

**Life Insurance Corporation of India
Central Office, Mumbai**



Clarification – 2 to Pre-bid queries dated 27 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.

Following Clarifications are issued w.r.t additional pre-bid queries received

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1	Section A: Introduction	3. Activity Schedule	11	Last date & time for submission of bids: 01 st March 2024, latest by 03:00 PM	Extension of date to 15th March	Please refer to the Corrigendum - 4 Document
2	Section A: Introduction	3. Activity Schedule	11	Last date & time for submission of bids: 01 st March 2024, latest by 03:00 PM	With reference to the LIC RFP for Data Protection Solution We have already started working on the RFP with the respective OEM and awaiting documents from our OEM. Our technical team is working with OEM team on Solution finalisation. Getting the documents from the OEM and validating the same will need some more time. Hence we hereby request for extension of the RFP by 10 days i.e. till 12th March 2024. Request to consider our extension request which will help us to submit the competitive RFP.	Please refer to the Corrigendum - 4 Document
3	Section A: Introduction	3. Activity Schedule	11	Last date & time for submission of bids: 01 st March 2024, latest by 03:00 PM	This has reference to your tender No. LIC-CO/IT-BPR/RFP/2023-2024/DPS dated 17 November 2023 and subsequent corrigendum's issued by you. We are very keen to participate in it and have few more requests for your kind consideration for wider participation in the RFP. Also request your good office to consider and extend the submission date by at-least 10 days' time.	Please refer to the Corrigendum - 4 Document
4	Revised Annexure D - Technical Scoring	Point # 4	1	The Bidder during the last 5 years from the date of RFP should have experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to	Request you to amend the clause as below: The Bidder during the last 5 years from the date of RFP should have experience in supplying, implementing, and supporting any	Please adhere to the RFP Clause.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				<p>organization in PSU/ Government/ Private Sector Firms in India with similar size of LIC. 4 References and above -> 15 Marks</p> <p>2 references -> 10 Marks</p> <p>(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)</p>	<p>of the DC OEM solution related to this RFP to organization in PSU/ Government/ Private Sector Firms in India with similar size of LIC. 2 References and above -> 15 Marks 1 reference -> 10 Marks</p> <p>(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)</p>	
5	Revised Annexure C – Eligibility Criteria	Point # 6	1	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.	Please amend the Clause to - The Bidder should have successfully implemented the Data Loss Prevention solution in the three organizations for an average of 10000 web email users and 1000 endpoints during the last 3 years preceding to the date of this RFP.	Please adhere to the RFP Clause.
6	Revised Annexure C – Eligibility Criteria	Point # 7	1	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 amend the Clause to - The Bidder should have successfully implemented the Data Classification solution in the two organizations for an average of 1000 endpoints during the last 3 years preceding to the date of this RFP.	Please adhere to the RFP Clause.
7	Annexure D Technical Scoring	Point # 1		<p>Bidder's annual turnover during the last 03 (three) years preceding the date of this RFP.</p> <p>INR 150 Crore and Above -> 10 Marks INR 100 Crore and below 150 Crore-> 7 Marks INR 30 Crore and below 100 Crore -> 5 Marks (Annual audited balance sheet to be provided as evidence)</p>	<p>Bidder's annual turnover during the last 03 (three) years preceding the date of this RFP.</p> <p>INR 120 Crore and Above -> 10 Marks INR 70 Crore and below 120 Crore-> 7 Marks INR 30 Crore and below 70 Crore -> 5 Marks (Annual audited balance sheet to be provided as evidence)</p> <p>The asked turnover criteria is of 30 Cr and we think 4x would be suitable for criteria for Technical score on Turnover. So we request competent authorities to consider our request for change the clause and allow for healthy competition and wider participation.</p>	Please adhere to the RFP Clause.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
8	Annexure D Technical Scoring	Point # 5		<p>The Bidder during the last 5 years from the date of RFP should have experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organizations in PSU / Government / Private Sector Firms in India with similar size of LIC.</p> <p>☐ 4 References and above -> 15 Marks</p> <p>☐ 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)</p>	<p>The Bidder during the last 3 years from the date of RFP should have experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organizations in PSU / Government / Private Sector Firms in India with similar size of LIC.</p> <p>☐ 3 References and above -> 15 Marks</p> <p>☐ 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)</p> <p>The Eligibility Criteria ask for 3 Years experience and as per Technical score per Reference / PO order holds 5 points. So we request competent authorities to consider our request for change the clause and allow for for healthy competition and wider participation.</p>	Please adhere to the RFP Clause.
9	Annexure D Technical Scoring	Point # 6		<p>The Bidder during the last 5 years from the date of RFP should have experience in supplying, implementing, and supporting any of the DC OEM solution related to this RFP to organizations in PSU/Government/Private Sector Firms in India with similar size of LIC.</p> <p>☐ 4 References and above -> 15 Marks</p> <p>☐ 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)</p>	<p>The Bidder during the last 3 years from the date of RFP should have experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organizations in PSU / Government / Private Sector Firms in India with similar size of LIC.</p> <p>☐ 3 References and above -> 15 Marks</p> <p>☐ 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)</p> <p>The Eligibility Criteria ask for 3 Years experience and as per Technical score per Reference / PO order holds 5 points. So we request competent authorities to consider our request for change the clause and allow for for healthy competition and wider participation.</p>	Please adhere to the RFP Clause.
10	Annexure D Technical Scoring	Point # 7		The bidder must have a Cyber Security practitioners / professional with Internationally recognized	The bidder must have a Cyber Security practitioners / professional with Internationally recognized certifications in Information Security	Please adhere to the RFP Clause.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				<p>certifications in Information Security domain and relevant experience in DLP & DC Solution on their payroll.</p> <p>☑ Every Additional Resource -> 2 Marks subject to maximum of 20 marks</p> <p>☑ 20 Resources -> 10 Marks</p> <p>(Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)</p>	<p>domain and relevant experience in DLP & DC Solution on their payroll.</p> <p>☑ Every Additional Resource -> 2 Marks subject to maximum of 20 marks</p> <p>☑ 10 Resources -> 10 Marks</p> <p>(Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)</p>	
11	Annexure C –Eligibility criteria	Point # 6	88	<p>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.</p>	<p>Since the web Security (Proxy) and email users are associated with user endpoint, so we request competent authorities to consider our request for change the clause as "The proposed OEM product for Data Loss Prevention Solution should have been successfully running in minimum two organizations for minimum of 1000 web and email users and 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP."</p> <p>The web and email are associated with user endpoint, so we request competent authorities to consider our request for change the clause and allow for for healthy competition and wider participation.</p>	Please adhere to the RFP Clause.
12	Annexure C –Eligibility criteria	Point # 7	88	<p>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.</p>	<p>Since the web Security (Proxy) and email users are associated with user endpoint, so we request competent authorities to consider our request for change the clause as "The proposed OEM product for Data Classification Solution should have been successfully running in atleast One organizations for minimum 1000 endpoints in each organization during the last 3 years preceding to the date of the RFP."</p> <p>The Proposed OEM product for Data Classification Solution are associated with web Security and email security with user's endpoint. We hold experience of deployment of more than 10K endpoints, So we request competent authorities to consider our request for change the</p>	Please adhere to the RFP Clause.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					clause and allow for for healthy competition and wider participation.	
13	Annexure C –Eligibility criteria	Point # 9	88	The bidder must have a minimum of 20 Cyber Security practitioners / professionals with internationally recognized certifications in Information Security domain and relevant experience in DLP & DC Solution on their payroll. Minimum 3 resources must have OEM Level Certification (preferably of the proposed OEM).	we request competent authorities to share clarity on the Cyber Security practitioners / professionals with internationally recognized certifications. Also our humble request the clause as "The bidder must have a minimum of 15 Cyber Security practitioners / professionals with internationally recognized certifications in IT Security and relevant experience in DLP & DC Solution on their payroll. Minimum 3 resources must have OEM Level Certification (preferably of the proposed OEM).."	Please adhere to the 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