

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



Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Administration and Governance Solution

[Ref: LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023]

Corrigendum – 4

S N	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
1	Section E: Scope of Services	2. Detailed Scope of Work	49	2.3 IGA implementation and integration requirements – Solution Environments to be deployed in LIC's datacenters: <ul style="list-style-type: none"> • 1 for Development and Test • 2 in HA for the production • DR/NDR 	2.3 IGA implementation and integration requirements – Solution Environments to be deployed in LIC's datacenters: <ul style="list-style-type: none"> • Development Environment • Test Environment • Production in HA • DR Environment
2	Section E: Scope of Services	2. Detailed Scope of Work	51	2.8 Required training <ul style="list-style-type: none"> • The bidder should provide quarterly one session for the end users (approx. 30-40 users). • Bidder should provide Hands-On Administration Knowledge Transfer to administrators. • Training should consist of onsite training and material to be used (videos + eBooks PDF) 	2.8 Required training <ul style="list-style-type: none"> • The bidder is required to deliver training sessions on a quarterly basis in the first year and twice annually in the subsequent years throughout the contract period. • Bidder should provide Hands-On Administration Knowledge Transfer to administrators. • Training should consist of onsite training and material to be used (videos + eBooks PDF)
3	Section C: Instructions to Bidders (ITB)	2. Submission of Bids	19	xiii. The contents of the soft copies submitted on the pen-drive and the contents of the hard copies must be exactly the same. If	xiii. The contents of the soft copies uploaded, and the contents of the hard copies must be exactly the same. If not, the BID MAY BE REJECTED.

S N	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				not, the BID MAY BE REJECTED.	
4	Section E: Scope of Services	5. Resource Deployment	57	<p>Manage Service Support (12x5) for 5 years</p> <p>Manage and oversee L1, L2, and L3 activities.</p> <p>Weekday Support: Ensure mandatory presence of L1s and L2s in each shift. Ensure the presence of L3 during peak-hour shifts.</p> <p>Weekend Support: Ensure mandatory presence of L1s in each shift.</p> <p>Change Management and Incident Management Support: Require the mandatory presence of L1, L2, and L3 resources during Change Management and Incident Management events.</p>	<p>Manage Service Support (12x5) for 5 years</p> <p>Weekday Support: Ensure mandatory presence of L1s and L2s in each shift. Ensure the presence of L3 during peak-hour shifts.</p> <p>Change Management and Incident Management Support: Require mandatory presence of L1, L2, and L3 resources during Change Management and Incident Management events.</p>
5	Section E: Scope of Services	7. Service Level Agreements (SLAs)	59	<p>Point 8 –</p> <p>Parameter: Replacement / Repair</p> <p>Definition: Process for replacing or repairing hardware/components in the event of system failure.</p> <p>Target Service Level: Replacement within 24 hours</p>	<p>Point 8 –</p> <p>Parameter: Replacement/Repair</p> <p>Definition: Process for replacing or repairing IGA components in the event of system failure.</p> <p>Target Service Level: Replacement within 24 hours</p>
6	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 03 (three) years out of 05 (five) years preceding the date of this RFP.
7	Annexure C	Eligibility Criteria	75	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.	<p>Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.</p> <p>Please refer Revised Annexure - Annexure C - Eligibility Criteria for the same.</p>
8	Section B: Invitation	6. Eligibility Criteria	14	The bidder must have a minimum of 20 IT Security	The bidder must have a minimum of 10 IT Security

S N	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
	for Request for Proposal			permanent professionals with experience on IDAM Solution on their payroll.	permanent professionals with experience on IDAM Solution on their payroll.
9	Annexure C	Eligibility Criteria	75	Minimum 5 resources out of 20 must be certified with any IDAM OEM Level Certification.	Minimum 3 resources out of 10 must be certified with any IDAM OEM Level Certification. Please refer Revised Annexure - Annexure C - Eligibility Criteria for the same.
10	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 organizations in PSU / Government / Private / BFSI Sector with multiple branches across different locations in India.	The Bidder/OEM should have minimum of 3 years of experience in implementing any Identity Governance and Administration (IGA) solution to organizations in PSU / Government / Private / BFSI Sector.
11	Annexure C	Eligibility Criteria	75		Please refer Revised Annexure - Annexure C - Eligibility Criteria for the same.
12	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	Bidders and the proposed OEM should have support center in India (preferably in Mumbai & Bengaluru) for 24 x 7 support.	OEM should have support center in India (preferably in Mumbai & Bengaluru) for 24 x 7 support.
13	Annexure C	Eligibility Criteria	75		
14	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	During the last 5 years from the date of this RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented at least at 02 (two) organization in PSU/Government/Private/BFSI Sector in India for minimum 20000 users in each organization.	During the last 5 years from the date of this RFP, the proposed Identity Governance and Administration (IGA) OEM solution should have been implemented minimum at 01 (one) organization in PSU / Government / Private / BFSI Sector in India for minimum 20000 users.
15	Annexure C	Eligibility Criteria	75		Please refer Revised Annexure - Annexure C - Eligibility Criteria for the same.
16	Section E: Scope of Services	7. Service Level Agreements (SLAs)	59	Point 11 – Parameter: Custom Connectors Definition: Build all the custom connectors for unsupported components including in-house developed applications or	Point 11 – 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. LIC will provide reasonable

S N	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				new procured device within 14 Days of deployment. Target Service Level: 100% coverage	support and arrange for discussions with vendor. Target Service Level: 100% coverage
17	Section E: Scope of Services	7. Service Level Agreements (SLAs)	60	Point 12 – 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	Point 12 – 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 IGA before going live. LIC will provide reasonable support and arrange for discussions with vendor. Target Service Level: 100% device coverage
18	Annexure D	Technical Scoring	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. <ul style="list-style-type: none"> • 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 experience on IDAM Solution on their payroll with relevant certifications. <ul style="list-style-type: none"> • 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) Please refer Revised Annexure - Annexure D - Technical Scoring for the same.
19	Annexure D	Technical Scoring	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. <ul style="list-style-type: none"> • 4 References and above -> 15 Marks 	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. <ul style="list-style-type: none"> • 4 References and above -> 15 Marks • 2 References -> 10 Marks

S N	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				<ul style="list-style-type: none"> • 2 References -> 10 Marks <p>(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)</p>	<p>(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)</p> <p>Please refer Revised Annexure - Annexure D - Technical Scoring for the same.</p>
20	Annexure D	Technical Scoring	77	<p>Bidder's annual turnover during the last 02 (two) out of 03 (three) years preceding the date of this RFP.</p> <ul style="list-style-type: none"> • INR 300 Crore and Above -> 10 Marks • INR 200 Crore and Above -> 7 Marks • INR 100 Crore and Above -> 5 Marks <p>(Annual audited balance sheet to be provided as evidence)</p>	<p>Bidder's annual turnover during the last 02 (two) out of 03 (three) years preceding the date of this RFP.</p> <ul style="list-style-type: none"> • INR 100 Crore and Above -> 10 Marks • INR 75 Crore and Above -> 7 Marks • INR 50 Crore and Above -> 5 Marks <p>(Annual audited balance sheet to be provided as evidence)</p> <p>Please refer Revised Annexure - Annexure D - Technical Scoring for the same.</p>
21	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14	<p>The Bidder must have an annual turnover of minimum Rs. 100 Crores per annum during the last 03 (three) years preceding the date of this RFP.</p>	<p>The Bidder must have an annual turnover of minimum Rs. 50 Crores per annum in any 03 (three) years out of 05 (five) years preceding the date of this RFP.</p>
22	Annexure C	Eligibility Criteria	75		<p>Please refer Revised Annexure - Annexure C - Eligibility Criteria for the same.</p>
23	Annexure D	Technical Scoring	77	<p>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.</p> <ul style="list-style-type: none"> • 5 References and above -> 15 Marks • 3 References -> 10 Marks 	<p>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.</p> <ul style="list-style-type: none"> • 5 References and above -> 15 Marks • 3 References -> 10 Marks <p>(Supporting Document: Bidder (SI)/OEM should provide Copy of the Purchase</p>

S N	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				(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).	order/Work order/engagement letter along with invoices and/or Certificate or email of completion of the work). Please refer Revised Annexure - Annexure D - Technical Scoring for the same.
24	Section E: Scope of Services	2. Detailed Scope of Work	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 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.	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 140+ 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.
25	Annexure F	Technical Compliance	80 to 99	The earlier published clause was captioned as Annexure F: Technical Compliance, with 219 features, all mandatory to be in compliance by the bidder.	Please refer Revised Annexure F – Technical Compliance, with 215 features categorized as Mandatory or Desirable. All the clauses which are Mandatory are to be complied for successful qualification.

These amendments will form a part of the RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Administration and Governance Solution, LIC-CO/IT-SD/RFP/2023-2024/IGA 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