

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



Clarification – 3 to Pre-bid queries dated 07th March 2024

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

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

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

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1	Eligibility Criteria	Eligibility Criteria	14	The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention and Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	The Bidder should have minimum of 3 years of experience in implementing any Data Loss Prevention or Data Classification Solution to organisations in PSU/Government/Private/BFSI Sector with multiple branches across different locations in India.	Please adhere to the RFP Clause.
2	Eligibility Criteria	Eligibility Criteria	14	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention and Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 licenses for DLP and 1000 endpoints for Data Classification.	The Bidder during the last 7 years preceding to the date of this RFP should have supplied, implemented and supported the proposed Data Loss Prevention or Data Classification OEM to at least 01 (one) client in PSU/Government/Private/BFSI Sector in India with at least 1000 endpoints.	Please adhere to RFP clause
3	Sec G	Payment terms	80	Delivery of software and Hardware/appliances (if any) at all designated sites of LIC for the project and signing of the contract with LIC- -75% of cost of third-party Software licenses after delivery and installation 50% of cost of OEM software licenses after delivery and installation After Go Live i.e., after acceptance test and audit,	Kindly clarify on what will be considered as Third-party software licenses and OEM software licenses. Kindly clarify on “installation”	Third-party software licenses are OS ,DB etc licenses OEM software licenses are Core solution licenses of Data Leak Prevention and Data Classification By ‘installation’ in this clause we mean basic OS installation on Servers and Server side software installation of

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				validation and certification by all the respective OEM/s - 50 % of cost of OEM software licenses + 25% of Implementation charges+ 25% of Third-Party software licenses Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work. - 5% of Implementation charges		DLP and DC solution only and not the complete implementation. The complete implementation etc and Go live is covered under the mile stones 2 and 3 in the Payment terms
4	Revised Annexure D: Technical Scoring	Revised Annexure D: Technical Scoring	Point # 3	The Bidder during the last 5 years from the date of RFP should have experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organizations in PSU / Government / Private Sector Firms in India with similar size of LIC. · 4 References and above -> 15 Marks · 2 references -> 10 Marks	Request you to modify the clause as below: The Bidder during the last 5 years from the date of RFP should have experience in supplying, implementing, and supporting any of the DLP OEM solution related to this RFP to organizations in PSU / Government / Private Sector Firms in India. · 2 References and above -> 15 Marks · 1 reference -> 10 Marks	Please adhere to the RFP Clause.
5		Clarification 1 document	96-98	Our understanding is LIC will provide the required offline storage and backup required for the proposed solution. Please confirm. Response from LIC: The understanding is correct. Our understanding is LIC will provide the required tool for rotation and archiving. Please confirm Response from LIC: Tool to be provided by bidder for in scope system Our understanding is LIC will provide the required tool for backup and restore. Please confirm. Response from LIC: Backup tool is to be provided by bidder	Our Understanding is online logs will be stored for six months and simultaneously logs will be sent to SIEM to store it for 2 years. Storage will be provided by LIC to store it for two years. Bidder need not provide any other offline storage or backup tool. Kindly confirm	Understanding about logs is correct. Storage of logs for 2 years will be on SIEM which is a separate project out of scope of this RFP
6					Kindly confirm if LIC will provide Load balancer to achieve High Availability	LIC will not provide Hardware Load Balancer Bidder to propose Software Load balancer if required by solution

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
7	Section G	Payment Terms & Conditions	80	Delivery of software and appliances - 75% of cost of third-party Software licenses after delivery and installation+50% of cost of OEM software licenses after delivery and installation	Request Modification : Delivery of software and appliances - 100% of cost of third-party Software licenses after delivery of licenses.+ 100% of cost of OEM software licenses after delivery of licenses.	Please refer to corrigendum issued earlier
8	Section G	Payment Terms & Conditions	80	After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 50 % of cost of OEM software licenses + 25% of Implementation charges+ 25% of Third-Party software licenses	Request Modification : After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 25% of Implementation charges	Please refer to corrigendum issued earlier
9	Section G: Payment Terms & Conditions	Payment terms and Conditions	81	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	Payment for the Onsite Services will be done on quarterly basis at the start of each quarter	Please refer to corrigendum issued earlier
10	Section G:	Payment Terms & Conditions	81	Payment for the OEM Support & Audit will be done on yearly basis at the end of each year.	Payment for the OEM Support & Audit will be done on yearly basis at the start of each year.	Please adhere to RFP clause
11	Section G	Payment Terms & Conditions	80	Delivery of software and appliances - 75% of cost of third-party Software licenses after delivery and installation+50% of cost of OEM software licenses after delivery and installation	Request Modification : Delivery of software and appliances - 100% of cost of third-party Software licenses after delivery of licenses.+ 100% of cost of OEM software licenses after delivery of licenses.	Please refer to corrigendum issued earlier
12	Section G:	Payment Terms & Conditions	81	Payment for the AMC/ATS for the licenses will be done on yearly basis.	We request LIC to make payment for the AMC/ATS for the licenses at the start of each year.	Please refer to corrigendum 5
13	Section G	Payment Terms	80	Delivery of software and appliances - 30 % of cost of the software licenses	Delivery of software and appliances - 70% of cost of third-party Software/OEM licenses after delivery.	Please refer to corrigendum issued earlier
14	Section G	Payment Terms	80	Installation and integration, initial OEM audit and acceptance testing as per scope of work - 40 % of cost of the software licenses	Installation and integration, initial OEM audit and acceptance testing as per scope of work - 20 % of cost of third-party Software/OEM licenses	Please refer to corrigendum issued earlier
15	Section G	Payment Terms	80	After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s - 25 % of cost of the software licenses	After Go Live i.e., after acceptance test and audit, validation, and certification by all the respective OEM/s Release the 5 % cost of third-	Please refer to corrigendum issued earlier

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				+ 80% of Implementation charges.	party Software/OEM licenses after delivery.	
16	Annexure F: Technical Compliance	DLP and DC		Technical compliance points of DLP DC ,Detailed Scope and Sizing –queries raised earlier repeated again by bidders		Please refer Clarifications and Corrigendum issued earlier
17	Eligibility criteria and technical scoring	Eligibility criteria and technical scoring		Eligibility criteria and Technical scoring criteria –queries raised earlier repeated again by bidders		Please refer Clarifications and Corrigendum issued earlier

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

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