

LIC - RFP for onboarding System Integrator (SI) to Implement Digital Rights Management Solution

LIC-CO/IT-BPR/RFP/2023-2024/DRM dated 15 November 2023

Corrigendum-1 to Prebid Queries

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
1	Section A: Introduction	Disclaimer	9	g. The issue of this RFP does not imply that LIC is bound to select a Bidder or subsequently to award the contract to the shortlisted Bidder, as the case may be, for the project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason.	g. The issue of this RFP does not imply that LIC is bound to select a Bidder or subsequently to award the contract to the shortlisted Bidder, as the case may be, for the project and the LIC reserves the right to reject all or any of the Bids or Bidders without assigning any reason.
2	Section A: Introduction	3. Activity Schedule	11	Last date & time for submission of bids: 09th January 2024, latest by 03:00 PM	Last date & time for submission of bids: 30 th January 2024, latest by 03:00 PM
3	Section A: Introduction	3. Activity Schedule	11	Bid opening date, time & venue (Eligibility & Technical): 09th January 2024, 03:30 PM	Bid opening date, time & venue (Eligibility & Technical): 30 th January 2024, 03:30 PM

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
4	Section C: Instructions to Bidders (ITB)	10.Earnest Money Deposit (EMD)	25	viii-i. ii- To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or	viii-i. ii- To furnish unconditional and irrevocable Bank Guarantee towards the Performance Guarantee as mentioned in this RFP or

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
5	Section C: Instructions to Bidders (ITB)	49. Minimum Wages	44	<p>The bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948. In this effect, the bidder has to submit the undertaking on their company letterhead signed by an authorized signatory.</p> <p>The successful bidder will ensure strict compliance of all labour laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and LIC will not be liable for any such persons/personnel of successful bidder and shall not be liable for any levies / penalties etc. that may be imposed by the Authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between LIC and the successful bidder /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty</p>	<p>The bidder hereby agrees and undertakes that during the subsistence of this agreement it will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948. In this effect, the bidder has to submit the undertaking on their company letterhead signed by an authorized signatory.</p> <p>The successful bidder will ensure strict compliance of all labour laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and LIC will not be liable for any such persons/personnel of successful bidder and shall not be liable for any levies / penalties etc. that may be imposed by the Authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between LIC and the successful bidder /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with LIC. In the event of any demand/fines/penalty made by any of the authorities on LIC in</p>

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				<p>made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/labourer's, LIC will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any</p>	<p>respect of the conduct/actions taken by the bidder/their employees/labourer's, LIC will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any</p>

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6	Section C: Instructions to Bidders (ITB)	50. Normalization of Bids	44 and 45	<p>If required, LIC may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that shortlisted bidders are on the same technical ground. After the normalization process, if LIC feels that any of the Bids needs to be normalized and that such normalization has a bearing on the commercial bids; LIC may at its discretion ask all the technically shortlisted bidders to re- submit the technical and commercial bids once again for scrutiny. The resubmissions can be requested by LIC in the following two manners:</p> <ul style="list-style-type: none"> • Incremental bid submission in part of the requested clarification by the bank or • Revised submissions of the entire bid in the whole. <p>LIC can repeat this normalization process at every stage of bid submission till LIC is satisfied. The shortlisted bidders agree that they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the</p>	<p>If required, LIC may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that shortlisted bidders are on the same technical ground. After the normalization process, if LIC feels that any of the Bids needs to be normalized and that such normalization has a bearing on the commercial bids; LIC may at its discretion ask all the technically shortlisted bidders to re- submit the technical and commercial bids once again for scrutiny. The resubmissions can be requested by LIC in the following two manners:</p> <ul style="list-style-type: none"> • Incremental bid submission in part of the requested clarification by LIC or • Revised submissions of the entire bid in the whole. <p>LIC can repeat this normalization process at every stage of bid submission till LIC is satisfied. The shortlisted bidders agree that they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization</p>

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				<p>normalization process and extend their co-operation to LIC during this process. The shortlisted bidders, by submitting the response to this RFP, agree to the process and condition of the normalization Process. This clause is not applicable for items where the Bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to LIC.</p>	<p>process and extend their co-operation to LIC during this process. The shortlisted bidders, by submitting the response to this RFP, agree to the process and condition of the normalization Process. This clause is not applicable for items where the Bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to LIC.</p>

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7	Section E Scope of Services	Detailed Scope of Work	59	The solution will allow scheduled scanning of local drives and Network locations	Solution must have capability to support third party integration with other security solutions for scanning of the local drives or network drives via use of scripts for protection of the document as per defined policy in DRM.
8	Section E Scope of Services	Detailed Scope of Work	59	The solution will identify and put right protection out-going communication over email, web, and external media	The solution shall enforce right protection on out-going communication over email, web, and external media
9	Section E Scope of Services	Project Timelines: Point 4	63	Implementation of the DRM Solution is T+18 Weeks	Implementation of the DRM Solution is T+22 Weeks
10	Section H: Enclosures	Annexure F: Technical Compliance	89	All the requested services in the scope are to be provided by the bidder. 100% compliance is mandatory for successful qualification of the bidder.	Revised technical compliance with mandatory and non-mandatory points is published
11	Section H: Enclosures	Annexure F: Technical Compliance: Point 6	89	Solution must have capabilities to restrict download, restrict viewing, restrict sharing, restrict copy/paste, editing, restrict screenshots or print screen, Ip & mac ID restrictions.	Solution must have capabilities to restrict viewing, restrict sharing of rights, restrict copy/paste, editing, restrict screenshots or print screen, Ip & mac ID restrictions.

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12	Section H: Enclosures	Annexure F: Technical Compliance: Point 7	89	Solution must have capabilities Dynamic watermarking, camera protection, scheduled bulk upload and download, download with encrypted format, password protection to the file, document expiry	Solution must have capabilities Dynamic watermarking, camera protection, password protection to the file, document expiry
13	Section H: Enclosures	Annexure F: Technical Compliance: Point 14	89	The solution should be able to provide a remote collection of troubleshooting logs	DRM Solution should have built-in capabilities to collect logs locally on the endpoint for troubleshooting

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14	Section H: Enclosures	Annexure F: Technical Compliance: Point 25	90	The solution allows upgrade to newer versions without performing a reboot.	This clause stands deleted
15	Section H: Enclosures	Annexure F: Technical Compliance: Point 29	90	The solution should have the capability of automation and incident response.	This clause stands deleted
16	Section H: Enclosures	Annexure F: Technical Compliance: Point 36	90	The solution should have the capability of restricting viewing, sharing, downloading, copying, editing and print screen/snapshots	Solution must have capabilities to restrict viewing, restrict sharing of rights, restrict copy/paste, editing, restrict screenshots or print screen, Ip & mac ID restrictions.
17	Section H: Enclosures	Annexure F: Technical Compliance: Point 37	90	The solution should have the capability of Intelligent data discovery by using AI techniques.	This clause stands deleted
18	Section H: Enclosures	Annexure F: Technical Compliance: Point 45	91	Solution must continuously collect system events necessary for detection and analysis. Vendor must list specific items that	DRM Solution should have built-in capabilities to collect logs locally on the endpoint for troubleshooting".

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19	Section H: Enclosures	Annexure F: Technical Compliance: Point 46	91	Solution must continuously monitor and report findings as quickly as possible. If an endpoint cannot immediately report fin	This clause stands deleted
20	Section H: Enclosures	Annexure F: Technical Compliance: Point 48	91	Solution must capture detailed metadata around binaries and processes that are executed on endpoints.	This clause stands deleted
21	Section H: Enclosures	Annexure F: Technical Compliance: Point 49	91	The solution should have the ability to re-brand user notifications	This clause stands deleted
22	Section H: Enclosures	Annexure F: Technical Compliance: Point 52	91	Solution must allow analysts the ability to quickly pivot between different activities observed on an endpoint and provide	DRM Solution must capture user activities and quickly pivot the same on protected data.
23	Section H: Enclosures	Annexure F: Technical Compliance: Point 56	91	The solution must detect/identify and encrypt the following: - Sensitive data sent over mail - Sensitive data uploaded over the web - Sensitive data copied to External storage (USB, HDD, Mobile Transfer) - Sensitive data while taking printouts	This clause stands deleted

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24		Annexure C: Eligibility Criteria	84	The Bidder should have minimum of 3 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	The Bidder should have minimum of 2 years of experience in implementing any Digital Rights Management (DRM) Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.
25		Annexure C: Eligibility Criteria	84	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 500 endpoints.
26	Service level Agreement	Implementation SLA	64	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day. 1% of the Quarterly on-site charges per each day of delay or part thereof.	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day. 0.5% of the Quarterly on-site charges per day of delay or part thereof.
27	Service level Agreement	Implementation SLA	64	Failure to ensure collection of all logs. 2% of the Quarterly onsite support charges for each instance reported.	Failure to ensure collection of all logs on daily basis. 1% of the Quarterly onsite support charges for each instance reported.

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28	Service level Agreement	Implementation SLA	65	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ol style="list-style-type: none"> 1. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing 2. The penalty clause as mentioned in point above will be applicable. 3. Deductions of penalty will be made from any amount payable to the vendor by LIC. 4. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank 5. Guarantee(s)/Performance LIC Guarantees under this bid. Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai. 6. Termination of contract and blacklisting. 	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ol style="list-style-type: none"> 1. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing 2. The penalty clause as mentioned in point above will be applicable. 3. Deductions of penalty will be made from any amount payable to the vendor by LIC. 4. Any other amounts that may become recoverable from the vendor will be recovered from any available 5. Bank Guarantee(s)/Performance Bank Guarantees under this bid. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai. 6. Termination of contract and blacklisting.

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29		Penalties on Non-Performance of SLA during contract period:	66	Downtime of standby / HA components. Detection within 5 minutes. Response and Resolution within 24 hours. 1% hourly increment after resolution period has lapsed within the overall cap	Downtime of standby / HA components. Detection within 5 minutes. Response and Resolution within 24 hours. 0.5% hourly increment after resolution period has lapsed within the overall cap
30		Penalties on Non-Performance of SLA during contract period:	66	Solution management-Version/Release/Upgrades / Patches If the patches/signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof.	Solution management-Version/Release/Upgrades / Patches If the patches/signature files are not deployed within a period of 15 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof. Critical finding - 1 week non-Critical - 1 month

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31		Penalties on Non-Performance of SLA during contract period:	66	<p>Audit of in scope solution solutions</p> <p>Audit findings should be closed in mutually agreed timeframe. A 5% penalty will be imposed for each week of delay in addressing critical and important findings. A 1% penalty will be applied for each recurring finding. The maximum penalty per audit is set at 10% of quarterly charges.</p>	<p>Audit of in scope solution solutions</p> <p>Audit findings should be closed in mutually agreed timeframe. A 0.2% penalty will be imposed for each week of delay in addressing critical and important findings. A 0.5% penalty will be applied for each recurring finding. The maximum penalty per audit is set at 10% of quarterly charges.</p> <p>Critical finding - 1 week non-Critical - 1 month</p>
32		Penalties on Non-Performance of SLA during contract period:	66	<p>Report and Dashboard Compliance- Periodic reports to be provided as per requirements of LIC.</p> <p>Delay in reporting daily report exceeding 1 hour will result in a 3% penalty. Delay in reporting both weekly and monthly reports exceeding 3 days will result in a 5% penalty. Delay in reporting Ad hoc reports exceeding 2 days will result in a 5% penalty.</p>	<p>Report and Dashboard Compliance- Periodic reports to be provided as per requirements of LIC.</p> <p>Delay in reporting daily report exceeding 1 day will result in a 0.5% penalty of quarterly onsite charges. Delay in reporting both weekly and monthly reports exceeding 3 days will result in a 0.5% penalty of quarterly onsite charges. Delay in reporting Ad hoc reports exceeding 2 days will result in a 0.5% penalty of quarterly onsite charges.</p>

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33		Penalties on Non-Performance of SLA during contract period:	67	<p>Open OEM Support tickets/cases. Unable to close the OEM support tickets within 2 weeks without any workaround.</p> <p>A penalty of 1% per week for non-compliance after the timelines.</p>	<p>Open OEM Support tickets/cases. Unable to close the OEM support tickets within 2 weeks without any workaround.</p> <p>A penalty of 0.5% per week for non-compliance after the timelines of quarterly onsite charges.</p>
34		Penalties on Non-Performance of SLA during contract period:	67	<p>Health Check-up observations closure. Unable to close Health Check-up observations within 2 weeks.</p> <p>A penalty of 1% per week for non-compliance after the timelines.</p>	<p>Health Check-up observations closure. Unable to close Health Check-up observations within 2 weeks.</p> <p>A penalty of 0.5% per week for non-compliance after the timelines of quarterly onsite charges.</p>
35		Penalties on Non-Performance of SLA during contract period:	67	<p>Security Bug/ vulnerability / enhancements etc. – Rectification of security and operational bug/ Vulnerability/ enhancements</p> <p>A penalty of 2% per week for non-compliance after the timelines.</p> <p>A penalty of 1% per week for non-compliance after the timelines.</p>	<p>Security Bug/ vulnerability / enhancements etc. – Rectification of security and operational bug/ Vulnerability/ enhancements</p> <p>A penalty of 1% per week for non-compliance after the timelines of quarterly onsite charges.</p> <p>A penalty of 0.5% per week for non-compliance after the timelines of quarterly onsite charges.</p>

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36		Penalties on Non-Performance of SLA during contract period:	67	Closure of OEM Support tickets A penalty of 1% per week for non-compliance after the timelines.	Closure of OEM Support tickets A penalty of 0.5% per week for non-compliance after the timelines of quarterly onsite charges.
37	DRM Implementation SLA	Incident Resource Time	68	The time it takes for the service provider to respond to different incident priority levels. Resolution Time Severity 1 - 30Mins Severity 2 - 2 Hrs. Severity 3 - 8Hrs	The time it takes for the service provider to respond to different incident priority levels. Resolution Time: Severity 1 - 8 working hours Severity 2 - 24 working hours Severity 3 - 48 working hours
38		Installation and integration, initial OEM audit and acceptance testing as per scope of work.	76	Payments will be made as per below , subject to bidder completing in-scope activities for the agreed project plan. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines. Installation and integration, initial OEM audit and acceptance testing as per scope of work. 40 % of cost of the software licenses	Payments will be made as per below , subject to bidder completing in-scope activities for the agreed project plan. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines. Installation and integration, initial OEM audit and acceptance testing as per scope of work. 70 % of cost of the implementation after UAT

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39		After Go Live i.e., after acceptance test and audit, validation, and certification by all the respective OEM/s	76	25 % of cost of the software licenses + 80% of Implementation charges	50 % of cost of OEM software licenses + 30% of Implementation charges+ 25% of Third-Party software licenses
40	5. Resource Deployment	1) L1 support 8x5 remote	61	Bidder shall deploy qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises. 1) L1 support 8x5 remote	Bidder shall deploy qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises. 1) L1 support 8x5 onsite
41	6. Project Timelines	Understanding of the current landscape of LIC, project plan creation, documentation, HLD creation, use case creation, collating list of users and applications to be integrated and any other activities as required as part of scope	63	T + 8 Weeks	T + 10 Weeks

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42		Implementation of the DRM solution, (Date of implementation of last device shall be taken as date of installation of all devices)	63	T + 18 Weeks	T + 22 Weeks
43		Creation of Policy and Procedure Documents as defined in the RFP scope	63	T + 20 Weeks	T + 26 Weeks
44	2. Detailed Scope of Work	II. Digital Rights Management (DRM)	Page 58 of 121	a) The vendor should assess the existing endpoint security infrastructure and identify any gaps or vulnerabilities	This clause stands deleted
45	Section G	Payment Terms & Conditions	Page 76 of 121	<p>Delivery of software and Hardware/appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.</p> <p>30 % of cost of the software licenses</p>	<p>Delivery of software and Hardware/appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC.</p> <p>75% of cost of third-party Software licenses after delivery</p> <p>50% of cost of OEM software licenses after delivery</p>

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46	Section 5	Resource Deployment	Page 61 of 121	Bidder shall deploy qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises. L2 / L3 8x5 remote	Bidder shall deploy qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises. 1) L1 and L2 support 8x5 onsite
47	Section E: Scope of Services	2. Detailed Scope of Work	58	The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing solutions to new setup.	This clause stands deleted
48	Section E: Scope of Services	6. Project Timelines	63	The Phase Wise Project Timelines as below: Delivery Timelines = T + 4	The Phase Wise Project Timelines as below: Delivery Timelines = T + 8
49	Section 6	Eligibility criteria	14	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 500 endpoints.

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50	Section 6	Eligibility criteria	14	<p>The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 1000 users in each organization during the last 3 years preceding to the date of the RFP.</p> <p>PO / Deployment Certificate issued by client to the bidder</p>	<p>The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 500 users in each organization during the last 3 years preceding to the date of the RFP.</p> <p>Deployment Certificate / completion confirmation issued by client to the bidder</p>
51	Annexure C: Eligibility Criteria	Point # 3	84	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) in any 2 years out of 03 (three) years preceding the date of this RFP.
52	Section H: Enclosures	Annexure F: Technical Compliance: Point 50	91	The solution should have the ability to control the level of messages to show to users and control over document post download	This clause stands deleted
53	Section H: Enclosures	Annexure F: Technical Compliance: Point 52	91	Solution must allow analysts the ability to quickly pivot between different activities observed on an endpoint and provide	DRM Solution captures user activities and quickly pivot the same on protected data

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54		Annexure C: Eligibility Criteria	84	The bidder must have a minimum of 20 IT Security permanent professionals with relevant internationally recognised certifications and experience in DRM Solution on their payroll. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	The bidder must have a minimum of 10 IT Security permanent professionals with relevant internationally recognised certifications and experience in DRM Solution on their payroll. Minimum 3 resources must have OEM Level Certification (preferably of the proposed OEM).

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55	Service level Agreement	Implementation SLA	65	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ol style="list-style-type: none"> 1. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing 2. The penalty clause as mentioned in point above will be applicable. 3. Deductions of penalty will be made from any amount payable to the vendor by LIC. 4. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank 5. Guarantee(s)/Performance LIC Guarantees under this bid. Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai. 6. Termination of contract and blacklisting. 	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ol style="list-style-type: none"> 1. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing 2. The penalty clause as mentioned in point above will be applicable. 3. Deductions of penalty will be made from any amount payable to the vendor by LIC. 4. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank 5. Guarantee(s)/Performance Bank Guarantees under this bid. Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai. 6. Termination of contract and blacklisting.

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56	1. Brief Scope of Work	Planning	50	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITMS (ticketing tool), analytics tools.	Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, cloud support, ITSM (ticketing tool), analytics tools.
57	1. Brief Scope of Work	Designing	51	SI and OEM should give minimum 3 days professional training once per year on their respective product	SI/OEM to provide training once every year for a batch of about 20-30 attendees. Trainings shall be conducted at LIC premises in Mumbai location.

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58	1. Brief Scope of Work	Implementing	51	Supply of software for in-scope solutions (DC, DR, UAT). The setup should be in HA mode for DC and DR.	Supply of software for in-scope solutions (DC and DR). The setup should be in HA mode for DC and DR.

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59	Annexure D: Technical Scoring	point 3	86	<p>The Bidder should have minimum of 5 years of experience in supplying, implementing, and supporting the DRM Solution related to this RFP to organisations in PSU/Government/Private Sector Firms in India with similar size of LIC.</p> <p>Every Additional reference-> 5 Marks subject to maximum of 30 marks 2 references -> 20 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	<p>The Bidder during last 5 years preceding to the date of RFP should have supplied, implemented, and supported the DRM Solution for organizations in PSU/Government/Private Sector Firms in India with similar size of LIC. Every Additional reference-> 5 Marks subject to maximum of 30 marks 2 references -> 20 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
60	Annexure D: Technical Scoring	point 4	86	The bidder must have supplied, installed, implemented, and managed the DRM solution for a minimum of 1000 endpoints in PSU/Government/BFSI. Every Additional reference-> 5 Marks subject to maximum of 30 marks 2 references -> 20 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)	The bidder must have supplied, installed, implemented, and managed the DRM solution for a minimum of 500 endpoints in PSU/Government/BFSI. Every Additional reference-> 5 Marks subject to maximum of 30 marks 2 references -> 20 Marks (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)
61	Annexure D: Technical Scoring	point 5	86	The bidder/OEM must have IT Security permanent professionals with minimum 5 resources with experience on DRM Solution on their payroll with relevant certifications Every Additional Resource -> 2 Marks subject to maximum of 20 marks 20 Resources -> 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 3 resources with experience on DRM Solution on their payroll with relevant certifications Every Additional Resource -> 2 Marks subject to maximum of 20 marks 10 Resources -> 10 Marks (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
62	Section H: Enclosures	Annexure F: Technical Compliance	89	All the requested services in the scope are to be provided by the bidder. 100% compliance is mandatory for successful qualification of the bidder.	All the requested services in the scope are to be provided by the bidder. Compliance of all mandatory points is required for successful qualification of the bidder.
63	Section H: Enclosures	Annexure F: Technical Compliance: Point 45	91	Solution must continuously collect system events necessary for detection and analysis. Vendor must list specific items that	DRM Solution should have built-in capabilities to collect logs locally on the endpoint for troubleshooting.

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
64	Service level Agreement	Implementation SLA	65	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ol style="list-style-type: none"> 1. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing 2. The penalty clause as mentioned in point above will be applicable. 3. Deductions of penalty will be made from any amount payable to the vendor by LIC. 4. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank 5. Guarantee(s)/Performance LIC Guarantees under this bid. Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai. 6. Termination of contract and blacklisting. 	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ol style="list-style-type: none"> 1. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing 2. The penalty clause as mentioned in point above will be applicable. 3. Deductions of penalty will be made from any amount payable to the vendor by LIC. 4. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank 5. Guarantee(s)/Performance Bank Guarantees under this bid. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai. 6. Termination of contract and blacklisting.
65	5. Resource Deployment	1) L1 support 8x5 remote	61	NA	1) L1 support 8x5 onsite

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
66	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Digital Rights Management (DRM) OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 500 endpoints.
67	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 1000 users in each organization during the last 3 years preceding to the date of the RFP.	The proposed OEM product for Digital Rights Management (DRM) should have been successfully running in minimum three organizations for minimum 500 users in each organization during the last 3 years preceding to the date of the RFP. Deployment Certificate/ completion confirmation issued by client to the bidder
68	Annexure C: Eligibility Criteria	Eligibility Criteria	84	The bidder must have a minimum of 20 IT Security permanent professionals with relevant internationally recognized certifications and experience in DRM Solution on their payroll. Minimum 5 resources must have OEM Level Certification (preferably of the proposed OEM).	The bidder must have a minimum of 10 IT Security permanent professionals with relevant internationally recognised certifications and experience in DRM Solution on their payroll. Minimum 3 resources must have OEM Level Certification (preferably of the proposed OEM).

S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Modification Clause
69	Annexure D: Technical Scoring	Technical Scoring	86	Technical Scoring	The updated Technical Scoring is attached in the Corrigendum
70	Section E: Scope of Services	1. Brief Scope of Work	51	BCP/DR/Failover/Backup/Recovery Strategy and process document based on the pre-defined RTO/RPO.	BCP/DR/Failover/Backup/Recovery Strategy and process document based on the pre-defined RTO/RPO. Application is required to maintained HA mode as Active-Passive at DC-DR RPO can be taken as 6 hours RTO can be taken as 144 hours RTO taken as 144 hours assuming client on desktop will do the DRM activity independent of server
71	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.	The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) in any 2 years out of 03 (three) years preceding the date of this RFP.

05-01-2024

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