

Response to pre-bid queries [Ref: LIC-CO/IT-BPR/NW/RFP/2022-23/01 Dated: 28/02/2023]

S.No	SI. No	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
1	2	LIC Annexure-VIII- Technical Specifications : Point No.8 (A. Multifactor Authentication)	The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must be able to provide its own biometric solution at additional cost.	Since LIC is already using Bio-metric , please share the OEM and model details. Also confirm scope of support from Bio Metric OEM and if includes API Integrations with 3rd. Party tools/OEMs	The details shall be provided to the winning bidder .
2	8	Clause 4; Page No. 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	The Bidder/OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above Total of at least two orders should be for ten thousand concurrent users.	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
3	9	Clause 12; Page No. 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	The Bidder/OEM has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
4	10	Payment Clause, Page No. 39	AMC cost will be paid yearly in arrears after end of the year	This will unnecessary load the bid. Industry practice is Annual in Advance which needs to be amended	Please refer to the revised "Payment Terms"
5	11	Addl. Point		Request to pls. consider notification: i. Department of Promotion of Industry & Internal Trade (DPIIT) Notification No. P-4502112/2017-B.E.-II dated 15.06.2017 and revised notification P-4502112/2017-PP(BE-II) dated 28.05.2018 ii. Ministry of Electronics and Information Technology (MeitY) Notification No 1(10)/2017-CLES dated 02.07.2018. Under Public Procurement Order 2017—Preference has to be given to Make in India goods and Services to encourage 'Make in India' and promote manufacturing and production of goods and services in India with a view to enhancing income and employment.	Please refer to the revised Technical Specifications, Revised "Minimum Eligibility Criteria" and Revised Annexure-II
6	1	Annexure - VIII - Technical Specifications - MFA2, A. Multifactor Authentication, Point No 6		Which applications are being considered in the RFP for biometric authentication?	The details shall be provided to the winning bidder .
7	2	Annexure - VIII - Technical Specifications - MFA2, A. Multifactor Authentication, Point No 10		Password less authentication is depended on the target application to be secured, such as Windows Logon. Not all types of application supports password less authentication. Please suggest	Where ever password is required, passwordless could be an option. Any web app should be able to integrate with passwordless by way of some integration connector .
8	3	Annexure - VIII - Technical Specifications - MFA2, B. Contextual Analysis, Point No 1		User's LAN IP can be recorded if the user attempts for authentication from the same network where the MFA server resides. User's WAN Ips are recorded when the user attempts for authentication from Public Internet. Please suggest	The understanding is correct
9	4	Annexure - VIII - Technical Specifications - MFA2, B. Contextual Analysis, Point No 2		Mobile's Geo location can be morphed using rooted devices. Please suggest, if IP address based identification of location of the user can be supported?	Please refer to the revised Technical Specifications .
10	8	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 9		In order to provide biometric authentication support on Web applications, it is necessary to setup a client application to facilitate biometric authentication. Please suggest	Yes, agent is required for the biometric authentication.
11	9	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 10		The requirement contradicts with the point no 9 of platform support requirement. Please suggest	Different users would require different profiles and use cases
12	10	Annexure - VIII - Technical Specifications - MFA2, C. Platform Support, Point No 11		The requirement contradicts with the point no 10 of platform support requirement. Please suggest	Different users would require different profiles and use cases
13	12	Annexure - VIII - Technical Specifications - MFA2, E. General Specifications, Point No 15		Please suggest the eligibility for class II OEM	Please refer to the revised Technical Specifications and revised "Minimum Eligibility Criteria" and Revised Annexure-II
14	1	Section-B: ELIGIBILITY CRITERIA, 1. Minimum Eligibility Criteria (MEC):SI No 4	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores.	For the benefit of LIC to get more bidders in the RFP, so that LIC can benefit from the healthy competition in features, functionalities. Further different vendors have different pricing models and may not include concurrency based pricing in past. Hence, we request to modify the clause as below - The bidder/ OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least two clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last three financial years preceding the date of this RFP. Out of the two orders mentioned above at least one orders should be for ten thousand users and the order value should be at least Rupees (INR) Five crores	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
15	6	Section-F: Payment Terms	For the first year 100% of the license cost for the minimum guaranteed licenses shall be paid after successful completion of the entire solution with end user acceptance test demonstrating all feature as per the RFP. AMC cost will be paid yearly in arrears after end of the year.	We request LIC to make payment of AMC in advance. This will help vendors in cost of delivery and lower the total TCO which in tern will benefit LIC.	Please refer to the "Revised Payment Terms" .
16	7	Page No 41 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery, Installation, commissioning and implementation : Delivery Schedule (from Date of Acceptance of Purchase Order) 6 weeks	Since the infrastructure procurement will happen from LIC we request to modify the clause Delivery schedule (from the date of LIC making the infrastructure available to the vendor). Also request to extend the timeline to 12 weeks considering the scale of the project.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION" and the revised SLAs
17	20	Annexure-VIII- Technical Specifications-MFA.xlsx General Specification , Point no 1	OEM with class II shall be given preference	Based on the recent Atma Nirbhar initiatives and availability of high quality solutions which are completely made in India we request LIC modify the clause to OEM with class I shall be given preference.	Please refer to the revised Technical Specifications, Revised "Minimum Eligibility Criteria" and Revised Annexure-II
18	21	Scope OF Work Section 2.3 Page 32 Training	LIC expects the bidder to train the administrator/business users till the personnel gain enough expertise in the system and capable of taking over the training function	Request to provide number of administrators/business users and frequency expected for training sessions.	Immediately after deployment 2 trainings in a quarter and subsequently one training in each quarter
19	2	C. Eligibility information/Compliance Sr. No. 4 & Page No. 9	bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crore	bidder must have supplied, integrated, implemented and supported a similar solution as proposed in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least one order should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Five crore	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II

20	5	Annexure-VIII- Technical-Specifications-MFA - B. Contextual Access Point No 4	The solution must calculate device context based on parameters	The solution is possible through an end-point client. Will an end-point client approach acceptable to LIC?	Yes
21	10	Annexure-VIII- Technical-Specifications-MFA - D Endpoint Control Features All points	Points1-12	The solution is possible through an end-point client. Will an end-point client approach acceptable to LIC?	Yes
22	11	Annexure-VIII- Technical-Specifications-MFA - General specifications Point no 15	OEM with class II shall be given preference	Please clarify the OEM class II preference	Please refer to the revised Technical Specifications, Revised "Minimum Eligibility Criteria" and Revised Annexure-II
23	1	Section-B: ELIGIBILITY CRITERIA, 1. Minimum Eligibility Criteria (MEC):SI No 4	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores.	For the benefit of LIC to get more bidders in the RFP, so that LIC can benefit from the healthy competition in features, functionalities we request to modify the clause as below - The bidder/ OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least two clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India in the last five financial years preceding the date of this RFP. Out of the two orders mentioned above at least two orders should be for five thousand users and the order value should be at least Rupees (INR) Five crores.	Please refer to the revised Technical Specifications, Revised "Minimum Eligibility Criteria" and Revised Annexure-II
24	3	Section-F: Payment Terms	For the first year 100% of the license cost for the minimum guaranteed licenses shall be paid after successful completion of the entire solution with end user acceptance test demonstrating all feature as per the RFP. AMC cost will be paid yearly in arrears after end of the year.	LIC to make 80% payment License against the delivery and balance 20% post deployment for AMC in advance.	Please refer to the "Revised Payment Terms".
25	4	Page No 41 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery, Installation, commissioning and implementation : Delivery Schedule (from Date of Acceptance of Purchase Order) 6 weeks	Since the infrastructure procurement will happen from LIC we request to modify the clause Delivery schedule (from the date of LIC making the infrastructure available to the vendor). Also request to extend the timeline to 12 weeks considering the scale of the project.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION" and the revised SLAs
26	1	Section B - Minimum Eligibility Criteria #4 Page Number 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Since this is a horizontal solution and not a Industry specific solution or an application further this is a solution which is implemented on specific requirements, the bidder would suggest a following criteria to be incorporated "The bidder must have supplied, integrated, implemented and supported the <i>similar solution</i> to at least two clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI) /TSP/Government Departments in India in the <i>last five financial</i> years preceding the date of this RFP. b) The OEM should have minimum 3 deployments of the solution for any PSUs / Banks / Insurance / Financial Institutions (BFSI) /TSP/Government Departments in India in the last five financial years preceding the date of this RFP.	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
27	3	Section B - Minimum Eligibility Criteria #12 Page Number 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Request LIC to modify clause as below The OEM has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
28	7	Section E, Scope of Work General Specifications # 2.3. Training, Page Number 32	Training shall be provided on each of the modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM/OSD/OSO approved authorized agencies/faculties	Request LIC to confirm the number of people to be trained & the frequency of training in one year	Immediately after deployment 2 trainings in a quarter and subsequently one training in each quarter
29	22	Section-F: Payment Terms , Page Number 65	For Payment against Onsite Services: Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	1. Bidder request to pay the onsite services payment monthly in arrears 2. All payment to be made within 30 days of invoice date	Please refer to the "Revised Payment Terms"
30	24	Annexure VIII Technical Compliance	Class II OEM is Preferred	Request LIC to consider Class I Supplier	Please refer to the revised Technical Specifications, Revised "Minimum Eligibility Criteria" and Revised Annexure-II
31	4	General	General	Will solution license be in the name of LIC or in the name of partner providing services	LIC of India
32	1	LIC Annexure-VIII- Technical-Specifications : Point No.8 (A. Multifactor Authentication)	The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must be able to provide its own biometric solution at additional cost. The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Please share the OEM and model details of Bio Metric.	The details shall be provided to the winning bidder .
33	3	Clause 4; Page No. 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	We request LIC to amend the clause as:- The bidder/OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
34	4	Clause 12; Page No. 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	We request LIC to amend the clause as:- The bidder/OEM has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
35	1	LIC Annexure-VIII- Technical-Specifications : Point No.8 (A. Multifactor Authentication)	The solution must be able to integrate with existing biometric solution of LIC by way of API integration or must be able to provide its own biometric solution at additional cost. The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Please share the OEM and model details of Bio Metric.	The details shall be provided to the winning bidder .
36	5	Clause 4; Page No. 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	The Bidder/OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above Total of at least two orders should be for ten thousand concurrent users.	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
37	6	Clause 12; Page No. 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	The Bidder/OEM has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
38	4	Section 1.6 Page no 28	Preparation of System Requirement Specification Document	Does LIC has any System Requirement Specification Document for Multifactor Authentication	The information shall be provided to the successful bidder
39	5	Section 2.3 Page no 32	LIC expects the bidder to train the administrator/business users till the personnel gain enough expertise in the system and capable of taking over the training function.	Please clarify number of trainees for each trainings.	Immediately after deployment 2 trainings in a quarter and subsequently one training in each quarter
40	6	Annexure-VIII- Technical-Specifications-MFA - B. Contextual Access Point No 4	The solution must calculate device context based on parameters	The solution is possible through an end-point client. Will an end-point client approach acceptable to LIC?	Yes

41	12	Annexure-VIII_ Technical-Specifications-MFA - General specifications Point no 15	OEM with class II shall be given preference	Please clarify the OEM class II preference	Please refer to the revised Technical Specifications, Revised "Minimum Eligibility Criteria" and Revised Annexure-II
42	13	Minimum Eligibility Criteria (MEC) Point 4, Page 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Does it have to be same solution & or can be any MFA solution, Would request you to Ommit this for Indian OEM Under Make in India, to support Indian OEM.	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
43	14	Minimum Eligibility Criteria (MEC) Point 12, Page 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Would request you to Ommit this for Indian OEM Under Make in India, to support Indian OEM.	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
44	16		The solution must be able to support FIDO protocol, compactable with any FIDO compliant security key or implementations on mobile phones and windows hello	Q. Is it expected that the proposed solution needs to be integrated with Windows hello? Kindly confirm	Yes
45	18		The solution must have its own mobile authentication app as well as work with other authenticator app for mobile OTP	Q. Proposed solution has its own mobile app for OTP, as well as Google Authenticator App, which is also supported, please confirm if this suffices the requirement	Yes
46	19		The proposed solution must be able to enable multifactor authentication when user is using any pc and smart phone including windows desktop OS,windows server OS,Linux OS, mac OSX,ioS and Android etc.	Please confirm, if MFA is required for authenticating the users while logging into the said operating systems.	Yes
47	20	Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	4. The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	The bidder/ OEM must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least one order should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
48	1		The proposed solution must be able to enable multifactor authentication for work from home user using any VPN or remote gate way that LIC could use	Q. Kindly let us know the protocol supported by VPN and remote gateway devices for authentication/authorization	All standard protocols should be supported
49	2		The Solution must provide support for the following type of multi factor authentication based on TOTP: SMS ,EMAIL, Mobile Authenticator, hardware token	Q. Kindly let us know the make and model of the hardware token required to be supported	Any AUTH compliant hardware should be supported
50	3		The solution must be able to support FIDO protocol, compactable with any FIDO compliant security key or implementations on mobile phones and windows hello	Q. Kindly let confirm if the FIDO token needs to be supported on mobile devices. Q. Is it expected that the proposed solution needs to be integrated with Windows hello? Kindly confirm	Yes
51	5		The proposed solution must be able to integrate Bio-metric based authentication like fingerprint scanner and facial authentication as 2FA without application modification	Q. As the requirement is for the MFA product to be integrated with various LIC applications and the MFA product is an API-based application without front-end pages, we assume the respecting calling applications will take care of the front-end pages with respect to authentication modes like biometric, facial, etc. Please confirm	LIC of India will not modify its applications . The assumption is incorrect . Please be guided by the RFP .
52	6		The solution must have its own mobile authentication app as well as work with other authenticator app for mobile OTP	Q. Proposed solution has its own mobile app for OTP, as well as Google Authenticator App, which is also supported, please confirm if this suffices the requirement	Yes
53	8		The proposed solution must be able to enable multifactor authentication when user is using any pc and smart phone including windows desktop OS,windows server OS,Linux OS, mac OSX,ioS and Android etc.	Kindly confirm if the MFA product is to be integrated with applications running on the said operating systems or MFA is required for authenticating the users while logging into the said operating systems. Please confirm.	Yes
54	2	Section-B:ELIGIBILITY CRITERIA Sr. No.4 Page No: 9	The bidder must have supplied, integrated, implemented and supported the proposed solution in this RFP to at least three clients in India for any PSUs / Banks / Insurance /FinancialInstitutions (BFSI)/TSP/Government Departments in India in the last three financial years preceding the date of this RFP. Out of the three orders mentioned above at least two orders should be for ten thousand concurrent users and the order value should be at least Rupees (INR) Ten crores	Request you to please provide relaxation by mentioning Bidder/OEM	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
55	4	Section-B:ELIGIBILITY CRITERIA Sr. No.12 Page No: 9	The bidder has to provide details of Top 2 customers being serviced by them for the proposed solution as stated in point no (4).	Request you to please provide relaxation by mentioning Bidder/OEM	Please refer to the revised "Minimum Eligibility Criteria" and Revised Annexure-II
56		Technical Bid Evaluation process, Page No. 16	New Clause added		Please refer to the revised Technical Bid Evaluation process