Life Insurance Corporation of India
Central Office, Mumbai

Response to pre-bid queries - 1 dated 07 February 2024

Life Insurance Corporation of India – RFP/Tender for Onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution, LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023

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

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
1	2. Detailed Scope of Work	2.4 In scope applications for IGA integration	49	Additional 120 target applications to be onboarded as part of the operations phase.	Please share the 120 target application details to understand the compatibility and fesasibility for integration.	Bidders to perform information gathering and identify integration possibilities during design and application integration phase.
2	2. Detailed Scope of Work	2.6 Requirement licensing / hardware	50	Bidder should include the OEM software licenses and LIC's private cloud resources needed for the project and explicitly define any other licenses, hardware or software	Our understanding is LIC will provide the underlying infra, hypervisor, OS and database required to host the proposed IGA solution. Please confirm.	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

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				requirements expected from LIC.		RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware/container licenses if any should be provided by bidder.
3	2.9 Project activities to be considered in scope of work	Activity 3: Implementation and Application Onboarding	53	Integrate ticketing solution with IGA solution	Kindly confirm which ticketing solution is used by LIC	Such details shall be provided to the successful bidder
4	2.9 Project activities to be considered in scope of work	Activity 3: Implementation and Application Onboarding	53	SIEM Integration with IGA solution	Kindly confirm which SIEM solution is used by LIC	Such details shall be provided to the successful bidder
5	7. Service Level Agreements (SLAs)	point 11	59	Parameter: Custom Connectors Definition: Build all the custom connectors for unsupported components including in-house developed applications or new procured device within 14 Days of deployment. Target Service Level: 100% coverage	Kindly share the application details. This can help us in understanding the feasibility of connector development	Bidders to perform information gathering and identify integration possibilities during design and application integration phase.
6	7. Service Level Agreements (SLAs)	point 12	60	Parameter: Device integration with IGA Definition: All the new IT systems, software, applications that are being implemented in the LIC infrastructure should be integrated	Please share the details of IT systems, software, applications to be integrated. This can help us in understanding the feasibility of the integration with proposed IGA solution	Such details shall be provided to the successful bidder

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				with IDAM before going live. Target Service Level: 100% device coverage		
7	Annexure F: Technical Compliance	Access Certification	80	The identity and access management solution should provide an administrative dashboards and reports to track aggregated certification metrics across the enterprise and certification campaigns.	Request to please clarify on the aggregated certification and tracking.	It's aggregated certification metrics across the enterprise certification campaigns
8	Annexure F: Technical Compliance	Access Certification	80	The identity and access management solution should provide user access certifications be set up to auto-generate on a periodic cycle.	Request clarification on whether we mean running the access certification campaign automatically	Understanding is correct
9	Annexure F: Technical Compliance	Access Certification	80	The identity and access management solution should support automated report routing to the appropriate certifiers.	Request Clarification on automated report routing use case and does it mean notifying approver on the pending certification request	Understanding is correct
10	Annexure F: Technical Compliance	Access Certification	81	The Identity management system should provide following Access Certification capabilities - Access	Request you to please clarification on Flexible scheduling in the case of Access Certification. Do you mean running access certification on ad hoc basic for particular time of the day	Understanding is correct

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				Certification Workflow - User access review and certification - Resource review and certification - Role review and certification - Accounts and entitlement review and certification - Scope access review - Flexible scheduling - Ad-hoc certification - Full certification - Highlight privileged or high-risk accounts and entitlements - Status reports and dashboards - Access History - Bulk or "approve all" feature - Required Criteria Evaluated/Score: - Support for Orphaned accounts		

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				- Continuous (micro) certification - Challenge period - Risk score display - Outlier detection - Recommendation engine - Mobile optimized access certification - Integration with fulfilment engine - Certify privileged user access via integration with PAM solutions		
11	Annexure F: Technical Compliance	Auditing & Logging	81	The Identity management system should provide following Auditing capabilities - Log identity events - Protection and tamper-resistance of audit log - Maintain historical data - Define audit policies - Support for	Request you to please clarification on the **'Autocorrect'** and **'Assign Respondents'** and also the overall use case.	It refers to a feature that helps automatically rectify or complete user inputs to ensure accuracy and consistency in data, such as Username Standardization, Data Validation, Attribute Mapping, Email Addresses etc.

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				multiple audit policy types - Policy violation handling and corrective controls - Alerts - Notifications - Workflow - Autocorrect - Assign respondents - Complex SOD policy handling - Audit dashboard - Audit of automated events as a result of identity analytics and machine learning decisions		
12	Annexure F: Technical Compliance	Risk Modelling	83	The identity and access management solution should recommend risk mitigation actions for high-risk users, such as activity monitoring, ad-hoc certifications, or remediation of policy violations.	We can do access recommendation, SOD Recommendation. As Activity monitoring is part of Access Management solution so please confirm if we need to include Access Management solution.	It is related to governance and hence proposed IGA should have capability.
13	Annexure F: Technical Compliance	Access Requests and	84	The Identity management solution should enable	Request elaboration on the requirement for custom workflow to be upgrade safe	Any customization should not be affected while upgrading

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		Workflow Management		customization of workflows that are upgrade safe.		the solution from one version to higher version
14	Annexure F: Technical Compliance	Access Requests and Workflow Management	84	The Identity management solution should provide out of the box request based access module with following capabilities - Self-service and delegated administration - Request for IT level Access with integration with leading privileged access management products - Intuitive description of roles and entitlement - Capability to Add, modify and remove access - Request access to roles, entitlements or accounts - Request access to multiple entitlements in one request - Flag high-risk or out-of-compliance requests - Search and browse for roles, entitlements or accounts - Narrow search	Request to clarify the scenario for the need of System provided suggestions and Single-page, free-form access request.	Single-page : It refers the access request process occurs on a single screen or interface. Users can make their access requests without navigating through multiple pages, making the process more user-friendly and efficient. Free-form : It refers to users have the flexibility to make requests in a less structured manner. Instead of selecting from predefined options, users may have the freedom to describe their access needs in their own words, providing additional context or specifying unique requirements.

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				results by application - Narrow search results by role - Narrow results by user - Customized search - View access request workflow and approver(s) - View access request status - Access request optimized for mobile devices System provided suggestions - View request history - Single-page, free-form access request - Cancel access requests - Request with effective date		
15	Annexure F: Technical Compliance	Access Requests and Workflow Management	85	The Identity management solution should provide passthrough authentication, leveraging existing authentication mechanisms to authenticate users.	This is an access management requirement. Are we asking for integration of IDAM solution with Access Management.	The clause stands deleted

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16	Annexure F: Technical Compliance	Administration	85	The Identity management solution should provide a GUI for performing manual correlation of user account privileges and support an approval process for the manual correlation of accounts.	Request clarity on the manual correlation as we do rule and event based real-time correlation. We do not recommend manual correlation and request it to be modified.	It refers to the process of associating or linking multiple identities across different systems or platforms manually. It involves establishing a connection between various identity records that represent the same individual within an organization. The goal is to ensure a unified and accurate representation of an individual's identity across the IDAM system.
17	Annexure F: Technical Compliance	Alerts and Notifications	86	The identity and access management solution should provide alerts and send notifications on following cases to end users: - New registration - Profile data update - Password expiry - Password reset - Contact preferences - PII data preferences - Any policy change	Request to clarify on the requirement for alerts and notifications on PII data preferences as we recommend to avoid processing PII information as part of IDAM solution.	It is about preference, not processing
18	Annexure F: Technical Compliance	Data Collection/Aggregation & Correlation	86	The Identity management solution should allow transformation of data and execution of validation rules as part	Please elaborate on data load processing from an IDAM perspective. Are we expecting manual user data import in the IDAM solution ?	Understanding is correct

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				of the data load processing.		
19	Annexure F: Technical Compliance	Data Collection/Aggregation & Correlation	86	The Identity management solution should support importing and evaluating activity data (e.g., SIEM feeds and application log files) from target systems.	Are we referring to Access Management's activity data as Access Management is out of the current solution scope.	It's about data logging, importing for audit and review purpose
20	Annexure F: Technical Compliance	Data Collection/Aggregation & Correlation	87	The identity management system should provide a user interface for performing manual correlation of user account privileges.	Request clarity on the manual correlation as we do rule and event based real-time correlation. We do not recommend manual correlation and request it to be modified.	It refers to the process of associating or linking multiple identities across different systems or platforms manually. It involves establishing a connection between various identity records that represent the same individual within an organization. The goal is to ensure a unified and accurate representation of an individual's identity across the IDAM system.
21	Annexure F: Technical Compliance	Identity Lifecycle Management	89	The Identity management solution should dynamically generate forms to capture additional information from the user based on pre-configured provisioning policies for applications and roles.	Please elaborate on the exact use case to dynamically generate forms to capture additional information from the user based on pre-configured provisioning policies for applications and roles.	Dynamic form generation refers to the capability to dynamically create forms in real-time. These forms are presented to users during the provisioning process and are customized based on pre-configured policies associated with the target applications and roles. The

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						forms generated dynamically are designed to capture specific details or attributes deemed necessary for the provisioning of access to particular applications or roles. The IDAM system relies on pre-defined provisioning policies that dictate what information needs to be collected from users based on the applications and roles they are requesting access to. These policies are configured in advance to align with security, compliance, and operational requirements.
22	Annexure F: Technical Compliance	Identity Lifecycle Management	89	The Identity management solution should support tracking and reporting on service-level metrics. Metrics should be available at the business process as well as the individual workflow step levels.	Request to define what is the service level matrix from Identity management and Governance perspective.	It refers to the framework for ensuring the reliability, performance, and security of identity-related services within LIC. It should provide a clear understanding of the expectations and commitments between stakeholders and the IGA service provider.
23	Annexure F: Technical Compliance	Non-functional Requirements	90	The Identity management solution should cater to user preferences and personalization options, and this shall	Request to please elaborate on the use case.	In this scenario, it's important to ensure that any user preferences or personalization made during a session are promptly saved. This prevents a situation where the user's choices are

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				be stored in between sessions.		not retained, and upon re-login after logging out, they are unable to see the same preferences or personalization from the previous session.
24	Annexure F: Technical Compliance	Password Management	90	The Identity management solution should support SMS text code for password reset.	This is an MFA requirement and can be achieved using NETIQ MFA. Please advise if we need to propose separate MFA solution as part of overall proposal	The clause stands deleted
25	Annexure F: Technical Compliance	Platform and Architecture	91	The identity management solution should allow for extensibility or configuration via a scripting language, API or other. What programming language proprietary or other may be used for the customization? Please explain.	Please elaborate on the use case requirement. Are you referring it from application integration perspective ?	Application integration perspective and AI use cases related to Identity Lifecycle Management (ILM) and Identity Governance and Administration (IGA).
26	Annexure F: Technical Compliance	Platform and Architecture	91	The Identity management solution should provide simulated or closed system testing environment for performing testing of newly created workflows before deployment.	A testing environment will need to be provisioned. Please confirm.	Understanding is correct

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27	Annexure F: Technical Compliance	Platform and Architecture	91	The Identity management solution should support discovery of flat-file or database schemas to speed-up deployment activity.	Please elaborate on the discovery of flat-file in this use case and what is the actual use case.	It refers to the Identity management solution should possess the capability to automatically identify and understand the structure of flat files. This feature aims to expedite the deployment process by simplifying the configuration and integration of identity-related data.
28	Annexure F: Technical Compliance	Platform and Architecture	91	The identity management solution vendor should support and participate in standards efforts around identity management interoperability (e.g., XACML, SPML, SCIM).	Request to remove this point as it has no relevance from an IDAM perspective.	Please adhere to RFP clause
29	Annexure F: Technical Compliance	Platform and Architecture	92	The Identity management system should provide following Deployment and support capabilities - Support for common platforms - Support for common application servers - Support for common data repositories - Support	Protection of sensitive data is an Data security solution requirement and in not under the scope of IDAM. Request the point to be removed.	The data withing IGA solution should be secured and protected with standard encryption methods

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				LDAPs - Support for Databases - Provision of REST APIs - Self-service capabilities available through a single web interface - Administration capabilities are available through a web interface - Customizable web forms - Wizard-based installation - **Protection of sensitive data** - Localization Support - Version control - Migration between environments - Preference of configuration over customization - Support for commodity scripting languages for IT serviceability functions - Integration with access		

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				management systems - Mobile optimized user experience - Appliance-type delivery form factor - Software-type delivery form factor - Strong authentication for administrators - data partitioning/multitenancy - Flexible delivery of updates/patches - Integration with PAM solutions for administrative access to IGA functions - Support for Disaster recovery - Support for High availability - Horizontal and Vertical Scalability - Support for service-based architecture		

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30	Annexure F: Technical Compliance	Policy and Role Management	92	The identity and access management solution provide a single policy repository that is leveraged by all identity processes, including both detective and preventive access controls.	Kindly elaborate on the requirement	It refers to the solution maintains a centralized repository for policies that govern access and identity-related processes. This repository is utilized across various aspects of identity management, encompassing both detective (monitoring and analysis) and preventive (proactive measures to restrict access) controls.
31	Annexure F: Technical Compliance	Provisioning & Connectivity	96	The Identity management solution should support integration with the following systems. - Microsoft Azure AD - Microsoft 365 - Microsoft Active Directory - Privileged Account Management - SAP GRC AC - SAP SuccessFactors Employee Central - LIC business applications listed in the scope of work of RFP	Please confirm if all the applications to be integrated have required API capabilities and please list out any application with exceptions.	Bidders to perform information gathering and identify integration possibilities during design and application integration information gathering phases.
32	Annexure F: Technical Compliance	Self Service Access Management	98	The identity management solution should allow the user to	Request more clarity on the use case as our solution is event driven and real-time and all the requests are processed on real-time basis.	Solution should provide capability where user can specify priority of the access request

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				specify a priority for access requests.		
33	11) Warranties:	point f	70	On-site warranty will start from the date of successful installation of the products subject to the acceptance of sign-off. If the vendor is unsuccessful to fine-tune the product, then the onsite warranty will be from the date of acceptance of sign off and not from the date of installation.	As per project timelines mentioned in page 58, deployment timelines is around 52 weeks and the warranty will start post 52 weeks. Hence request to consider commercials for the entire project for 6 years	Please adhere to RFP clause
34	2.3 IGA implementation and integration requirements	2.3 IGA implementation and integration requirements	49	1 for Development and Test 2 in HA for the production DR/NDR	Our understanding is for DR also only 1 instance of the setup is required. Please confirm	Please refer to modifications, clarifications, addendum, etc.
35	2	2.3	49 and 50	IGA Integrations with Other Solutions :- IGA Integrations with Other Solutions: • LIC's core insurance application • SIEM (System Information and Event Management) • ITSM (IT Service Management) • SMTP (Simple Mail Transfer Protocol) • SNMP (Simple	Please share application details information along architecture, integration information and how all application support integration. E.g., REST API etc.	Bidders to perform information gathering and identify integration possibilities during design and application integration information gathering phases

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				Network Management Protocol) • Active Directory and ADFS • MFA (Multi-Factor Authentication) • SSO (Single Sign-On) • PAM (Iraje) (Privilege Access Management) • Integrate with SMS Gateway to communicate alerts, messages, etc. • If any additional integration required, SI should facilitate the same without any additional cost.		
36	Section E	2.3	49 and 50	IGA Integrations with Other Solutions :- IGA Integrations with Other Solutions: • LIC's core insurance application • SIEM (System Information and Event Management) • ITSM (IT Service Management) • SMTP (Simple Mail Transfer Protocol) • SNMP (Simple Network Management Protocol)	Please share specific use-cases	Bidders to design use cases during assessment and design phase.

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				• Active Directory and ADFS • MFA (Multi-Factor Authentication) • SSO (Single Sign-On) • PAM (Iraje) (Privilege Access Management) • Integrate with SMS Gateway to communicate alerts, messages, etc. • If any additional integration required, SI should facilitate the same without any additional cost.		
37	Section E	2.3	49 and 50	SNMP (Simple Network Management Protocol)	Please share the Specific use can for SNMP	Bidders to design use cases during assessment and design phase.
38	Section E	2 v	48	Password synchronization: Refers to the password synchronization across AD, SAP, API, and a DB based integrated application	What are the applications please provide details about the applications and the DBs in scope. How many users are in scope for password synchronization	Please be guided by the RFP
39	Section E	2.1	49	• There is a requirement to integrate with the 3rd party fulfilment/provisioning system.	Please share the list of applications to be integrated	Bidders to perform information gathering and identify integration possibilities during design and application integration information gathering phases

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40	Section E	2.1	49	Total 89000 and 1000 FTC FTE users in scope.	Is this 89000 users or is there a shift environment where 1 FTE may become 2 or 3 employees ?	Total 90K unique users
41	Section E	2.4	50	Total 50 applications to be considered in implementation phase which includes LIC's core application and other 49 applications are web applications and uses AD (Active Directory) or LDAP for authentication.	Please share the split of on premise and Saas applications and proprietary applications. Can we get the list of applications? Are there any applications which does not have an API ?	Bidders to perform information gathering and identify integration possibilities during design and application integration information gathering phases
42	Section E	2.4	50	Additional 120 target applications to be onboarded as part of the operations phase.	Please share the split of on premise and Saas applications and proprietary applications. Can we get the list of applications? Are there any applications which does not have an API ?	Bidders to perform information gathering and identify integration possibilities during design and application integration information gathering phases
43	Annexure F		90	The Identity management solution should provide GINA based forgot password functionality	Need more clarity on this.	Specific feature in Identity Management (IDM) that involves using the Graphical Identification and Authentication (GINA) mechanism for implementing a "forgot password" functionality. GINA is a component in the Microsoft Windows operating system that is responsible for interactive user logon. It plays a crucial role in the authentication process by providing a customizable

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						graphical interface for user authentication.
44	Section E	2.1	49	General requirements / information	LIC Core insurance application , 125+ instances, have the same user with different roles and data is not in sync. With respect to this, we have the following queries: a. Is the data never synced? or it is synced less periodically? b. What is the purpose of the same user in all systems with different roles? Is the division based on capabilities of users or it is based on the user base handled by that instance? c. Does LIC want this approach to be continued or consolidation is needed? [since it will need lot of changes on application side itself, apart from considerations in IDAM solution]	a - Data never sync b & c - Bidders to perform information gathering and identify integration possibilities during design and application integration information gathering phases There are 140+ number of instances of Core insurance application of LIC.
45	2	II	48	Role Mining	We assume LIC will provide the role mapping details pertainig to each application. Also the application will support API/StoreProcedure/Lookup mechanism for role synchronization with the Identity Governance solution	There is a separate RBAC and SOD section given in the implementation approach. Also, it's clearly mentioned about Bidder's and LIC's dependencies.
46	2	IV	48	Application Integration	LIC to provide the list of applications with details intended to get integrated with IDAM solution. Also the applications offers & Consumes	Such details shall be provided to successful bidder.

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					REST API's, WebServices, StoreProcedures, SAML, oAUTH, OpenID methods to integrate with the IDAM solution.	
47	2	IV	48	Application Integration	LIC to confirm the applications are AD integrated and if some of the applciations are managed with application based credentials we need the list of the applciation with specifications	Such details shall be provided to successful bidder.
48	2	2.1	48	Total 89000 FTE users in scope.	Are these FTE users are Internal users (Employees) or external users (Contractors/Vendors/Suppliers/Partners etc)?	FTE (Full Time Employees) are internal users
49	2	2.1	48	Total 1000 FTC users in scope.	Are these FTC users are internal (Employees) or external users(Contractors/Vendors/Suppliers/Partners etc)?	FTC (Full Time Contractors) are external users
50	2	2.3	49	IGA implementation and integration requirements	We assume Dev and Test are the single standalone instane?	Please refer to modifications, clarifications, addendum, etc.
51	2	2.3	49	IGA implementation and integration requirements	We assume DR and NDR are TWO different Instances and are Stand-alone instances	Please refer to modifications, clarifications, addendum, etc.
52	2	2.3	50	IGA Integrations with Other Solutions	LIC to configm, the applications listed supports REST APIs for integration.	Such details shall be provided to successful bidder.
53	2	2.8	51	Requiired Training	LIC to confirm total number os days the training to be conducted along with expected location the training to be held at.	Please refer to modifications, clarifications, addendum, etc.
54	2	2.9	53	Automate the life cycle of privilege accounts life cycle including	The Privilege accounts are handled by PIM/PAM solution which we is	There will be accounts in applications which will have high privileges. Here, focus is

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				creation, update, disable	already existing, LIC to detail out the expectations from IGA.	accounts associated with applications and not infra.
55	2	2.9	53	Scan all existing privilege accounts across all integrated applications	The privilege accounts are handled by PIM/PAM solution, the typical IGA solution will not scan for such accounts unless they are sent as input from some source. LIC to give us more detailed expectations from IGA on this	There will be accounts in applications which will have high privileges. Here, focus is accounts associated with applications and not infra.
56	7. Intellectual Property Rights	• Third Party Material	63	LIC ownership of Intellectual Property Rights in Contract Material a. All Intellectual Property Rights in the Contract Material shall vest in LIC; b. to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	Advise to remove the clause in enterity for obtaining third party materials Definition of contract material and auxillary material	Please adhere to RFP Clause

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57	2.Detailed Scope of Work	Application Integration:	49	iv.Application Integration: Refers to the IGA integration with different applications authenticating against directories and databases. There can be different integration scenarios based on directories, databases, and different types of APIs.	Kindly share the list of applications, Type of application - Standard,custom or legacy & supported integration mechanism	Such details will be provided to successful bidder
58	Section A	Activity Schedule	11	Earnest Money Deposit (EMD)	What is the last date of submission of the EMD Deposite?	EMD is to be submitted along with the bid prior to last date of submission of the bid
59	Section E	Brief Scope of Work	46	Validation Report by OEM as Deliverable	What is meant by validation report by OEM in implementation phase ? Please share the details.	The use case coverage, deployment details, best practices have been covered or not by the implementer. This needs to be verified by OEM
60	Section E	Implementation	46	The OEM is required to conduct the audit, at the end of implementation and once in end of every year during the contract period. The recommendations/ remediation changes required after each audit should be completed	What is the scope of OEM audit ?	The use case coverage, deployment details, best practices have been covered or not by the implementer. This needs to be verified by OEM

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				within 3 months.		
61	Section E	Scope of Services	47	Physical and logical separation from other customers of the Vendor Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor	Since the solution will be hosted in LIC's private cloud, the ownership of data, software and hardware will be shared between the vendor and LIC during the tenure of entire engagement. Kindly clarify.	Please be guided by the RFP
62	Section E	Detailed Scope of Work - IGA Implementaion and Integration Requirements	49	Solution Environments Deployed in LIC Datacenter : 1 for Development and Test 2 in HA for the production DR/NDR	Will it be a single instance for both Development and Test? Will there be availability of target systems in test environment for development and UAT purpose?	Please refer to modifications, clarifications, addendum, etc.
63	Section E	Detailed Scope of Work - IGA Implementaion and Integration Requirements	49	Solution Environments Deployed in LIC Datacenter : 1 for Development and Test 2 in HA for the production DR/NDR	Should we deploy the DR/NDR in HA mode?	Please refer to modifications, clarifications, addendum, etc.
64	Section E	Detailed Scope of Work - IGA Implementaion and Integration Requirements	49	There are about ~125 separate LIC's Core Insurance instances present, spread across various zones and are	Will there be any unique identifiers across ~125 instances ? If not are we allowed to create a new unique identifier and modify all these 125	Yes, there are unique identifiers in all 140 instances, but one unique identifier can be active in multiple instances

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				not in sync means they don't all have the same information.	instances to fulfill the intergration requirement.	and can have different permissions assigned. There are 140+ number of instances of Core insurance application of LIC.
65	Section E	Scope of Services	49	There is also a biometric two-factor authentication (2FA) system that stores its own biometric identity data.	Kindly share the tool/ system used for biometric two-factor authentication (2FA) ?	Such details shall be provided to the successful bidder
66	Section E: Scope of Services	Detailed Scope of Work	49	Total 89000 FTE users in scope	How many FTE have access to less than or equal to 5 applications?	Such details will be provided to successful bidder
67	Section E: Scope of Services	Detailed Scope of Work	49	Total 1000 FTC users in scope	How many FTC have access to less than or equal to 5 applications?	Such details will be provided to successful bidder
68	Section E : Scope of Services	General requirements / information	49	The LIC's Core Insurance application has data about all the FTEs. Bidder to assess and design IGA architecture to use LIC's Core Insurance as an authoritative source, which is a key factor for the success of this project. There are about ~125 separate LIC's Core Insurance instances present, spread across various zones and are not in	Does LIC Core insurance application have API or allows JDBC/SQL query for user management operations such as Create, Read, Update user account and assign entitlements or permissions? Are all the FTEs also on the HR system? What is LIC's HR solution ?	This is a bespoke application, which is to be considered as an authoritative source for IGA. There are 140+ number of instances of Core insurance application of LIC.

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				sync means they don't all have the same information. Also, one employee might have entries in several different LIC's Core Insurance applications/instances, each with different roles assigned to them. LIC's Core Insurance application is JAVA based web application having MySQL as backend.		
69	Section E: Scope of Services	Detailed Scope of Work	50	Total 50 applications to be considered in implementation phase which includes LIC's core application and other 49 applications are web applications and uses AD (Active Directory) or LDAP for authentication.	What are the initial 50 applications to be considered in implemetation phase?	Such details will be provided to successful bidder
70	Section E	Detailed Scope of Work - IGA Implementaion and Integration Requirements	50	IGA Integrations with Other Solutions : LIC's core insurance application • SIEM (System Information and Event Management) • ITSM (IT Service Management)	Kindly share the details of tool(s)/software(s) used for below : • SIEM (System Information and Event Management) • ITSM (IT Service Management) • SSO (Single Sign-On) • MFA (Multi-Factor Authentication)- Share the authentication methods.	The proposed solution should support all these integrations, taking into account future requirements. LIC is currently assessing all these solutions, and the name of the chosen solution will be disclosed soon. There might be standard COTS based

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				• SMTP (Simple Mail Transfer Protocol) • SNMP (Simple Network Management Protocol) • Active Directory and ADFS • MFA (Multi-Factor Authentication) • SSO (Single Sign-On) • PAM (Iraje) (Privilege Access Management) • Integrate with SMS Gateway to communicate alerts, messages, etc. • If any additional integration required, SI should facilitate the same without any additional cost.	Which SMS Gateway is being used currently ?	platform solutions are being planned by LIC.
71	Section E	In scope applications for IGA Integrations	50	Other 49 applications are web applications and uses AD (Active Directory) or LDAP for authentication	To read users/roles from those target applications, will the API calls /databases be available for the integration or will LIC help us in creating it during implementation phase?	Bidder to identify this during understanding/assessment/application integration requirement gathering phase
72	Section E	In scope applications for IGA Integrations	50	Additional 120 target applications to be onboarded as part of the operations phase	To read users/roles from those target applications, will the API calls /databases be available for the integration or will LIC help us in creating it during implementation phase?	Bidder to identify this during understanding/assessment/application integration requirement gathering phase

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
73	Section E	Requirement licensing / hardware	50	Bidder should include the OEM software licenses and LIC's private cloud resources needed for the project and explicitly define any other licenses, hardware or software requirements expected from LIC.	Except OEM software license, will LIC procure OS, DB, hardware and other software details provided by bidder in the BoM ?	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/container licenses if any should be provided by bidder.
74	Section E	Activity 3: Implementation and Application Onboarding	52	Integrate LIC's Core Insurance application as both an authoritative source and end target application	As an end target, please specify the usecases for the core insurance application.	All ILM and IGA use cases are to be covered
75	Section E	Activity 3: Implementation and Application Onboarding	53	Automatic de-activation of dormant accounts across all applications	After how many days of remaining inactive will the account be marked as dormant?	Such details shall be provided to the successful bidder
76	Annexure F: Technical Compliance	Access Certification	80	The identity and access management solution should support automated report routing to the appropriate certifiers.	"Automated Report routing to certifier" does this mean when specified users in the system should receive certification report or there should be report generation capability?	Understanding is correct
77	Annexure F: Technical Compliance	Access Certification	80	The identity and access management solution should provide an option to support bulk remediation for all	Please clarify what context does former employees refer in this usecase. Is it alluding to terminated user's access certification?	Understanding is correct

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				former employees' access privileges prior to beginning an access certification, thereby reducing the workload of reviewers.		
78	Annexure F: Technical Compliance	Access Certification	81	The Identity management system should provide following Access Certification capabilities - Access Certification Workflow - User access review and certification - Resource review and certification - Role review and certification - Accounts and entitlement review and certification - Scope access review - Flexible scheduling - Ad-hoc certification - Full certification - Highlight privileged or high-risk accounts and entitlements - Status reports and dashboards - Access History	Recommendation engine and outlier detection are good to have when AI is in to the picture and AI needs realtime data to take a decision. On Prem decision making and analytics are error prone and not recommended. To achive accurate result and analytics , AI needs realtime data which would need cloud based AI system. is LIC open for cloud based AI engine?	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				- Bulk or "approve all" feature - Required Criteria Evaluated/Score: - Support for Orphaned accounts - Continuous (micro) certification - Challenge period - Risk score display - Outlier detection - Recommendation engine - Mobile optimized access certification - Integration with fulfilment engine - Certify privileged user access via integration with PAM solutions		
79	Annexure F: Technical Compliance	Auditing & Logging	82	The Identity management system should provide following Auditing capabilities - Log identity events - Protection and tamper-resistance of audit log - Maintain historical data - Define audit policies - Support for multiple audit policy types	Please clarify the usecase for "Autocorrect" or any examples of the usecase.	It refers to a feature that helps automatically rectify or complete user inputs to ensure accuracy and consistency in data, such as Username Standardization, Data Validation, Attribute Mapping, Email Addresses etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				- Policy violation handling and corrective controls - Alerts - Notifications - Workflow - Autocorrect - Assign respondents - Complex SOD policy handling - Audit dashboard - Audit of automated events as a result of identity analytics and machine learning decisions		
80	Annexure F: Technical Compliance	Risk Modelling	83	The identity and access management solution should profile aggregate risk scores, e.g., by manager, department, location, or company-wide.	Put some more light on aggregating risk scores. Should risk scores be aggregated or the IGA solution should generate risk scores based on aggregated user information from target systems?	It is advance capability to analyse roles and privileges toxic combination to arrive at RBAC model.
81	Annexure F: Technical Compliance	Access Requests and Workflow Management	85	The Identity management solution should support re-usable workflow sub-processes.	Need more details , what do we mean by re-usable workflow sub-process.	If any application having existing workflow, the product should have capability to reuse the same workflow for IGA use cases
82	Annexure F: Technical Compliance	Identity Lifecycle Management	86	The identity and access management solution should support Identity life cycle management including workflow (where	Please share more details on use case for Tracing and Resetting	Tracing - Involves the systematic tracking and logging of events, changes, or transactions associated with user identities, providing an audit trail for security,

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				needed) for below cases: - User Registration - Provisioning - Activating - Tracing - Locking - Unlocking - Suspending - Unsuspending - Resetting - Deleting		compliance, and troubleshooting purposes. Resetting – It refers to the process of restoring or modifying certain attributes or credentials associated with a user identity.
83	Annexure F: Technical Compliance	Entitlements Management	87	The Identity management system should provide following entitlements management capabilities - Capture entitlement data using comma-separated values (CSV) files - Entitlement discovery using connectors - Identity and account correlation - Static linking - Dynamic linking - Discover and correlate orphaned accounts - Discover and correlate privileged accounts	Please explain what we are looking to have as anomalous entitlement detection.	SoD and Toxic Combination of Roles and Access Privileges

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				- Multiple application instances or accounts - Account classification and metadata - Administrative dashboard for entitlements - Anomalous entitlement detection - Application inventory - Correlate identities and accounts using account claiming - New entitlement recognition		
84	Annexure F: Technical Compliance	Identity Lifecycle Management	88	The Identity management solution should automatically determine the need to create new accounts associated with adding entitlements and roles.	Please elaborate the business use case	It involves creating user accounts automatically, similar to the concept of birth right provisioning. Ex. system should detect attributes like zone and branch, designation etc. to carry out automatic provisioning for specific applications, ensuring least privilege principle is enforced.
85	Annexure F: Technical Compliance	Identity Lifecycle Management	89	The Identity management solution should support tracking and reporting on service-level metrics. Metrics should be available at the business process as	Please explain the use case	It refers to the framework for ensuring the reliability, performance, and security of identity-related services within LIC. It should provide a clear understanding of the expectations and commitments between

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				well as the individual workflow step levels.		stakeholders and the IGA service provider.
86	Annexure F: Technical Compliance	123.Platform and Architecture	90	It should provide both software and appliance based deployments	The point should be software or appliance based , as otherwise this will favor certain OEMs.	This compliance requirement is taken into account for future needs, aiming to prevent the need for tool replacement or migration if such requirements/challenges arise later on.
87	Annexure F: Technical Compliance	Non-functional Requirements	90	The Identity management solution should cater to user preferences and personalization options and this shall be stored in between sessions.	What do mean here about stored in-between session. Kindly share a sample use case.	In this scenario, it's important to ensure that any user preferences or personalization made during a session are promptly saved. This prevents a situation where the user's choices are not retained, and upon re-login after logging out, they are unable to see the same preferences or personalization from the previous session.
88	Annexure F: Technical Compliance	Identity Lifecycle Management	91	The Identity management solution should be able to sync identity changes for ~ 90000 Identities across different geographies within 600 seconds	Is this required for synchronization and process of delta changes only?	Understanding is correct
89	Annexure F: Technical Compliance	Platform and Architecture	91	The identity management solution should expose web services for initiating internal compliance	What is covered by "internal compliance"? Is it access review and audit event logs?	Understanding is correct

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				and provisioning processes (REST, SPML).		
90	Annexure F: Technical Compliance	Platform and Architecture	91	The identity management solution should pass performance benchmarks and reference deployments in similar financial enterprise environments.	What would be the performance benchmark and deployment reference we are looking?	It must meet the benchmarks established by OEM/Bidder in other financial enterprise environments concerning deployment, sizing, performance, user experience, and other relevant factors.
91	Annexure F: Technical Compliance	Provisioning & Connectivity	94	The identity and access management solution should provide out-of-the-box connectors for automatically pushing changes to enterprise IT systems.	Kindly put some more light on type of changes and what kind of Enterprise IT systems?	Changes needed in target systems for Identity Management, Access Requests Workflows and Governance Capabilities
92	Annexure F: Technical Compliance	Provisioning & Connectivity	96	The Identity management solution should support sending account creation and change requests to third-party provisioning systems for execution in a target resource.	Third party system means Ticketing tool ? If yes which ticketing tool being used.	Will be provided to successful bidder
93	General				Is LIC looking at a modern next generation IGA solution which has capabilties around Data Access Governance, CIEM etc or legacy solution?	Please be guided by the RFP

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
94	Annexure F: Technical Compliance	151.Policy and role management	94	The identity and access management solution should provide maintain all previous versions of role definitions. The solution should easily roll back to previous versions of role definitions	Please elaborate using an example for roll back to previous role definitions and if this required in the UI or in the audits	Version control and the ability to revert to previous states in the context of role definitions within an Identity and Access Management (IAM) solution.
95	Annexure F: Technical Compliance	Identity Lifecycle Management	Point 91	The Identity management solution should be able to sync identity changes for ~ 90000 Identities across different geographies within 600 seconds	Is this required for synchronization and processo of delta changes only?	Understanding is correct
96	Annexure F: Technical Compliance	193.Provisioning & Connectivity	97	Indirect fulfilment Support for Add, read, modify and delete operational	Please elaborate and provide more details	Indirect fulfilment - using third party tools Support for Add, read, modify and delete operational - Add, read, modify, delete user information to and from target machines respectively.
97	Annexure F: Technical Compliance	Risk Modelling		The identity and access management solution should profile aggregate risk scores, e.g., by manager, department, location, or company-wide.	Put some more light on aggregating risk score? should risk score be aggregated? or the IGA solution should generate risk scores based on aggregated user information from target systems?	It is advance capability to analyse roles and privileges toxic combination to arrive at RBAC model.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
98	Annexure F: Technical Compliance	Entitlements Management	Point 83	The Identity management system should provide following entitlements management capabilities - Capture entitlement data using comma-separated values (CSV) files - Entitlement discovery using connectors - Identity and account correlation - Static linking - Dynamic linking - Discover and correlate orphaned accounts - Discover and correlate privileged accounts - Multiple application instances or accounts - Account classification and metadata - Administrative dashboard for entitlements - Anomalous entitlement detection - Application inventory - Correlate identities and accounts using	Please explain what we are looking to have anomalous entitlement detection ?	SoD and Toxic Combination of Roles and Access Privileges

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				account claiming - New entitlement recognition		
99	Annexure F: Technical Compliance	Non-functional Requirements	Point 108	The Identity management solution should cater to user preferences and personalization options and this shall be stored in between sessions.	what do mean here about stored in between session	In this scenario, it's important to ensure that any user preferences or personalization made during a session are promptly saved. This prevents a situation where the user's choices are not retained, and upon re-login after logging out, they are unable to see the same preferences or personalization from the previous session.
100	Annexure F: Technical Compliance		80	All the requested services in the scope are to be provided by the bidder. 100% compliance is mandatory for successful qualification of the bidder.	A lot of solutions will not be able to 100% comply with the scope. What happens if it's not 100% compliance? There is no score also associated with technical compliance. How will LIC evaluate vendors basis this then?	Please refer to modifications, clarifications, addendum, etc.
101	General requirements / information		2.1 Page No 49	The LIC's Core Insurance application has data about all the FTEs. Bidder to assess and design IGA architecture to use LIC's Core Insurance as an authoritative source, which is a key factor for the success of	Does LIC Core insurance application have API or allows JDBC/SQL query for user management operations such as Create, Read, Update user account and assign entitlements or permissions? Are all the FTEs also on the HR	Such details will be shared with successful bidder during design phase. There are 140+ number of instances of Core insurance application of LIC.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				this project. There are about ~125 separate LIC's Core Insurance instances present, spread across various zones and are not in sync means they don't all have the same information. Also, one employee might have entries in several different LIC's Core Insurance applications/instances, each with different roles assigned to them. LIC's Core Insurance application is JAVA based web application having MySQL as backend.	system? What is LIC's HR solution ?	
102	General				Which ITSM and SIEM tool are being used.	Such details will be shared with the successful bidder.
103	General				Which SMS Gateway systems have to be integrated, please name them	Such details will be shared with the successful bidder.
104	General				There are 125 instances of LIC core java app which is auth source, does the data cleanup and data sync activity also part of scope or are they going to be separate instances?	It has to be designed in way, so that it should work as auth source, and each instance should be onboarded as target app as well. There are 140+ number of instances of Core insurance application of LIC.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
105					If an employee has entry in multiple instances of LIC core app, how to identify the primary persona for an employee?	Bidder to identify this during understanding/assessment/application integration requirement gathering phase
106	General				Do all the 125 instances of LIC core app to be integrated in phase 1 or all of them?	Please be guided by the RFP. There are 140+ number of instances of Core insurance application of LIC.
107	General			Pg 49 mentions "Standard reports that are required in support of certifications and audits."	What (likely)data & from which systems are being exported and reported?	IGA should generate reports
108	General				Is there a restriction to use any OS, JDK(java development kit), Database etc.?	Please be guided by the RFP
109	Annexure F: Technical Compliance	21.Access Certification	81	The Identity management system should provide following - Outlier detection	Please elaborate on Outlier detection	It refers to the process of identifying and flagging access entitlements or permissions that deviate significantly from the norm or expected patterns. This technique is used during access certification reviews to highlight potential anomalies, suspicious access rights, or outliers that may pose security risks or compliance concerns.
110	Annexure F: Technical Compliance	24 .Auditing & Logging	82	The Identity management system should provide following Auditing	Please elaborate on Policy violation handling and correction controls , which policy are being referred to	Functionalities that help manage and address policy violations promptly and systematically. Policy

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				capabilities - Policy violation handling and corrective controls		Violation Handling includes Detection, Alerts and Notifications. Corrective Controls includes Automated Remediation, Workflow for Approvals, Documentation and Tracking.
111	Annexure F: Technical Compliance	24 .Auditing & Logging	82	The Identity management system should provide following Auditing capabilities - Assign respondents	Please elaborate on assign respondents	Respondents are individuals or entities responsible for responding to specific tasks, actions, or requests within system
112	Annexure F: Technical Compliance	51 . Access Requests and Workflow Management	85	Return for additional input	Please elaborate on what additional input is required	In the workflow, for example approver needs any additional info, then he/she should return the form to requestor for additional inputs.
113	Annexure F: Technical Compliance	63.Alerts and Notifications	86	PII data preferences	Please elaborate and provide more details on the expectation on PII data from IDAM	The identity and access management solution should provide alerts and send notification in case of any activity takes place in case of PII data preferences
114	Annexure F: Technical Compliance	121.Password Management	90	The Identity management solution should support SMS text code for password reset.	Can the SI provide alternative mechanism for password reset	Bidder to discuss and design during assessment and design phase of implementation.
115	Annexure F: Technical Compliance		83	42 Risk Modelling - The identity and access management solution should recommend risk	What are the kind of Risks to be mitigated ?	Bidders to identify, suggest and design during assessment and design phase of implementation.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				mitigation actions for high-risk users, such as activity monitoring, ad-hoc certifications, or remediation of policy violations.		
116	Annexure F: Technical Compliance	Access Requests and Workflow Management	84	The identity management solution should create workflows to reduce the administrative burden of entering, updating, and deleting user information across all systems in the enterprise. These workflows should provide a web-based interface for users to manipulate distributed identity data that triggers workflows as necessary	What are the levels of workflows required ?	Bidders to identify, suggest and design during assessment and design phase of implementation.
117	Annexure F: Technical Compliance	65 Alerts and Notifications	86	The identity management system should alert administrators and/or re-execute process in case of an error at updating identity information at any environment	What are the types of alerts required ? SMS, email, popup etc ?	Bidders to identify, suggest and design during assessment and design phase of implementation.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
118	2. Detailed Scope of Work	b. Escalation —	48	b. Escalation — Requests forwarded to another approver if there is no response during a given time limit	a) What are the conditions for escalations ? B) What are the levels of escalation required ?	Such details will be provided to successful bidder
119	2. Detailed Scope of Work	d. Access Certifications:	48	d. Access Certifications: Access certification is the process of requiring people (such as managers) to certify the access that users must resources to ensure that access is still reasonable. Access certification helps with regulatory compliance and cleaning up accumulated access, and it can be performed on a periodic basis or on a dynamic basis when certain risk thresholds are exceeded for a particular user (micro certifications).	Are certifications time bound ? Will they expire after a time span ?	Bidders to identify, suggest and design during assessment and design phase of implementation.
120	2. Detailed Scope of Work	g. Identity Analytics and Reporting:	49	g. Identity Analytics and Reporting: It provide specific analytics and reporting modules with some embedded identity analytics and risk-	Will there be identity linking required with Aadhaar card etc ?	No.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				based information in other capabilities, like access certification and requests. This capabilities of IDAM tools have evolved to include more powerful risk-based decisions and clean-up capabilities. It refers to the use of data analysis and reporting techniques to gain insights into user identities, access privileges, and related activities within an organization's IT systems and applications. It involves collecting and analysing identity and access data to identify patterns, trends, and anomalies, and then generating reports to inform decision-making, improve security, and support compliance efforts		
121	IGA Integrations with Other Solutions:		50	• LIC's core insurance application • SIEM (System Information and Event	Will the department share all the APIs for integration ?	Bidder to identify this during understanding/assessment/application integration requirement gathering phase

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				Management) • ITSM (IT Service Management) • SMTP (Simple Mail Transfer Protocol) • SNMP (Simple Network Management Protocol) • Active Directory and ADFS • MFA (Multi-Factor Authentication) • SSO (Single Sign-On) • PAM (Iraje) (Privilege Access Management) • Integrate with SMS Gateway to communicate alerts, messages, etc. • If any additional integration required, SI should facilitate the same without any additional cost.		
122	Annexure F: Technical Compliance	13 7 Platform and Architecture	91	The identity management solution should support integration with 3rd party applications via web services.	What are the 3rd party applications to be integrated ? Will the department share the APIs ?	Bidders to perform information gathering and identify integration possibilities during design and application integration information gathering phases
123	Annexure F: Technical Compliance	21.Access Certification	81	The Identity management system should provide	Please elaborate on Outlier detection	It refers to the process of identifying and flagging access entitlements or permissions that deviate

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				following - Outlier detection		significantly from the norm or expected patterns. This technique is used during access certification reviews to highlight potential anomalies, suspicious access rights, or outliers that may pose security risks or compliance concerns.
124	Section C	Password Protection	22	8	Are the passwords for the Bid documents expected to be conveyed through email to LIC?	The bidders to submit separate password for each of Eligibility, Technical Evaluation and Commercial bids via separate email after receiving communication from LIC.
125	Section E	General requirements / information	49	2.1	Does LIC have a HRMS system and is it different across various locations? Please provide the details of the product used as HRMS. Are all FTE's are present in HRMS system?	LIC's core application is to be considered as an HRMS. Detail about LIC's core applications ~140 instances given in RFP. There are 140+ number of instances of Core insurance application of LIC.
126	Section E	General requirements / information	49	2.1	Are all 89K FTE's and 1K FTC's accounts present in ActiveDirectory?	Such details shall be provided to successful bidder
127	Section E	General requirements / information	49	2.3	Please define total number of environments to be build? E.g. DEV/TEST/PROD. Please refer integration requirements Point 2.3 (Page49) and Requirement	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
					licensing / hardware Point 2.6 (Page50)	
128	Section E	General requirements / information	50	2.3	Which SMS Gateway provider is used by LIC?	Such details shall be provided to the successful bidder
129	Section E	General requirements / information	50	2.3	For Active directory integration a windows server will be needed to install the IGA Connector. Will LIC provide the Windows server?	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. |
130	Section E	General requirements / information	50	2.3	Which SSO solution is currently used in LIC?	Such details shall be provided to the successful bidder
131	Section E	Service Level Agreements	60	7.12	Please clarify the expectation: All the new IT systems, software, applications that are being implemented in the LIC infrastructure should be integrated with IDAM before going live	Any new commissioning application should be integrated with IGA before going into production roll out and live
132	Section E	Resource Deployment	57	5	Is it necessary that the OEM must have a physical presence on-site during the implementation phase of the project?	Understanding is correct
133	Section H	Technical Compliance-	86	The identity and access management solution	Please share more details on use case for Tracing and Resetting	Tracing - Involves the systematic tracking and

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
		Identity Lifecycle Management		should support Identity life cycle management including workflow (where needed) for below cases: - User Registration - Provisioning - Activating - Tracing - Locking - Unlocking - Suspending - Unsuspending - Resetting - Deleting		logging of events, changes, or transactions associated with user identities, providing an audit trail for security, compliance, and troubleshooting purposes. Resetting – It refers to the process of restoring or modifying certain attributes or credentials associated with a user identity.
134	Section H	Technical Compliance- Access Certification	80	Point 12:The identity and access management solution should support automated report routing to the appropriate certifiers.	"Automated Report routing to certifier" does this mean when specified users in the system should receive certification report or there should be report generation capability?	Yes, Certifiers should receive notifications, reminders and reports.
135	Section H	Technical Compliance- Access Certification	81	Point 21:The Identity management system should provide following Access Certification capabilities - Access Certification Workflow - User access review and certification - Resource review and	Recommendation engine and outlier detection are good to have when AI is in to the picture and AI needs realtime data to take a decision. On Prem decision making and analytics are error prone and not recommended. To achive accurate result and analytics , AI needs realtime data which would need cloud based AI system. is LIC open for cloud based AI engine?	Please refer to modifications, clarifications, addendum, etc. The proposed solution should be deployed on-premise only.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				certification - Role review and certification - Accounts and entitlement review and certification - Scope access review - Flexible scheduling - Ad-hoc certification - Full certification - Highlight privileged or high-risk accounts and entitlements - Status reports and dashboards - Access History - Bulk or "approve all" feature - Required Criteria Evaluated/Score: - Support for Orphaned accounts - Continuous (micro) certification - Challenge period - Risk score display - Outlier detection - Recommendation engine - Mobile optimized access certification - Integration with fulfilment engine - Certify privileged user		

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				access via integration with PAM solutions		
136	Section H	Technical Compliance-Risk Modelling		The identity and access management solution should profile aggregate risk scores, e.g., by manager, department, location, or company-wide.:	Put some more light on aggregating risk score? should risk score be aggregated? or the IGA solution should generate risk scores based on aggregated user information from target systems?	It is advance capability to analyse roles and privileges toxic combination to arrive at RBAC model.
137	Section H	Technical Compliance-Entitlements Management	87	Point 83:The Identity management system should provide following entitlements management capabilities - Capture entitlement data using comma-separated values (CSV) files - Entitlement discovery using connectors - Identity and account correlation - Static linking - Dynamic linking - Discover and correlate orphaned accounts - Discover and correlate privileged accounts - Multiple application instances or accounts	Please explain what we are looking to have anomalous entitlement detection ?	SoD and Toxic Combination of Roles and Access Privileges

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				- Account classification and metadata - Administrative dashboard for entitlements - Anomalous entitlement detection - Application inventory - Correlate identities and accounts using account claiming - New entitlement recognition		
138	Section H	Technical Compliance-Identity Lifecycle Management	88	Point 90:The Identity management solution should automatically determine the need to create new accounts associated with adding entitlements and roles.	Please elaborate the business use case	It involves creating user accounts automatically, similar to the concept of birth right provisioning. Ex. system should detect attributes like zone and branch, designation etc. to carry out automatic provisioning for specific applications, ensuring least privilege principle is enforced.
139	Section H	Technical Compliance-Identity Lifecycle Management	89	Point 105:The Identity management solution should support tracking and reporting on service-level metrics. Metrics should be available at the business process as well as the individual workflow step levels.	Please explain the use case	It refers to the framework for ensuring the reliability, performance, and security of identity-related services within LIC. It should provide a clear understanding of the expectations and commitments between stakeholders and the IGA service provider.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
140	Section H	Technical Compliance-Access Requests and Workflow Management	85	Point 56:The Identity management solution should support re-usable workflow sub-processes.	Need more details , what do we mean by re-usable workflow sub-process.	If any application having existing workflow, the product should have capability to reuse the same workflow for IGA use cases
141	Section H	Technical Compliance-Non-functional Requirements	90	Point 108:The Identity management solution should cater to user preferences and personalization options and this shall be stored in between sessions.	what do mean here about stored in between session	In this scenario, it's important to ensure that any user preferences or personalization made during a session are promptly saved. This prevents a situation where the user's choices are not retained, and upon re-login after logging out, they are unable to see the same preferences or personalization from the previous session.
142	Section H	Technical Compliance-Platform and Architecture	91	Point 128:The identity management solution should expose web services for initiating internal compliance and provisioning processes (REST, SPML).	What is covered by "internal compliance"? is it access review and audit event logs?	Understanding is correct
143	Section H	Technical Compliance-Platform and Architecture	91	Point 130:The identity management solution should pass performance benchmarks and reference deployments in similar financial	what would be the performance benchmark and deployment reference we are looking?	It must meet the benchmarks established by OEM/Bidder in other financial enterprise environments concerning deployment, sizing, performance, user

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				enterprise environments.		experience, and other relevant factors.
144	Section H	Technical Compliance-Provisioning & Connectivity	94	Point 164:The identity and access management solution should provide out-of-the-box connectors for automatically pushing changes to enterprise IT systems.	Kindly put some more light on type of changes and what kind of Enterprise IT systems?	Changes needed in target systems for Identity Management, Access Requests Workflows and Governance Capabilities
145	Section H	Annexure F: Technical Compliance	80	All the requested services in the scope are to be provided by the bidder. 100% compliance is mandatory for successful qualification of the bidder.	A lot of solutions will not be able to 100% comply with the scope. What happens if its not 100% compliance? There is no score also associated with technical compliance. How will LIC evaluate vendors basis this then?	Please refer to modifications, clarifications, addendum, etc.
146	General	General requirements / information	50	2.3	Which ITSM and SIEM tool being used.	Such details shall be provided to successful bidder
147	Annexure F: Technical Compliance	Platform and Architecture	90	The Identity management should provide both on premises and cloud based deployment options. It should provide both software and appliance based deployments. On premises software based deployment is preferred	Please share more details on what is mentioned as "cloud-based deployment"? Is this on the public or private cloud? How about for a highly secured true multi-tenant SaaS architecture solution? If you prefer a cloud-based solution, would LIC accept the complete hostings supported by that vendor?	Such details shall be provided to successful bidder

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
148	Annexure F: Technical Compliance	Platform and Architecture	90	The Identity management should provide both on premises and cloud based deployment options. It should provide both software and appliance based deployments. On premises software based deployment is preferred	Please share more details on what is mentioned as "cloud based deployment" ? It this on public or private cloud? How about for a highly secured true multi-tenant SaaS architecture solution?	It should support on-prem, public and private cloud.
149	Section C: Instructions to Bidders (ITB)	2. Submission of Bids	19	The contents of the soft copies submitted on the pen-drive and the contents of the hard copies must be exactly the same. If not, the BID MAY BE REJECTED.	Tender documents are to be submitted online & **in pen drive**?	Please refer to modifications, clarifications, addendum, etc.
150	Section C: Instructions to Bidders (ITB)	3.Technical Bid	20	LIC will be responsible to provide all the hardware required for in-scope solution 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,	Please clarify hardware elements that shall be provided by LIC. Example Load balancer for High Availability, floating & fixed IPs, etc.	Basis requirement of the IGA solution's architecture, LB and Firewall of LIC shall be used. However, bidder shall assist LIC in defining applicable policies/rules on the LB & Firewall.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				included in BoQ and prices quoted for in the Commercial Bid Document.		
151	Section F: General Terms & Conditions	7. Intellectual Property Rights	63	LIC ownership of Intellectual Property Rights in Contract Material a. All Intellectual Property Rights in the Contract Material shall vest in LIC; b. to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	Advise to remove the clause in enterity for obtaining third party materials Definition of contract material and auxillary material	Please be guided by the RFP
152	Policy and Role	point no 161	NA	Data access governance (DAG) integration Cloud access	There are few points which sounds some OEM specific and please check if LIC team really required compliance to these points . Kindly do the correction.	The proposed IGA solution should have capability to integrate with third party solutions such as Data access governance (DAG)

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				governance (CAG) integration		integration and Cloud access governance (CAG) platforms, taking into account future requirements.
153	Risk Modelling	Point no : 43	NA	The identity and access management solution should support configurable risk factors and weightings for calculating identity or risk scores. Risk scores on access can be used to calculate the overall risk score of an identity within the organization.	There are few points which sounds some OEM specific and please check if LIC team really required compliance to these points . Kindly do the correction.	**The capability of IGA solution to identify more riskier users via configuration**
154	Risk Modelling	Point no : 44	NA	The identity and access management solution should support the assignment of unique risk values to each application, entitlement and role within the system.	There are few points which sounds some OEM specific and please check if LIC team really required compliance to these points . Kindly do the correction.	**The capability of IGA to identify more riskier users via configuration**
155	Section 2: Detailed Scope of Work	Activity 5	54	Identify a strategy and approach for providing a managed service for IGA solution	1. What are the top 5 business challenges your team is facing in operations/BAU activities today?	Such details will be provided to successful bidder
156	Section 2: Detailed Scope of Work	Activity 5	54	Identify and provide level-1, level-2 and level-3 support	1. Please provide existing volumetrics on past incidents, service requests, and change requests.	Such details shall be provided to the successful bidder

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
157	Section 2: Detailed Scope of Work	Activity 5	54	Provide your SLA (service level agreement) and escalation matrix	1. Do you have any existing escalation matrix in place for handling critical issues? If yes, would you prefer that this matrix be used?	Such details will be provided to successful bidder
158	Section 2: Detailed Scope of Work	Activity 5	54	Additional target applications onboarding (~ 120 applications)	1. What type of applications are you looking to onboard as part of these 120 applications? Can you share the list of applications along with their type and complexity?	Such details will be provided to successful bidder
159	Section 2: Detailed Scope of Work	Activity 5	54	Remediate issues identified as part of Vulnerability Assessment and Penetration Testing (VAPT)	1. Our assumption is that the product vendor will be responsible for remediating any platform related Vulnerabilities found during the regular assessments, and PEN test results. Is that understanding correct? 2. Do you expect the Bidder to provide QA and PEN testers?	The issues identified as part of Vulnerability Assessment and Penetration Testing (VAPT) will have to be remediated by the bidder. VAPT shall be performed by LIC Team.
160	Section 2: Detailed Scope of Work	Activity 5	54	Preform root cause analysis (RCA) and document	1. Bidder will be providing RCA for critical/production/business outages quantified as P1s only. Please confirm is this understanding is correct?	Bidder to perform root cause analysis for all incidents related to IGA solution.
161	Section 5: Resource Deployment	Manage Service Support (12x5) for 5 years	57	Weekday Support: Ensure mandatory presence of L1s and L2s in each shift. Ensure the presence of L3 during peak-hour shifts. Weekend Support: Ensure mandatory presence of L1s in each shift.	1. As per the details mentioned in Section 5, Resource Deployment (point 5, Weekend Support: "Ensure mandatory presence of L1s in each shift") - you have asked for 12 X 5 support during weekdays and L1 support on the weekends. As per our understanding, L1 is needed on all 7 days of the week, whereas L2 and L3 all 5 days of the week. Is this understanding accurate?	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
162	2. Detailed Scope of Work	2.4 In scope applications for IGA integration	49	Total 50 applications to be considered in implementation phase which includes LIC's core application and other 49 applications are web applications and uses AD (Active Directory) or LDAP for authentication.	Please share the 49 web application details to understand the compatibility and feasibility for integration	Such details shall be provided to the successful bidder
163	2.9 Project activities to be considered in scope of work	Activity 3: Implementation and Application Onboarding	53	Integrate with SMS Gateway to communicate alerts, messages, etc	Kindly confirm which SMS gateway solution is used by LIC	Such details shall be provided to the successful bidder
164	7. Service Level Agreements (SLAs)	point 4	59	Parameter: Data Retention Period Definition: The duration logs and data are retained within the IGA system before rotation or archiving. Target Service Level: 3 months, 1 year retention	Our understanding is LIC will provide the required tool for rotation and archiving. Please confirm	LIC will not provide the required tool for rotation and archiving. Proposed IGA solution should have its own logs retention capability.
165	7. Service Level Agreements (SLAs)	point 5	59	Parameter: Backup Frequency Definition: How often data should be backed up to ensure recoverability. Target Service Level: Daily Incremental and Weekly Full Backup	Our understanding is LIC will provide the required offline storage and backup required for the proposed solution. Please confirm	LIC shall provide the backup solution. Bidder to provide necessary details as part of the BOQ

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
166	7. Service Level Agreements (SLAs)	point 8	59	Parameter: Replacement/Repair Definition: Process for replacing or repairing hardware/components in the event of system failure. Target Service Level: Replacement within 24 hours	Our understanding is LIC will provide the required underlying infra as the clause mentioned in section 2.6. 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	Please refer to modifications, clarifications, addendum, etc.
167	7. Service Level Agreements (SLAs)	point 10	59	Parameter: Log Integration Sequence Definition: The log integration priority sequence Target Service Level: Log integration to be done according to their prioritization levels, classifying them as critical, high, medium, or low, and subsequently integrating them in this prescribed order.	Our understanding is the requirement is for integration of proposed IGA solution with SIEM. All the log priority sequence will be handled by partner managing SIEM. Kindly confirm	Such details shall be provided to the successful bidder
168	Annexure C: Eligibility Criteria	point 3	75	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.	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.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
169	Annexure C: Eligibility Criteria	point 8	75	The bidder must have a minimum of 20 IT Security permanent professionals with experience on IDAM Solution on their payroll.	The **bidder/OEM** must have a minimum of **10 IT Security** permanent professionals with experience on IDAM Solution on their payroll.	Please refer to modifications, clarifications, addendum, etc.
170	Annexure D: Technical Scoring	point 6	77	The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on IDAM Solution on their payroll with relevant certifications. • Every Additional Resource -> 2 Marks subject to maximum of 20 marks • 20 Resources and above -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on IDAM Solution on their payroll with relevant certifications. • Every Additional Resource -> 2 Marks subject to maximum of 20 marks • **5 Resources** and above -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	Please refer to modifications, clarifications, addendum, etc.
171	2.8 Required training	Training	51	The bidder should provide quarterly one session for the end users (approx. 30-40 users).	Kindly confirm if qurterly one session is to be done for the entire contract period or it is only for the 1st year post implementation	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
172	6. Project Timelines	point 7	58	Manage Service Support 12x5 (L1, L2 and L3) - From T4 Till end of Contract	Kindly confirm that the billing for managed services billing will start from T4	Understanding is correct. However, Bidder to propose their plan regarding the system integration and managed services
173	Section G: Payment Terms & Conditions	Point # 1 to 4	68	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 Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work. - 5 % of cost	Request you to modify the same as under: Delivery of software and appliances - 80 % of cost Installation and integration, initial OEM audit and acceptance testing as per scope of work - 10 % of cost After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 5 % of cost Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work. - 5 % of cost	Please be guided by the RFP
174	Section G: Payment Terms & Conditions	Point # 5	69	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 be guided by the RFP
175	B	6	14	The Bidder/OEM during the last 5 years from the date of this RFP should have	Proposed Statement : The Bidder/OEM during the last 5 years from the date of this RFP should have supplied, implemented and	Please adhere to RFP clause

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				supplied, implemented and supported any Identity Governance and Administration (IGA) solution to at least 03 (three) clients in PSU/Government/Private/BFSI Sector in India	supported any Identity Governance and Administration (IGA) solution to at least 03 (three) clients in PSU/Government/Private/BFSI Sector in India and outside India	
176				During the last 5 years from the date of this RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) organization in PSU/Government/Private/BFSI Sector in India for minimum 20000 users in each organization.	Request LIC to relax from 2 reference to One reference with 20000 user **OR** One reference with 40000 users	Please refer to modifications, clarifications, addendum, etc.
177	Section C	3	20	Technical Bid	Can the deployment be Container Based. If yes what is the Container Platform LIC currently has.	Bidder may propose container-based platform however, the licenses will have to be provided by the bidder
178	Section C	3	20	Technical Bid	Apart from Servers/VM with respect to hardware will LIC be providing all the required network related components (LB, Firewall etc.)	Basis requirement of the IGA solution's architecture, LB and Firewall of LIC shall be used. However, bidder shall assist LIC in defining

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
						applicable policies/rules on the LB & Firewall.
179	Section E	2.1	49	General requirements / information	"There is also a biometric two-factor authentication (2FA) system that stores its own biometric identity data." Query we have is, Does the IDAM solution is expected to handle provisioning/deprovisioning of biometric identities?	Understanding is correct
180	Section F	2	62	Site Not Ready Cases	Will the delay on the Teams of Application will also be considerd as Site Not Ready Cases.	Will be on case-to-case basis.
181	Annexure C	8	75	Minimum 5 resources out of 20 must be certified with any IDAM OEM Level Certification.	Can there be any relaxation in this rule.	Please refer to modifications, clarifications, addendum, etc.
182	Section E	5	57	Bidder shall deploy qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises.	Apart from the Implementation Team do all the other resources be available onsite for the duration of project or can manage with frequent visits and VCs.	All the resources to be present onsite in LIC Mumbai Office.
183	Section E	2.4	49	Technical Bid	In scope applications for IGA integration: Do the applications that are part of the proposed integration has a Rest Based Interface or DB Stored Procedure for managing the User Lifecycle and Role Management?	Bidders to perform information gathering and identify integration possibilities during design and application integration phase

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
184	Annexure D: Technical Scoring	Point 2, 3, 4 & 5	77	The bidder/OEM should have relevant implementation and operational experience of supplying, implementing, and supporting IGA Solution in PSU/Government/Private/BFSI Sector in India from the date of issuance of RFP.	As IGA is one of the modules of IDAM/IAM, Supporting documents mentioning IGA or IDAM shall be accepted	Understanding is correct
185	Commercial Bid Sheet		sheet1	Calculation sheet	The calculation & formula in commercial format seem to be incorrect.	Please refer to modifications, clarifications, addendum, etc.
186	Section B	Eligibility Criteria	14	The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Can bidder or OEM provide a Global implementation reference to meet this criteria ?	Please refer to modifications, clarifications, addendum, etc.
187	Section B	Eligibility Criteria	14	The Bidder/OEM should have minimum of 3 years of experience in implementing any	Can the bidder refer any OEM solution as reference to meet this criteria ?	Understanding is correct

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				Identity Governance and Administration (IGA) solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.		
188	Section C	Technical Bid	20	LIC will be responsible to provide all the hardware required for in-scope solution 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.	If we provide the BoQ/BoM in the pricing, will LIC help in procuring these hardware and software ?	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.
189	Section C: Instruction to Bidders	Evaluation Process for Selection of Bidder	24	The minimum score for successful qualification of the bidder in the Technical Scoring (Annexure – D) will be 70% (seventy percent).	Is Technical score only based on Annexure D. What if vendor fulfills criteria of Technical Score but doesnt comply with many use cases?	Please by guided by the RFP

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
190	Section C: Instruction to Bidders	Evaluation Process for Selection of Bidder	24	The minimum score for successful qualification of the bidder in the Technical Scoring (Annexure – D) will be 70% (seventy percent).	If Technical score is just basis Annexure D, there is a high probability LIC will lose on a good solution. The solution might have been implemented at few places but doesnt really cater to LIC's requirement in terms of technical compliance. So the overall technical score will be high basis the implemetation references but doesnt mean it will fare better in technical compliance. How is that going to be addressed?	Please by guided by the RFP
191	Section E	Detailed Scope of Work - IGA Implementaion and Integration Requirements 2.1 General requirements / information	49	Total 1000 FTC users in scope. The LIC's Core Insurance application has data about all the FTEs	What is the authoritative source for FTC users ?	FTCs to be onboarded directly into IGA.
192	Section E	Detailed Scope of Work - IGA Implementaion and Integration Requirements	49	Solution Environments Deployed in LIC Datacenter : 1 for Development and Test 2 in HA for the production DR/NDR	Will the Test environment be deployed in HA mode?	Please refer to modifications, clarifications, addendum, etc.
193	Section G	Payment Terms & Conditions	68		Can LIC release a separate PO for procurement of Software?	No
194	Section G	Payment Terms & Conditions	69	Payment for the Onsite Services	Does the given frequency include the payment for managed services	Understanding is correct

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				will be done on quarterly basis at the end of each quarter	and support till the end of the contract ?	
195	Section H: Enclosures	Annexure U	72	Make in India Certificate	If OEM doesn't have a Make in India certificate what are the implications? Would LIC go for a solution that is not Make in India but adheres to technical compliance? If OEM is a registered entity in India and has an office in India with a headcount of more than 100 employees, would LIC be okay with that?	Please be governed by the government guidelines and notification with respect to Make in India clauses.
196	Annexure D: Technical Scoring	Technical evaluation criteria	77	The bidder/OEM should have relevant implementation and operational experience of supplying, implementing, and supporting IGA Solution in PSU/Government/Private/BFSI Sector in India from the date of issuance of RFP. 5 Years & Above -> 10 Marks. 3 Years & Above -> 5 Marks (Supporting Document: Bidder (SI)/OEM should provide Copy of the Purchase order/Work order/engagement	If the reference is 2.5 years and above, is the score still 5 marks for that?	Please be guided by the RFP

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				letter along with invoices and/or Certificate or email of completion of the work)		
197	Annexure D: Technical Scoring	Technical evaluation criteria	77	The Bidder/OEM during the last 5 years preceding to the date of this RFP, should have supplied, implemented, and supported any IGA Solution to PSU/Government/Private/BFSI Sector Firms with multiple branches across different locations in India. 5 References and above -> 15 Marks 3 References -> 10 Marks	This is point no 3. The ask in point no 4 is also same. What is the difference in point 3 and point 4?	Point no. 3 refers to number of years of experience in supplying, implementing and supporting IGA Solution. Point no. 4 refers to number of client references of IGA implementation done by the bidder during the last 5 years
198	Annexure F	Technical Compliance	80		Does the technical compliance section hold any weightage for technical scoring?	Please be guided by the RFP
199	Annexure F: Technical Compliance	Identity Lifecycle Management	88	The identity management module should provide following identity lifecycle capabilities - Centralized identity repository - Complex data model - Extensible identity schema - Identity matching	What is the current source of "non-employee populations"?	FTCs to be onboarded directly into IGA.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				engine - Support for Multiple identity types - Batch-driven identity life cycle events - Event-driven identity life cycle events - Transition individuals between identity types and states - Relationship linking - Sponsorship (Manager/SPOC) management for nonemployee populations - Support for multiple identity authoritative sources - Multiple different authoritative sources for identity attributes - Multiple authoritative sources for various user populations - Cloud-hosted authoritative sources - Web-based interface to identity record - Request-driven identity life cycle events - Data normalization - Different Unique identifiers for different		

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				types of users - Reconciliation - Flexible views and management of data - Identity-centric view for application users, IT administrators, Managers and IGA administrators - Application-centric view - Policy- or role-centric view - Entitlement- or account-centric view - Data corruption detection - Support for future-dated items - Complex relationship models - Multiple personas for users - Self service based Registration portal/API		
200	Annexure F: Technical Compliance	Self Service Access Management	98	The Identity management solution should offer self-service registration for external or "non-employee" users e.g., contractors, partners, consultants, and other	What is the current authoritative source for non-employee users? Can a SaaS-based portal	FTCs to be onboarded directly into IGA.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				types of external stakeholders.		
201	Annexure F: Technical Compliance	Identity Lifecycle Management	Point 87	The identity management module should provide following identity lifecycle capabilities - Centralized identity repository - Complex data model - Extensible identity schema - Identity matching engine - Support for Multiple identity types - Batch-driven identity life cycle events - Event-driven identity life cycle events - Transition individuals between identity types and states - Relationship linking - Sponsorship (Manager/SPOC) management for nonemployee populations - Support for multiple identity authoritative sources - Multiple different authoritative sources	what is the current source of "non employee populations"?	FTCs to be onboarded directly into IGA.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				for identity attributes - Multiple authoritative sources for various user populations - Cloud-hosted authoritative sources - Web-based interface to identity record - Request-driven identity life cycle events - Data normalization - Different Unique identifiers for different types of users - Reconciliation - Flexible views and management of data - Identity-centric view for application users, IT administrators, Managers and IGA administrators - Application-centric view - Policy- or role-centric view - Entitlement- or account-centric view - Data corruption detection - Support for future-dated items - Complex relationship models		

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				- Multiple personas for users - Self service based Registration portal/API		
202	Annexure F: Technical Compliance	Self Service Access Management	Point 213	The Identity management solution should offer self-service registration for external or "non-employee" users e.g., contractors, partners, consultants, and other types of external stakeholders.	what is the current authoritative source for non-employee users? Can a SaaS based portal	FTCs to be onboarded directly into IGA.
203	Section H: Enclosures	Annexure U	72	Make in India Certificate	If OEM doesnt have Make in India certificate what are the implications? Would LIC go for a solution which is not MakeinIndia but adheres to technical compliance? If OEM is registered entity in India and has office in India with a head count of more than 100 employees, would LIC be okay with that?	Please be governed by the government guidelines and notification with respect to Make in India clauses.
204	General				Which system is being used for SSO?	Such details shall be provided to the successful bidder
205	General				Is AD and exchange on-prem or in hybrid setup with Azure and o365?	On-premises
206	General				Do we have Skype, Exchange, Shared drive provisioning in scope?	No
207	General				We are going to onboard two types of users: Employees and Contractors. Is there any other user type?	No

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
208	6. Eligibility Criteria	4	14	The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organisations in PSU/Government/ Private/BFSI Sector with multiple branches across different locations in India	**Request for Change of clause** The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA)/ Biometric solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India /Global	Please adhere to RFP clause
209	6. Eligibility Criteria	5	14	The Bidder/OEM during the last 5 years from the date of this RFP should have supplied, implemented and supported any Identity Governance and Administration (IGA) solution to at least 03 (three) clients in PSU/Government/Private/BFSI Sector in India. (Atleast 1 order out of the 3 should be of values greater than INR 1 Crore)	**Request for Change of clause** The Bidder/OEM during the last 5 years from the date of this RFP should have supplied, implemented and supported any Identity Governance and Administration (IGA) /Biometric solution to at least 03 (three) clients in PSU/Government/Private/BFSI Sector in India / Global. (Atleast 1 order out of the 3 should be of values greater than INR 1 Crore)	Please adhere to RFP clause
210	6. Eligibility Criteria	6	14	During the last 5 years from the date of this	**Request for Change of clause** During the last 5 years from the date	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) organization in PSU/Government/ Private/BFSI Sector in India for minimum 20000 users in each organization.	of this RFP, the proposed Identity Governance /Biometric Solution and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) organization in PSU/Government/ Private/BFSI Sector in India / **Global** for minimum 20000 users in each organization.	
211	Annexure D Technical Scoring	2	77	The bidder/OEM should have relevant implementation and operational experience of supplying, implementing, and supporting IGA Solution in PSU/Government/Priv ate/BFSI Sector in India from the date of issuance of RFP.	**Request for Change of clause** The bidder/OEM should have relevant implementation and operational experience of supplying, implementing, and supporting IGA /Biometric Solution in PSU/Government/Private/BFSI Sector in India / Global from the date of issuance of RFP.	Please adhere to RFP clause
212	Annexure D Technical Scoring	3	77	he Bidder/OEM during the last 5 years preceding to the date of this RFP, should have supplied, implemented, and supported any IGA Solution to PSU/Government/ Private/BFSI Sector Firms with multiple	**Request for Change of clause** The Bidder/OEM during the last 5 years preceding to the date of this RFP, should have supplied, implemented, and supported any IGA/Biometric Solution to PSU/Government/ Private/BFSI Sector Firms with multiple branches across different locations in India/Global.	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				branches across different locations in India.		
213	Annexure D Technical Scoring	4	77	During the last 5 years preceding to the date of this RFP, the proposed IGA OEM should have been implemented at PSU/Government/ Private/BFSI Sector Firms with multiple branches across different locations in India.	**Request for Change of clause** During the last 5 years preceding to the date of this RFP, the proposed IGA OEM should have been implemented at PSU/Government/ Private/BFSI Sector Firms with multiple branches across different locations in India/Global.	Please refer to modifications, clarifications, addendum, etc.
214	Annexure D Technical Scoring	5	77	The Bidder/OEM during the last 5 years preceding to the date of this RFP, must have supplied, implemented, and supported the proposed IGA solution to clients in the PSU/Government/Private/BFSI Sector Firms in India for a minimum user base of:	**Request for Change of clause** The Bidder/OEM during the last 5 years preceding to the date of this RFP, must have supplied, implemented, and supported the proposed IGA/Biometric solution to clients in the PSU/Government/Private/BFSI Sector Firms in India/Global for a minimum user base of:	Please adhere to RFP clause
215	Annexure F: Technical Compliance	21.Access Certification	81	The Identity management system should provide following - - Certify privileged user access via integration with PAM solutions	Does LIC existing PAM tool (iraje) Support REST apis.	Such details shall be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
216	Annexure F: Technical Compliance	51 . Access Requests and Workflow Management	84	Request for IT level Access with integration with leading privileged access management products	Does LIC existing PAM tool (iraje) Support REST apis.	Such details shall be provided to the successful bidder.
217	Annexure F: Technical Compliance	189.Provisioning & Connectivity	96	The identity management solution should support integration with threat intelligence and risk assessment tools for enhanced risk visibility.	What are the threat intelligence and risk management tools LIC would like to integrate with identity management	SIEM for monitoring, security analytics, alert and notifications.
218	Section G: Payment Terms & Conditions		68	1 Delivery of software and appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC. 30 % of cost o Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount). o The proof of payment of GST, VAT, Octroi, Entry Tax (wherever applicable) o Delivery Challans "Proof of Delivery" in original o Delivery Certificates for Software licenses o Verification of above deliverables and any	Suggest 50% payment to be made in this phase as 100 % hardware cost will be paid by us to the OEM ?	Please be guided by the RFP

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai. o Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents. o Certificate by the bidder that software licenses comply with OEMs guidelines/requirements.		
219	Section E	General requirements / information	50	2.3	What MFA tool is being currently used?	Such details shall be provided to the successful bidder
220	Section E	General requirements / information	50	2.3	Which biometric tool is currently used and what is the purpose?	Such details shall be provided to the successful bidder
221	Section E	Resource Deployment	57	5.5	Clarify if weekend support has to be mandatory in office or can be on-call?	Please refer to modifications, clarifications, addendum, etc.
222	Section E	Resource Deployment	57	5.5	Does LIC have any expectations in the number of resources per shift for onsite support at LIC premises?	Bidder to propose the number of managed services as per shift coverage requirement mentioned in the RFP
223	Section C	Submission of Bids	18	2	What is the preferred format for the submission of RPF response: Microsoft PowerPoint (PPT) or Microsoft Word (Word)?	A4 size in PDF format

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
224	Section A	Eligibility Criteria	14	6.7	Is it obligatory for the OEM to have a support center located in India?	Please be guided by the RFP
225	Section H	Annexure C	75	4	Can you clarify if bidder can suggest more than one OEMs as alternate solutions?	Please be guided by the RFP
226	2. Section C	Submission of Bids	18	2 ii	Request to change or accept only soft copy submission of the bid document	Please be guided by the RFP
227	2. Section C	Submission of Bids	18	2 iv	Request to change or accept only soft copy submission of the bid document	Please be guided by the RFP
228	Section H	Technical Compliance-Platform and Architecture	90	The Identity management should provide both on premises and cloud based deployment options. It should provide both software and appliance based deployments. On premises software based deployment is preferred	Please share more details on what is mentioned as "cloud based deployment" ? It this on public or private cloud? How about for a highly secured true multi-tenant SaaS architecture solution?	It should support on-prem, public and private cloud.
229	Section H	Technical Compliance-Identity Lifecycle Management	88	Point 87:The identity management module should provide following identity lifecycle capabilities - Centralized identity repository - Complex data model - Extensible identity schema	what is the current source of "non employee populations"?	FTCs to be onboarded directly into IGA.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				- Identity matching engine - Support for Multiple identity types - Batch-driven identity life cycle events - Event-driven identity life cycle events - Transition individuals between identity types and states - Relationship linking - Sponsorship (Manager/SPOC) management for nonemployee populations - Support for multiple identity authoritative sources - Multiple different authoritative sources for identity attributes - Multiple authoritative sources for various user populations - Cloud-hosted authoritative sources - Web-based interface to identity record - Request-driven identity life cycle events - Data normalization - Different Unique		

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				identifiers for different types of users - Reconciliation - Flexible views and management of data - Identity-centric view for application users, IT administrators, Managers and IGA administrators - Application-centric view - Policy- or role-centric view - Entitlement- or account-centric view - Data corruption detection - Support for future-dated items - Complex relationship models - Multiple personas for users - Self service based Registration portal/API		
230	Section H	Technical Compliance-Self Service Access Management	98	Point 213:The Identity management solution should offer self-service registration for external or "non-employee" users e.g., contractors, partners, consultants, and other	what is the current authoritative source for non-employee users? Can a SaaS based portal	FTCs to be onboarded directly into IGA.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				types of external stakeholders.		
231	Section H	Technical Scoring- Technical evaluation criteria	77	The bidder/OEM should have relevant implementation and operational experience of supplying, implementing, and supporting IGA Solution in PSU/Government/Private/BFSI Sector in India from the date of issuance of RFP. 5 Years & Above -> 10 Marks. 3 Years & Above -> 5 Marks (Supporting Document: Bidder (SI)/OEM should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate or email of completion of the work)	If the reference is 2.5 years and above, is the score still 5 marks for that?	Please be guided by the RFP
232	Section H	Technical Scoring- Technical evaluation criteria	77	The Bidder/OEM during the last 5 years preceding to the date of this RFP, should have supplied, implemented, and supported any IGA Solution to	This is point no 3. The ask in point no 4 is also same. What is the difference in point 3 and point 4?	Point no. 3 refers to number of years of experience in supplying, implementing and supporting IGA Solution. Point no. 4 refers to number of client references of IGA

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				PSU/Government/Private/BFSI Sector Firms with multiple branches across different locations in India. 5 References and above -> 15 Marks 3 References -> 10 Marks		implementation done by the bidder during the last 5 years
233	Section E	General requirements / information	49	2.1 The LIC's Core Insurance application has data about all the FTEs. Bidder to assess and design IGA architecture to use LIC's Core Insurance as an authoritative source, which is a key factor for the success of this project. There are about ~125 separate LIC's Core Insurance instances present, spread across various zones and are not in sync means they don't all have the same information. Also, one employee might have entries in several different LIC's Core Insurance applications/instances, each with different	Does LIC Core insurance application have API or allows JDBC/SQL query for user management operations such as Create, Read, Update user account and assign entitlements or permissions?	Such details shall be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				roles assigned to them. LIC's Core Insurance application is JAVA based web application having MySQL as backend.		
234	General				Is LIC looking at a modern next generation IGA solution which has capabilties around Data Access Governance, CIAM etc or legacy solution?	Please be guided by the RFP.
235	Section B: Invitation for Request for Proposal	6. Eligibility criteria	18	Bidders and the proposed OEM should have support center in India (preferably in Mumbai & Bengaluru) for 24 x 7 support.	The clause may please be amended as : Bidders / proposed OEM should have support center in India (preferably in Mumbai & Bengaluru) for 24 x 7 support.	Please refer to modifications, clarifications, addendum, etc.
236	Section B: Invitation for Request for Proposal	6. Eligibility criteria	18	The bidder must have a minimum of 20 IT Security permanent professionals with experience on IDAM Solution on their payroll. Minimum 5 resources out of 20 must be certified with any IDAM OEM Level Certification.	The bidder must have 05 IT cyber security professinals on their payroll. Bidder must deploy staff certiifed with IDAM OEM Level Certification.	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
237				The copies of the item specifications (eligibility, technical and commercial) should be submitted in soft copy format by all participating Bidders. The specifications in the spreadsheets will be password protected. The bids are to be submitted in the format (soft copy) as per the Annexures in this RFP.	We understand that Bidders are required to submit their bid online on eprocurement portal. Password protected soft copy of specifications, commercials and technical are also required. It is requested that soft copy submission should be deleted as soft copy may be downloaded from eprocuremnet portal.	Please be guided by the RFP
238	Section B: Invitation for Request for Proposal	6. 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.	For wider participation, request to amend it as below:- The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) in any 2 years out of 03 (three) financial years preceding the date of this RFP.

Justification:- Due to COVID which was world crisis, busineess affected and profit declined. Hence request to consider operating profit for any 2 years out of 03 (three) preceding financial years preceding the date of this RFP. | Please refer to modifications, clarifications, addendum, etc. |
| 239 | Section B: Invitation for Request for Proposal | 6. Eligibility Criteria | 14 | The bidder must have a minimum of 20 IT Security permanent professionals with | For wider participation, request to amend it as below:- The Bidder must have a minimum of 20 IT Security permanent | Please refer to modifications, clarifications, addendum, etc. |

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				experience on IDAM Solution on their payroll. Minimum 5 resources out of 20 must be certified with any IDAM OEM Level Certification.	professionals with experience on IDAM Solution on their payroll. The Bidder/OEM must have minimum 5 resources certified with any IDAM OEM Level Certification.	
240	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	As IGA is one of the modules of IDAM/IAM, Supporting documents mentioning IGA or IDAM shall be accepted. Please confirm.	Understanding is correct
241	Section C: Instructions to Bidders (ITB)	2. Submission of Bids	20	The bidder should not respond to this RFP for this requirement in consortium with any other partner. All such consortium bids will be summarily rejected.	Remove the clause as SI will work with OEM as a consortium.	Please by guided by the RFP
242	Section C: Instructions to Bidders (ITB)	9. Pricing, Billing, Duties and Taxes	22	The commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies etc., and shall be	Please clarify the taxes shall be exclusive or inclusive. General practice is taxes, duties, levies are excluded from the offer price	Please by guided by the RFP

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				exclusive of GST, cess whichever is applicable		
243	Section C: Instructions to Bidders (ITB)	53. Consortiums or sub-contractor	40	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise	The clause should stiplulate SI can work with one OEM or consortium clause should be dropped or suitably amended.	Please by guided by the RFP
244	Section E: Scope of Services	2. Detailed Scope of Work	49	There is also a biometric two-factor authentication (2FA) system that stores its own biometric identity data.	Does the IGA require to provision users to MFA system? Please specify the MFA/2FA product to be integrated if any.	Yes, IGA require to provision users to MFA system. Details of 2FA solution shall be provided to the successful bidder
245	Section E: Scope of Services	2. Detailed Scope of Work	49	Solution Environments to be deployed in LIC's datacenters: • 1 for Development and Test • 2 in HA for the production • DR/NDR • Integrate with SMS Gateway to communicate alerts, messages, etc.	For production - will one instance with appropriate HA suffice? For DR/NDR - will the instances be replica for DR & NDR? SMS Gateway will be provided by LIC?	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
246	Section E: Scope of Services	7. Service Level Agreements (SLAs)	59	Parameter: Custom Connectors Definition: Build all the custom connectors for unsupported components including in-house developed applications or new procured device within 14 Days of deployment. Target Service Level: 100% coverage	The clause should also stipulate that LIC shall provide all possible support in order to integrate the applications with custom connectors, and ensure application owner / vendor / OEM support for the required application	Please refer to modifications, clarifications, addendum, etc.
247	Section E: Scope of Services	7. Service Level Agreements (SLAs)	60	Parameter: Device integration with IGA Definition: All the new IT systems, software, applications that are being implemented in the LIC infrastructure should be integrated with IDAM before going live. Target Service Level: 100% device coverage	The clause should also stipulate that LIC shall provide all possible support in order to integrate the new devices / systems with IGA, and ensure system owner / vendor / OEM support for the required system / device	Please refer to modifications, clarifications, addendum, etc.
248	Annexure C: Eligibility Criteria	8	76	The bidder must have a minimum of 20 IT Security permanent professionals with experience on IDAM Solution on their payroll. Minimum 5 resources out of 20 must be	Request you to kindly rephrase it to : "The bidder/OEM should have a minimum of 20 permanent IT Security professionals on their payroll, with at least 5 of these resources holding certifications from any IDAM OEM at the relevant level."	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				certified with any IDAM OEM Level Certification.		
249	Annexure D: Technical Scoring	point 6	77-78	The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on IDAM Solution on their payroll with relevant certifications. · Every Additional Resource -> 2 Marks subject to maximum of 20 marks · 20 Resources and above -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	Request you to kindly rephrase & also change the scoring to below : "The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on the proposed IDAM Solution on their payroll with relevant certifications. · Every Additional Resource -> 2 Marks subject to maximum of 20 marks · 5 Resources and above -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	Please refer to modifications, clarifications, addendum, etc.
250	Section B	6	14	3. The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during the last 03 (three) years	Can this condition be changed such that Bidder becomes eligible if any 3 Years out of last 5 Years are profitable? Ex: … bidder should be in operating profit in any 3 years during last 5 years preceding the date of this RFP?	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				preceding the date of this RFP.		
251	Annexure D: Technical Scoring	Point No.1	77	Bidder's annual turnover during the last 03 (three) years preceding the date of this RFP. • INR 300 Crore and Above -> 10 Marks • INR 200 Crore and Above -> 7 Marks • INR 100 Crore and Above -> 5 Marks (Annual audited balance sheet to be provided as evidence)	In the financial year 2021-22, due to the pandemic situation, our balance sheet dropped below 300 crore. Specifically, in 2021-22, we recorded a balance of 298.39 crore, with a marginal difference of only 2 crore. Despite this minor variation, we received a score of 7.\n\nWe understand that you require a bidder with financial capability, and we want to emphasize that we are a public limited company. This year, our turnover is expected to surpass 700 crores. Therefore, we kindly request you to reconsider and remove the turnover clause.	Please refer to modifications, clarifications, addendum, etc.
252	Section 2: Detailed Scope of Work	Activity 5	54	Provide on-call support for Priority-1 and Priority-2 incidents beyond standard support hours	As per the details mentioned in Section 2, Activity 5 (point 11, "Provide on-call support for Priority-1 and Priority-2 incidents beyond standard support hours") - please share additional details - 1. Please provide preferred shift timings for managed services operations support requirements for both standard and non-standard support hours. 2. Do you have a process/mechanism defined for on-call support? Or is the expectation from the Bidder to define and	1. The shift timings are from 7 AM to 7 PM. LIC reserves the right to alter these timings based on their requirements. Additionally, it should be noted that all windows except shift timings (finalised by LIC) are to be considered as non-standard.\n\n2. Such details shall be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
					provide necessary tools and technology to provide on-call support?	
253	Section 2: Detailed Scope of Work	Activity 5	54	Support disaster recovery (DR) drills	1. How often do you conduct DR drills? 2. During DR activity, how do you manage your BCP ?	Such details shall be provided to successful bidder.
254	Section4: RACI Matrix	IGA Operations - Activities, SN 17	56	IGA service & data management (Backup, Restore, Restart etc..)	1. Do you have a back-up solution and process in place?	Such details shall be provided to successful bidder
255	Annexure C: Eligibility Criteria	Eligibility Criteria	75	The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organisations in PSU/Government/Private /BFSI Sector with multiple branches across different locations in India.	Request to amend the clause as: The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organisations in PSU/Government/Private/BFSI Sector ~~with multiple branches across different locations in India.~~	Please refer to modifications, clarifications, addendum, etc.
256	Annexure C: Eligibility Criteria	Eligibility Criteria	75	The Bidder/OEM during the last 5 years from the date of this RFP should have supplied, implemented and supported any Identity Governance and Administration (IGA) solution to at least 03 (three) clients in PSU/Government/Private /BFSI Sector in India. (Atleast 1 order out of the	Request to amend the clause as: The Bidder/OEM during the last 5 years from the date of this RFP should have supplied, implemented and supported any Identity Governance and Administration (IGA) solution to at least ~~03 (three)~~ 1 (One)clients in PSU/Government/Private/BFSI Sector in India. ~~(Atleast 1 order out of the 3 should be of values greater than INR 1 Crore)~~	Please adhere to RFP clause

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				3 should be of values greater than INR 1 Crore)		
257	Annexure C: Eligibility Criteria	Eligibility Criteria	75	During the last 5 years from the date of this RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) organization in PSU/Government/Private/BFSI Sector in India for minimum 20000 users in each organization.	Request to amend the clause as: During the last 5 years from the date of this RFP, The proposed Identity Governance and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) 1 (One)organization in PSU/Government/Private/BFSI Sector in India for minimum 20000 users in each organization.	Please refer to modifications, clarifications, addendum, etc.
258	Annexure C: Eligibility Criteria	Eligibility Criteria	75	The bidder must have a minimum of 20 IT Security permanent professionals with experience on IDAM Solution on their payroll. Minimum 5 resources out of 20 must be certified with any IDAM OEM Level Certification.	Request to amend the clause as: The bidder must have a minimum of 20 IT Security permanent professionals with experience on IDAM Solution on their payroll. Minimum 5 resources out of 20 must be certified with any IDAM OEM Level Certification.	Please refer to modifications, clarifications, addendum, etc.
259	Annexure D: Technical Scoring	Technical Scoring	77	Technical Scoring	Please anmend the Technical Scoring criteria according to above suggested clause.	Please refer to modifications, clarifications, addendum, etc.
260	Annexure C: Eligibility Criteria	Eligibility Criteria	NA	The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organisations in	**Recommended clause:**The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	across different locations in India/Global.	
261	Annexure C: Eligibility Criteria	Eligibility Criteria	NA	The Bidder/OEM during the last 5 years from the date of this RFP should have supplied, implemented and supported any Identity Governance and Administration (IGA) solution to at least 03 (three) clients in PSU/Government/Private/BFSI Sector in India. (Atleast 1 order out of the 3 should be of values greater than INR 1 Crore)	**Recommended clause:** The Bidder/OEM during the last 5 years from the date of this RFP should have supplied, implemented and supported any Identity Governance and Administration (IGA) solution to at least 03 (three) clients in PSU/Government/Private/BFSI Sector in India/Global. (Atleast 1 order out of the 3 should be of values greater than INR 1 Crore)	Please adhere to RFP clause
262	Annexure C: Eligibility Criteria	Eligibility Criteria	NA	During the last 5 years from the date of this RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) organization in PSU/Government/Private/BFSI Sector in	**Recommended clause:** During the last 5 years from the date of this RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented atleast at 02 (two) organization in PSU/Government/Private/BFSI Sector in India/Global for minimum 20000 users in each organization.	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				India for minimum 20000 users in each organization.		
263	Annexure D: Technical Scoring	Technical Scoring	NA	The bidder/OEM should have relevant implementation and operational experience of supplying, implementing, and supporting IGA Solution in PSU/Government/Private/BFSI Sector in India from the date of issuance of RFP. • 5 Years & Above -> 10 Marks • 3 Years & Above -> 5 Marks	**Recommended clause:** The bidder/OEM should have relevant implementation and operational experience of supplying, implementing, and supporting IGA Solution in PSU/Government/Private/BFSI Sector in India/Global from the date of issuance of RFP. • 5 Years & Above -> 10 Marks • 3 Years & Above -> 5 Marks	Please be guided by the RFP
264	Annexure D: Technical Scoring	Technical Scoring	NA	The Bidder/OEM during the last 5 years preceding to the date of this RFP, should have supplied, implemented, and supported any IGA Solution to PSU/Government/Private/BFSI Sector Firms with multiple branches across different locations in India. • 5 References and above -> 15 Marks	**Recommended clause:**The Bidder/OEM during the last 5 years preceding to the date of this RFP, should have supplied, implemented, and supported any IGA Solution to PSU/Government/Private/BFSI Sector Firms with multiple branches across different locations in India/Global. • 5 References and above -> 15 Marks • 3 References -> 10 Marks	Please refer to modifications, clarifications, addendum, etc.

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				• 3 References -> 10 Marks		
265	Annexure D: Technical Scoring	Technical Scoring	NA	During the last 5 years preceding to the date of this RFP, the proposed IGA OEM should have been implemented 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	**Recommended clause:**During the last 5 years preceding to the date of this RFP, the proposed IGA OEM should have been implemented at PSU/Government/Private/BFSI Sector Firms with multiple branches across different locations in India/Global. • 4 References and above -> 15 Marks • 2 References -> 10 Marks	Please refer to modifications, clarifications, addendum, etc.
266	Annexure D: Technical Scoring	Technical Scoring	NA	The Bidder/OEM during the last 5 years preceding to the date of this RFP, must have supplied, implemented, and supported the proposed IGA solution to clients in the PSU/Government/Private/BFSI Sector Firms in India for a minimum user base of: • 60000 users and above -> 20 Marks • 40000 users and above -> 15 Marks • 20000 users and above -> 10 Marks	**Recommended clause:**The Bidder/OEM during the last 5 years preceding to the date of this RFP, must have supplied, implemented, and supported the proposed IGA solution to clients in the PSU/Government/Private/BFSI Sector Firms in India/Global for a minimum user base of: • 60000 users and above -> 20 Marks • 40000 users and above -> 15 Marks • 20000 users and above -> 10 Marks	Please be guided by the RFP

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
267	22.Patent Rights and other litigation costs:		30	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 RFP Clause
268	33.Limitation of Liability		33	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,	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	Please adhere to RFP Clause

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				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.	does not manufacture any equipment.	
269	36.Indemnifying LIC	A.	34	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	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	Please adhere to RFP Clause

#	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
				responsibilities arising from accidents or loss of life as a result of vendor's negligence.	responsibilities arising from accidents or loss of life as a result of vendor's gross negligence.	
270	46.Award and Signing of Bid Contract	d)	38	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 RFP Clause
271	7. Intellectual Property Rights		63	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 RFP Clause

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