause
321	Annexure C: Eligibility Criteria	Eligibility Criteria	88	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints	Kindly Amend the Term to Bidder / OEM	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
322	Annexure C: Eligibility Criteria	Eligibility Criteria	88	The proposed OEM product for Data Loss Prevention Solution should have been successfully running in minimum three organizations for minimum of 10000 web and email users and 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	Kindly Amend the Term to Bidder / OEM	Please adhere to RFP clause
323	Annexure C: Eligibility Criteria	Eligibility Criteria	88	The proposed OEM product for Data Classification Solution should have been successfully running in minimum three organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP.	Kindly Amend the Term to Bidder / OEM	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
324	First Page	LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023	Main Page		Request for Proposal (RFP)/Tender Document for On boarding System Integrator (SI) to Implement Endpoint Data Protection Tools. Is only SI allowed to participate or even OEM's allowed.	LIC and EY to discuss

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
325	Section B	6	14	Point 4: The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/ Government/Private/BFSI Sector with multiple branches across different locations in India.	Request bank to consider: 1. The Bidder/OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India. 2. Bidder should have executed 50,000+ Data classification tool in any PSU Banking.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
326	Section B	6	14	**Point 5:** The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Request LIC to consider: 1. The Bidder/OEM should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organizations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India. 2. Bidder should have executed 50,000+ Data classification tool in any PSU Banking.	Please refer to modifications, clarifications, addendum, etc.
327	Section B	6	15	**Point 8**: Bidders and the proposed OEM should have support center in India with availability of 8 x 5 onsite, telephonic and remote support	Request LIC to consider: Bidders/OEM and the proposed OEM should have support centre in India with availability of 8 x 5 onsite, telephonic and remote support	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
328	Section B	6	15	**Point 9**: The bidder must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. **Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).**	Request LIC to consider: The bidder/OEM must have a minimum of 30 IT Security permanent professionals with experience in DLP & DC Solution on their payroll with relevant certifications. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	Please refer to modifications, clarifications, addendum, etc. Cyber Security practitioners/ professionals with Internationally recognised certifications in Information Security domain and relevant experience.
329	Section C: Instructio ns to Bidders (ITB)	10	25	Earnest Money Deposit (EMD)	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria. Please confirm.	EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or- Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
330	Section C: Instructio ns to Bidders (ITB)	12	27	Evaluation Process for Selection of Bidder	If there are only four bidders and the price quoted by the 4th bidder is 40% more than the 3rd bidder, will the 4th bidder be allowed to participate?	Please adhere to RFP clause
331	Section E: Scope of Services	1	50	Brief Scope of Work	See Windows systems to be spoken, while LIC has lot of other OS variants to cater as well. This piece meal approach may hamper LIC's capability to scale for other data sources in the future. LIC may consider holistic landscape (Windows/ LINUX/ MAC/ Databases etc.) of their data sources to be protected.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
332	Section E: Scope of Services	1	51	Brief Scope of Work	The architectural ask and details can be provided once we know the holistic approach is considered, for the piece meal approach taken here, multiple recursions will be asked and not a feasible approach. Does the architectural diagram has to be submitted once or every time LIC decides to scale with the project?	The architecture diagram (HLD & LLD) shall be updated as and when there are architecture related changes and the same shall have to be approved by LIC.
333	Section E: Scope of Services	1	52	Brief Scope of Work	Is the Bidder required to provide the rules needed in FW to allow DLP/ Data Classification to work?	Bidder shall assist the LIC's firewall team in creating rules required for the in-scope solutions. The bidder shall ensure the rules as per security best practices. Creation of rules shall be done by LIC's firewall team.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
334	Section E: Scope of Services	1	57	Brief Scope of Work	Need clarity on responsibility of SI/ OEM for E2E implementation.	SI and OEM(s) have end to end responsibility for plan, design, implementation, maintenance/Technical Support, of in scope solution during the tenure of this project.
335	Section E: Scope of Services	2	57	Detailed Scope of Work	Request clarity on what are the SoC solutions required to be integrated with DLP/Data Classification?	These details will be provided to successful bidder.
336	Section E: Scope of Services	2	58	Detailed Scope of Work	Migrating historical data as part of logs is mentioned as part of scope, Does LIC have any existing DLP, DC tool already used, if so request you to share the issues currently faced for replacing them with new products?	The clause stands deleted

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
337	Section E: Scope of Services	2	59	Detailed Scope of Work	This phased implementation approach for Data Classification may hamper LIC's capability to scale for other data sources in the future. As per the RFP, bidder may not be able to protect complete LIC data sources, and this might lead to improper protection and chances of greater exposure to sensitive data. LIC may want to do Data Discovery and Classification first followed by phased DLP implementation.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
338	Section E: Scope of Services	3	60	Sizing Requirements	LIC should consider Data Discovery & Classification for around 1,00,000 endpoints (Windows/ LINUX/ MAC/ Databases etc.) along with similar hardware sizing. LIC may consider holistic landscape of their data sources to be protected. In case, LIC goes ahead with same phased implementation, will LIC use a rate card for future requirements or float a new RFP?	Please adhere to RFP clause
339	Section E: Scope of Services	3	60	Sizing Requirements	As part of current requirement for Data Classification, only Windows OS endpoints are covered, request clarity from LIC on approach in future to include other OS like LINUX/ DB/ MAC etc?	Currently windows endpoints are in scope

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
340	Section E: Scope of Services	7	65	Service Level Agreements (SLAs) & Penalties	Will the HW pre-requisite needed for SW be provided by LIC or vendor has to add it in this bid?	The bidder shall provide a detailed bill of quantity (BOQ) as part of their submission. LIC will provide the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder.
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356	Section E: Scope of Services	2	59	Detailed Scope of Work	This phased implementation approach for Data Classification may hamper LIC's capability to scale for other data sources in the future. As per the RFP, bidder may not be able to protect complete LIC data sources, and this might lead to improper protection and chances of greater exposure to sensitive data. LIC may want to do Data Discovery and Classification first followed by phased DLP implementation.	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
357	Section E: Scope of Services	3	60	Sizing Requirements	LIC should consider Data Discovery & Classification for around 1,00,000 endpoints (Windows/ LINUX/ MAC/ Databases etc.) along with similar hardware sizing. LIC may consider holistic landscape of their data sources to be protected. In case, LIC goes ahead with same phased implementation, will LIC use a rate card for future requirements or float a new RFP?	Please adhere to RFP clause
358	Section E: Scope of Services	3	60	Sizing Requirements	As part of current requirement for Data Classification, only Windows OS endpoints are covered, request clarity from LIC on approach in future to include other OS like LINUX/ DB/ MAC etc?	Currently Data Classification solution is required for Windows OS only

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
359	Section E: Scope of Services	7	65	Service Level Agreements (SLAs) & Penalties	Will the HW pre-requisite needed for SW be provided by LIC or vendor has to add it in this bid?	The bidder shall provide a detailed bill of quantity (BOQ) as part of their submission. LIC will provide the hardware required for in-scope solutions' implementation, i.e server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder.
360	Section E: Scope of Services	7	66	Service Level Agreements (SLAs) & Penalties	Is DLP usage done mainly to protect data or file being sent out over emails and/or web or otherwise? If Yes, and the bidder can directly address the same through Data Classification tool, can the DLP scope be removed from the RFP?	Please adhere to RFP clause

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
361	Section E: Scope of Services	7	66	Service Level Agreements (SLAs) & Penalties	The way project timelines related to T+4 and T+8 is written, in case of any change in the details and new HW etc is needed, it specifies that the vendor has to bear it, will it be through the CR process in the future and will LIC be willing to pay for the same?	Please adhere to the RFP clause.

Refer Section 55- Varying the Services of RFP |
| 362 | Eligibility Criteria | 4 | | The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India | Recommended clause: The Bidder / OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification Bidder/ OEM or any similar technologies to at least 01 (one) client respectively in PSU/Government/Private/BFSI Sector in India / Global with at least 1000 endpoints. | Please refer to modifications, clarifications, addendum, etc. |

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
363	Eligibility Criteria	5		The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Recommended clause: The Bidder / OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification Bidder/ OEM or any similar technologies to at least 01 (one) client respectively in PSU/Government/Private/BFSI Sector in India / Global with at least 1000 endpoints.	Please refer to modifications, clarifications, addendum, etc.
364	Eligibility Criteria	Section 2	92	The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India from the date of issuance of RFP. Above 5 years -> 10 Marks 3 - 5 years -> 5 Marks	Recommended clause:The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/BFSI within India/ Global from the date of issuance of RFP. Above 5 years -> 10 Marks 3 - 5 years -> 5 Marks	Please refer to modifications, clarifications, addendum, etc.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
365	Eligibility Criteria	Section 3	92	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC.	Recommended clause:The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India / Global with similar size of LIC.	Please adhere to RFP clause
366	Eligibility Criteria	Section 5	92	The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC.	Recommended clause: The Bidder / OEM should have minimum of 5 years of experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India / Global with similar size of LIC.	Please adhere to RFP clause

These amendments will form a part of the RFP/Tender for Onboarding System Integrator (SI) to Implement Endpoint Data Protection Tools, LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023. All the bidders are requested to take note of the amendments and respond accordingly.

Executive Director IT (SD / BPR/ Insurtech) and CTO