Life Insurance Corporation of India
Central Office, Mumbai

LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023

Request for Proposal
For
Onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution

Date of Release of RFP: 17th November 2023

Last date and time for submission of bids: 22nd December 2023, latest by 03:00 PM

Bid opening date and time: 22nd December 2023, 03:30 PM

Address: Life Insurance Corporation of India, Central Office, Information Technology Department, Jeevan Seva Annex Building, 2nd Floor, S.V. Road, Santacruz West), Mumbai – 400054

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Section A: Introduction

1. Definitions

LIC	means without limitation the "Life Insurance Corporation of India" (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956) having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai 400 021
Bidder	The person or the firm or company participating in this tender.
RFP	This Request for Proposal Ref: LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023 inclusive of any clarifications/corrigenda/addenda to this RFP that may be issued by LIC.
Bid	The Bidder's written submissions in response to the RFP signed by Authorized Signatory of the bidder.
Agreement	The written contract signed between the LIC and the Selected vendor and all the attached documents with respect to any/all deliverables or services contemplated by this RFP. The "Agreement" includes the RFP all addenda/corrigenda issued by LIC, subsequent mutually agreed modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
Authorized Signatory	The person authorized by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the company
Deliverables & Services	Means all services as per scope of work defined in the RFP.
Working Day	Shall be construed as a day excluding Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies, State Governments or Central Government of India
Day	Calendar Day
Clarifications	Means Addenda, corrigenda and clarifications to the RFP
Contract Value	The contract value will be calculated based upon Quality and Cost Based System (QCBS) Selection.
Successful Bidder	The successful Bidder/s to whom LIC notifies the award of contract which will be decided by QCBS.
Vendor	Means the successful Bidder/s with whom LIC signs the contract for rendering of services required in the RFP.
Specifications	Means all the functional, technical, operational, performance or other characteristics required of a Product or Service found in this RFP or any of the annexure or addendum to the RFP.
"Party" and "Parties"	Each of the parties i.e. LIC and Selected bidder are collectively referred to as the 'Parties' and individually as a 'Party'.
Default Notice	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
Law	Shall mean any Act, notification, bylaws, rules and regulations, directive, ordinance, order or instruction having the force of law, enacted or issued by the Central Government and/ or the Government of any state or any other Government or regulatory authority.
L1 Quote	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction 1. If Online Reverse Auction is held as per the conditions of the RFP – Lowest price discovered through Online Reverse Auction

	2. If Online Reverse Auction is not held as per the conditions of the RFP - Lowest price discovered through Commercial Bid
Personnel	Means professionals and support staff provided by the Bidder and assigned to perform the Services or any part thereof. Personnel deployed by the Bidder on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan.
Requirements	Shall mean and include the capability, characteristics, attribute or quality of systems as per schedules, details, description and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
Terms of Reference	Means the section which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
Timelines	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
Date of Acceptance	"Date of Acceptance" the system/project shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the Vendor. The date of acceptance of system will be the one stated in the Certificate issued in writing from LIC and duly signed by an authorized official of LIC.
Specified Personnel	Personnel deployed by the Vendor on the project to meet the requirements of the RFP and assigned to perform the services and any part thereof within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan in response to this RFP.

3. Abbreviations

SN	Terms/ Abbreviations	Meaning/ Interpretation
1	AMC	Annual Maintenance Contract
2	Authorized Signatory (of the bidder)	The person(s) authorized by the bidders' company's Board/ Director/ Managing Director for signing bid documents and contracts on behalf of the company for this tender
3	BCMS	Business Continuity Management System
4	BCP	Business Continuity Planning
5	BFSI	Banking, Financial Services and Insurance
6	BIA	Business Impact Assessment
7	Bidder	The person or the firm or company participating in this tender.
8	BO	Branch Office of LIC
9	BOM	Bill of Materials
10	CA	Configuration Audit
11	CAPA	Corrective Action and Preventive Action
12	CEH	Certified Ethical Hacker
13	CERT-In	Computer Emergency Response Team – India
14	CIA	Confidentiality, Integrity, and Availability
15	CIRT	Computer Incident Response Team

SN	Terms/ Abbreviations	Meaning/ Interpretation
16	CISA	Certified Information Systems Auditor
17	CISM	Certified Information Security Manager
18	CISSP	Certified Information Systems Security Professional
19	CO	Central Office of LIC
20	Competent Authority	Head of department of ERM Dept. at LIC's Central Office, Mumbai or any authority that is superior to him / her in LIC's hierarchy.
21	Contract	The agreement entered into between LIC and the selected vendor in response to this tender and any or all such attachments and annexure thereto and all documents incorporated by reference therein. It also includes this bid document and its modifications/ clarifications.
22	Contract Value	The grand total of the L1 quote after conclusion of Online Reverse Auction.
23	Date of Acceptance of Purchase order	The date on which the Purchase Order is first communicated to the selected bidder (through e-mail/ letter/ portal).
24	DO	Divisional Office of LIC
25	DRP	Disaster Recovery Planning
26	EMD	Earnest Money Deposit
27	GCCIH	GIAC Certified Incident Handler
28	GIAC	Global Information Assurance Certification
29	GOI	Government of India
30	IEM	Independent External Monitor
31	IRDAI	Insurance Regulatory and Development Authority of India
32	ISMS	Information Security Management System
33	ISO27001 LA	ISO27001 Lead Auditor
34	ISO27001 LI	ISO27001 Lead Implementer
35	ITSM	IT Service Management (ITSM)
36	IVRS	Interactive Voice Response System
37	KGI	Key Goal Indicator
38	KPI	Key Performance Indicator
39	KRI	Key Risk Indicator
40	MeitY	Ministry of Electronics and Information Technology
41	MO	Mini Office of LIC
42	MSME	Micro, Small & Medium Enterprises
43	NC	Non-Conformities
44	NCIIPC	National Critical Information Infrastructure Protection Centre
45	NDA	Non-Disclosure Agreement
46	NSIC	National Small Industries Corporation
47	OSCE	Offensive Security Certified Expert
48	OSCP	Offensive Security Certified Professional
49	P & IR	Personnel and Industrial Relations Department of LIC
50	P&GS	Pension and Group Superannuation Department of LIC
51	PBG	Performance Bank Guarantee
52	PDCA	Plan-Do-Check-Act

SN	Terms/ Abbreviations	Meaning/ Interpretation
53	PO	Purchase Order
54	PMC	Project Management Consultant
55	PSU	Public Sector Undertaking
56	PT	Penetration Testing
57	QSA	Qualified Security Assessor (QSA)
58	RA	Risk Analysis
59	RACI matrix	Responsible, Accountable, Consulted, Informed matrix
60	RPO	Recovery Priority Objective
61	RTO	Recovery Time Objective
62	SDLC	Software Development Life Cycle
63	SI	System integrator
64	SLA	Service Level Agreement
65	SO	Satellite Office of LIC
66	SoA	Statement of Applicability
67	SoW	Scope of Work
68	SOP	Standard operating Procedure
69	Supplier	Successful vendor who has accepted purchase order.
70	TOC	Tender opening committee
71	U&R	Underwriting and Re-insurance Department of LIC
72	VA	Vulnerability Assessment
73	Vendor	Successful bidder
74	VM	Vulnerability Management
75	ZO	Zonal Office of LIC
76	IAM	Identity and Access Management
77	IGA	Identity Governance and Administration
78	ILM	Identity Lifecycle Management
79	JMLR	Joiner, Mover, Leaver, Rehire
80	RBAC	Role Based Access Control
81	SoD	Segregation of Duties
82	OOTB	Out of the Box
83	UAM	User Access Management
84	UAR	User Access Review
85	PAR	Privilege Access Review

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, LIC and its employees, contractors, agents, and advisors disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees, contractors, agents or advisors.

   a. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of LIC, is subject to the terms and conditions set out in this RFP.
   b. This RFP is not an offer by LIC, but an invitation to receive responses from the eligible Bidders.
   c. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may

require. Each Bidder should conduct its own research, investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. LIC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

d. LIC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this RFP.

e. LIC also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

f. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.

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.

h. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the Purchaser. In case any major revisions to this RFP are made by the Purchaser within seven days preceding the last date of submission of the Proposals, the Purchaser may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Purchaser nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.

4. Activity Schedule

Sr. No.	Event/Activity	Details
1	RFP Ref. with date	LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023
2	RFP Release date	17th November 2023
3	Bid Processing Fee (Non-Refundable)	Non-Refundable fee of Rs 10,000/- + GST (Currently 18% GST). Total Rs 11800/- (Rupees Eleven Thousand Eight Hundred Only) to be paid to Life Insurance Corporation of India using NEFT ("Bid processing fee") The detail of bank account in given below. Name of Bank: Union Bank of India Address: Unit 4C, Mittal Court Premise, Nariman Point Mumbai Name of Beneficiary: Life Insurance Corporation of India, Central Office Bank Account Number: 510101006085031 IFSC Code: UBIN0902217s Bid Processing Fee exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs) order 2012 issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate valid as on the date of last date of bid submission as mentioned in this RFP document.
4	Submission of pre-bid queries and participant's detail for pre-bid meeting	29th November 2023, latest by 05:30 PM All queries related to this RFP to be sent on iga_rfp@licindia.com
5	Pre-bid meeting – (maximum 2 representatives from each eligible bidder)	1st December 2023, 11:00 AM at below mentioned address
6	Address of Communication/ submission pre-bid meeting/opening of bids	LIC of India, Central Office, IT-SD Department, 2nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santacruz (W), Mumbai – 400054
7	Earnest Money deposit (EMD)	INR 50,00,000 (Rupees Fifty Lakh Only) EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned in this RFP document.
8	Mode of submission	Online (www.tenderwizard.com/LIC)
9	Last date & time for submission of bids	22nd December 2023, latest by 03:00 PM
10	Bid opening date & time (Eligibility & Technical)	22nd December 2023, 03:30 PM
11	Commercial bid opening date, time & venue	Will be intimated to the technically qualified bidders later.
12	Contact Details	Mr. Deepak Deshpande, Deputy Secretary (IT/SD) Telephone No. 022-6709 0485
13	LIC's Official Website (URL)	http://www.licindia.in

- Any change to the Activity Schedule will be notified through website (https://licindia.in/web/guest/tenders, https://eprocure.gov.in/ and www.tenderwizard.com/LIC) only. Amendments/corrigendum, if any, to this RFP would be hosted on our website only.
- In case the date of an event like last date for submission of bids, opening of bids etc. are declared as holiday in Mumbai, the respective date shall be treated as postponed to the next working day.
- Bidder's representatives should bring their company I-cards for Pre-Bid Meeting and any other meeting connected with this RFP.
- Only a maximum of two authorized representatives from each bidder will be allowed to attend pre-bid meeting and tender opening event and the authorized representative must attend the pre-bid meeting without fail.
- Reverse Auction schedule will be notified on the LIC website (https://licindia.in/web/guest/tenders, https://eprocure.gov.in/ and www.tenderwizard.com/LIC) only.

Section B: Invitation for Request for Proposal

1. Introduction

LIFE INSURANCE CORPORATION OF INDIA (hereinafter referred to as LIC of India or LIC), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) is a major public sector enterprise having its Central Office at "Yogakshema", Jeevan Bima Marg, Nariman Point, Mumbai – 400021.

2. Bid Document Availability

The Bidder may download the RFP documents from the websites mentioned below:
•   https://licindia.in/web/guest/tenders
•   https://eprocure.gov.in/
•   https://www.tenderwizard.com/LIC

Addenda: Any modification / clarification / corrigenda related to bid document issued by LIC will be in the form of an addendum published on LIC and government website. Prospective respondents are expected to visit the website frequently during the pendency of this RFP process in order to keep themselves updated with any changes/modifications etc. in this regard

3. LIC Business Hours

The business hours may vary from region to region and may be generally taken to be 8 hrs. from Monday to Friday from 10am to 6pm, excluding holidays, Saturdays, and Sundays. The Vendor however should recognize the fact that they may be required to work beyond the business hours and holidays on need basis. The existing business hours in LIC may change in future, but it can be assumed to be about 48 hours per week.

4. Objective

Life Insurance Corporation of India for enhancing its information security posture intends to implement Identity Governance and Administration (IGA) solution within its data centers. The objective of this RFP is to onboard an experienced System Integrator (SI) for implementing the in-scope solutions as covered in this RFP.

5. Overview of RFP

As part of this RFP, LIC intends to implement the following solutions at LIC:
    I.   Identity Governance and Administration (IGA)

For implementing the above-mentioned solution, the successful bidder shall be responsible for the below phase wise activities:

A. **Phase 1 – Planning:**
   Outlining an implementation strategy and detailed plan for the in-scope solutions, ensuring alignment with organizational objectives.

B. **Phase 2 – Designing:**
   Development of detailed implementation architecture diagram (high level and low level), relevant policies and procedures, etc. for the in-scope solutions.

C. **Phase 3 - Implementing:**
   Deployment of in-scope solutions, its configuration, integration with applicable IT assets and the provision of applicable trainings to LIC team to establish a secure and functional environment.

D. Phase 4 - Sustaining:
Continuous monitoring, performance optimization, maintaining compliance with LIC policies, industry standards and regulatory guidelines, change management, incident response, etc.

The details are covered in the **'Section E – Scope of Services'** of this RFP.

6. Eligibility Criteria

To become eligible to respond to this RFP, the bidder should fulfill the following minimum Eligibility criteria and should submit following **Eligibility Documents.**

SN	Eligibility Criteria	Documents to be Submitted
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2	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.	Annual audited balance sheet for last three financial years
3	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.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.
4	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.	Copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirmation email for relevant experience.
5	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) | Copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirmation email issued by client for relevant experience. |
| 6 | 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. | PO / Deployment Certificate / Confirmation email issued by client |
| 7 | Bidders and the proposed OEM should have support center in India (preferably in Mumbai & Bengaluru) for 24 x 7 support. | Complete address of the bidder and OEM along with contact details should be submitted on company letter head duly signed by the authorized signatory of the bidder. |
| 8 | 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. | List of resources with following details to be provided on company letter head:
Name
Designation
Years of experience
Certification course name
Certificate

Certification copies to be attached. |

SN	Eligibility Criteria	Documents to be Submitted
9	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.	Annexure G on company letter head duly filled and signed by the authorized signatory of the bidder.
10	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.	Declaration on company letter head duly signed by the authorized signatory of the bidder.

Note:

- The bidders should submit their responses to the eligibility criteria in the format as provided in **'Annexure C – Eligibility Criteria'**.
- Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

7. General Instructions

1. The Bidder may download the RFP documents from the websites mentioned below:
   - https://licindia.in/web/guest/tenders
   - https://eprocure.gov.in/
   - https://www.tenderwizard.com/LIC

2. The information provided in the RFP is believed to be true and reliable at the date obtained but does not purport to provide all the information necessary or desirable to enable the bidder to determine whether or not to participate in the RFP.

3. The RFP provides an overview of the requirements. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidder must form their own conclusions about the solution, keeping in view LIC's requirements. Information contained in this RFP and corrigenda, if any, should be taken as guidelines for Bidders.

4. LIC has used or will use its best judgment and assessment to fairly and reasonably represent the nature and scope of the work in order to submit viable bids. However, LIC shall not be deemed to give any guarantees or warranties of accuracy of any of the information in this RFP or any corrigenda, nor of its being comprehensive or exhaustive. Nothing in this RFP or any corrigenda is intended to relieve bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any corrigenda, as applicable.

5. Failure to furnish all information required by the RFP or submission of a bid not responsive to the RFP in every aspect will be at the Bidder's risk and may result in rejection of the Bid.

6. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of LIC. Any notification of preferred Bidder status by LIC shall not give rise to any enforceable rights to the Bidder.

7. This RFP supersedes and replaces any previous public documentation & communications. Bidders should place no reliance on such communications.

8. Failure to comply with the requirements of this RFP and corrigenda, if any, may render the bid non-compliant and the bid may be rejected. Hence, bidders must:
   a. Include all required Documents, Certificates, etc. specified.
   b. Follow the format provided and respond to each element in order as set out
   c. Comply with all requirements as set out.

9. Pre-Contract Integrity Pact (IP): This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact with LIC, on a stamp paper of Rs. 500, would be eligible to participate in bidding. "Integrity Pact" format is given in Annexure M.

As per CVC Circular No 015/VGL/091 dated 25.01.2022 of Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP is signed by both the parties till the completion of contract. After award of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them."

Bidders may refer: http://https://www.cvc.gov.in/sites/default/files/sopdt%2025.01.22_0.pdf

- LIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.
- Response to this RFP by the bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexures, clarifications, if any.
- All the terms and conditions and the contents of the RFP along with the Annexures, clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful bidder, from time to time as an outcome of this process.

8. Issue of Corrigendum

1. LIC will endeavor to provide timely response to all queries in utmost good faith. However, LIC, at its discretion, may choose not to respond to the query which is not under purview of this RFP.
2. At any time prior to the last date for receipt of bids, LIC may, for any reason, whether at its own initiative or in response to a clarification requested by a bidder, modify the RFP Document by issuing corrigendum.
3. The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on LIC's website.
4. Any such corrigendum shall be deemed to be incorporated into this RFP.
5. In order to allow Bidders a reasonable time to take the amendments, if any, into account in preparing their Bids, LIC, at its discretion, may extend the last date for the submission of Bids.
6. Any change in the timelines as decided by LIC will be posted in LIC website. The Bidders, in their own interest are requested to check the website regularly to know the updates.

9. Terms and Conditions

Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP along with its Annexure, clarifications, appendices, addenda, corrigenda issued.

All the terms and conditions and the contents of the RFP along with the Annexure(s), clarifications, appendices, addenda, corrigenda issued will be contractually binding and will form part of the resulting agreement and any purchase orders to be issued to the successful bidder and any resulting contracts with the vendors from time to time as an outcome of this RFP Process.

Section C: Instructions to Bidders (ITB)

1. Pre-bid meeting and Clarification/ Amendment of Bid Documents

a) The Bidder is expected to examine all instructions, statements, terms, and specifications in the RFP document as amended from time to time. LIC has made considerable effort to ensure that accurate information is provided in this RFP and the information is given solely to act as guidelines for Bidders.

b) The bidder who meets the pre-qualification criteria and Technical criteria as specified in this document will be short-listed.

c) Interested entities are advised to study this RFP document carefully before submitting their bids in response to the RFP. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this RFP with full understanding of its terms, conditions and implications.

d) LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and may request for additional information, if required, from the bidders. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to Bidder or any other person or party.

e) This document should not be construed as Tender.

f) Submission of the bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his bid. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent short listing of the successful bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.

g) Failure to furnish all information required by the bidding documents or submission of a bid not responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

h) Furthermore, during the RFP process, LIC has disclosed or will disclose in the RFP and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda.

i) If deemed necessary, LIC may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give a presentation for the purpose of clarification of the bid submitted by him.

j) The Bidder requiring any clarification of the bidding documents should submit written/ email queries within timelines indicated in this document.

k) At any time prior to the deadline for submission of bids, LIC may modify the bidding document by amendment.

l) Any clarification issued by LIC will be in the form of an addendum/ corrigendum. The amendment will be binding on all bidders. LIC, at its discretion, may extend the deadline for submission of bids to allow prospective bidders reasonable time to take the amendment into account. Verbal requests for clarification will not be entertained.

m) A pre-bid meeting will be held with bidders as given in the activity schedule.

n) In case any bidder does not attend pre-bid meeting, it will be assumed that the bidder(s) has/ have no points in the tender document that need clarification.

o) Any clarifications/ queries/ suggestions regarding the tender should be conveyed to LIC by the bidder only by email on or before the date mentioned in the activity schedule. LIC may accept or reject the suggestions offered by the bidder.

p) Queries not received within the time specified may not be entertained by LIC.

q) LIC may seek clarification/ additional information or document(s) from any bidder related to this RFP and bidder's response must reach LIC within 6 (six) working days by email/ hard copy. All such information and document(s) provided by the bidder will be taken to form part of his/her response.

r) If any clarification/ document called by LIC is not submitted by the bidder within six (6) working days or incomplete response is received from the bidder, it may lead to rejection of his bid and

no further correspondence in this matter will be entertained. However, LIC reserves the right to take a final decision in this regard.

s) If a Bidder discovers any significant ambiguity, conflict, omission or any other deficiency in this RFP, the bidder should immediately notify the same to LIC in writing or by email before the pre-bid meeting. The queries should strictly be submitted in an MS Excel document as per the following format:

LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023					
S. No.	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query

t) For all dates/events pertaining to this RFP, bidders are requested to refer to section A3 - Activity Schedule. Bids received after the stipulated time even on the due date or incomplete in any respect are liable to be rejected.

u) Wherever reference date is not mentioned, the date of RFP shall be taken as the reference date.

2. Submission of Bids

i. E-Tendering Online bids are hereby invited for the works mentioned through online e- Tendering System portal https://www.tenderwizard.com/LIC from the intending bidders.
This is an E - Tender and hence Bids must be submitted "ONLINE".
Tender is to be submitted online through e procurement portal. All documents are to be scanned and uploaded. Please refer to Annexure R for Online Tendering Guidelines.

ii. Hard copy of the bids in sealed envelopes are to be submitted in the following manner within three working days of eligibility and technical bid opening:

iii. The original Bid must be printed on 8.27" by 11.69" (A4 size) paper in indelible ink.

iv. Bidders are required to submit their response to this RFP under a 'Two Bid' System. The bidders should submit the below bid documents in hard copy in separate sealed envelopes super-scribed as:
   a. Envelope 1 - Eligibility bid
   b. Envelope 2 - Technical bid
   c. Envelope 3 - Commercial bid (Indicative Price)

v. Hard copy of all three bid documents must be individually spirally bound (each page serially numbered, stamped and initialed/ signed by the authorized signatory). There should be one common serial number running throughout each individual bid document.

vi. Bids should be complete, properly indexed, annexure-wise, duly supported by relevant documents and should contain no duplicate documents.

vii. The above three sealed envelopes containing the hard copies of the Eligibility, Technical-Bid and Commercial Bid should then be put together in another envelope which should:
   a. be sealed
   b. bear the name, address, and seal of the bidder
   c. bear RFP reference details
   d. super-scribed 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution'
   and must reach LIC at the address given in the Activity Schedule within three working days of eligibility and technical bid opening.

viii.   The envelopes should be properly super-scribed as given below:

> **ELIGIBILITY, TECHNICAL & COMMERCIAL BID (INDICATIVE) for** *'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**
>
> **Date of Release of RFP Document: 17th November 2023**
>
> **SUBMITTED BY _____ (Bidder's Name & Contact Details with their seal)**
> *(Note: Bidders to encircle whichever is applicable or strike off whichever is not applicable)*

ix.   The indicative prices are ONLY to be quoted in the commercial bids.

x.   LIC will not be responsible for non-receipt of bids/quotations within the specified date and time due to any reason including postal delays or holidays etc.

xi.   Bids received beyond the date and time mentioned in the activity schedule will be termed as "Late" and will not be accepted.

xii.   Bidders should invariably write their postal address, e-mail address, and contact numbers on all the envelopes. If the envelope is not sealed and/ or marked as required above, LIC will assume no responsibility for the bid's misplacement or wrong opening of the envelopes.

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 not, the BID MAY BE REJECTED**.

xiv.   The Bidders should submit their bid(s) along with the Bank Guarantee towards the EMD wherever applicable.

xv.   Any alterations, erasures, overwriting, blanking-out, or discrepancies in figures etc. may render the bid invalid.

xvi.   The quantities mentioned in the Technical/ Commercial Bid are indicative only and will be used to determine a successful bidder. However, the actual quantities may differ at the time of issuing Purchase Order/s, depending on the circumstances prevailing at that time.

xvii.   Revised Commercial Bid (If applicable): During evaluation of Technical Bid, if any technical specification/s and/ or scope of work is/ are changed to meet LIC's requirement, all bidders will be informed of the same and asked to submit fresh commercial quotation, duly signed and sealed in a separate cover super-scribed "REVISED COMMERCIAL BID after Technical Review (Indicative Price)".

xviii.   The bid will be treated as legally void and will be rejected if:
1)   Bid is not signed by the duly authorized person or
2)   Bid submitted is unsigned or partially unsigned
3)   An image of signature found pasted on pages instead of wet signature or
4)   Scanned bid is submitted.
5)   Bids are not submitted in respective envelopes as stipulated above

xix.   By submitting a bid, the bidder's signatory certifies that in connection with this RFP:
- The bidder's organization or an agent of the bidder's organization has arrived at the technical offer in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,
- The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor.

- No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.

xx.   Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document.

xxi.   Please note that prices must not be indicated in the Technical Bid, failing which the Bid may be rejected.

xxii.   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.

xxiii.   Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP and subsequent modification(s) to this tender, if any.

xxiv.   The Bidders should submit their Bid along with the required documents and Certificates as stated in the Section — Eligibility Criteria or elsewhere in the RFP.

xxv.   During Bid evaluation, if any deviation is observed, LIC may call for clarifications/ confirmations and may decide to accept any deviation at its discretion and the decision of LIC in this matter will be final.

xxvi.   If any compliance or clarification sought by LIC is not submitted within 2 business days of being called for, bids are liable to be rejected. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final and binding.

xxvii.   During scrutiny of technical bid, if any technical specification/s of any item is/are changed by mutual consent to meet our requirement, all the Bidders will be informed of the same and asked to submit fresh quotation for that/those item/s if any.

xxviii.   The Bidder should submit the Bid well before the last date to avoid any inconvenience at the last moment.

xxix.   The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.

The Arithmetical errors will be rectified on the following basis If there is a discrepancy between words and figures, the amount in words shall prevail.

3. Technical Bid

The Technical-Bid document should contain the following:
- i.   Covering letter (on bidder's letterhead) giving reference of this RFP and consent for acceptance of all the Terms & Conditions of this tender (including modifications, if any, issued subsequently) and mentioning list of all the enclosures.
- ii.   Technical specification compliance sheet as per Annexure F.
- iii.   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.
- iv.   The bidder must supply a thorough inventory of the hardware components required for the planned implementation of the in-scope solution. This bill of Quantity (BoQ) as per Annexure R should be itemized separately for all the environments, including DC, UAT and Disaster Recovery (DR). The BoM should include, but is not limited to, the following details:
  - a.   In Scope solutions Components
  - b.   Site/Environment
  - c.   Type (VM/Physical)

       d. OS/DB name other than RHEL and Mysql.
       e. CPU/vCPU
       f. VLAN requirement (VLAN or Internet)
       g. RAM
       h. Hard Disk Size
       i. Software pre-requisites (.NET framework, IIS, IE, any other OS services, etc.)
       j. If any missing requirements are discovered during installation, and the bidder will be obliged to provide them free of cost.
   v. Complete bill of material to be submitted along with technical bid.
   vi. Technical details/brochures of the product(s) (should be dated before date of RFP).
   vii. No indications as to price aspect or financial stipulations are to be given in the technical bid, failing which the bid shall be rejected.
   viii. Soft copy of the complete technical bid (along with all its annexure) in a separate READ-ONLY format with all documents.

4. Commercial Bid

   i. Price is to be quoted in Indian Rupees only.
   ii. All quotes should conform to the format as mentioned in the Commercial Bid (indicative). The details are to be given as per Annexure G.
   iii. For each component, the prices quoted should be inclusive of all costs except applicable taxes.
   iv. Any other tax which may be payable if and wherever applicable at the place of delivery will be paid extra on actual basis by LIC, subject to production of original documents / receipt issued by appropriate authority.
   v. It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules / regulations / orders of any government/non-government / regulatory authority in force.
   vi. The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labor rates, etc.
   vii. Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.
   viii. The Bidder should have the capability to implement and maintain the project during the contract period of 5 years. The vendor should also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years. The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions including the price component.
   ix. The vendor should propose only one product/solution for each of the requirements (Hardware, Software and Appliance) and quote for the same. If a vendor for any one of the stated technical requirements quotes multiple products/solutions, LIC will disqualify the entire response to the RFP by the vendor.

5. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LIC shall be in English language. As far as numbers are concerned the same should be in Hindu-Arabic Numerals.

6. Modification and Withdrawal of the Bids

No bid can be modified or withdrawn by a bidder, after the submission of the bid. The bid and all the supporting documents submitted by bidders shall be property of LIC.

7. Compliant Bids / Completeness of Response

a. The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support. Information should be submitted in the same format as per the Annexure(s) attached.

b. Bidders are advised to study all instructions, clarifications, terms, requirements, appendices/ Annexures and other information in this RFP document carefully. Submission of the bid/ proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
c. Failure to comply with the requirements as set out within the RFP and failure to submit the bid as detailed in the RFP may render the bid non-compliant. In such a case, the bid may be rejected.
d. Bid with insufficient information to permit a thorough evaluation may be rejected.
e. LIC reserves the right to verify the validity of bid information and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
f. If a bid is not responsive and not fulfilling all the terms and conditions of the RFP, it may not be considered and will be rejected by the Corporation and may not subsequently be made responsive by the Bidder by correction of the non-conformity. However, LIC reserves the right, to waive/ modify any of the requirements of the bid in the best interests of LIC.
g. Rejection of non-compliant bid:
    - LIC reserves the right to reject any or all bids on the basis of any deviation(s).
    - Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.

8. Password Protection

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. The password used will be validated by LIC for checking the authenticity.

It may also be informed that the password will be checked at the time of opening of the eligibility, technical and commercial bid in the presence of the bidders. In case the bids are submitted to LIC without the password protection or with password that does not match with the password used by LIC, the **BID MAY BE REJECTED**.

9. Pricing, Billing, Duties and Taxes

a) The commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies etc., and shall be exclusive of GST, cess whichever is applicable

b) Vendor will be entirely responsible for upfront payment of all applicable taxes like GST, License fees, road permits etc. GST shall be mentioned in the Invoices and payments will be made as per invoices submitted. GST wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actuals on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of two months from the date of payment of the taxes, the vendor will not be eligible for any reimbursement on this count.

c) Prices once fixed will be valid throughout the entire contract period. The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.

d) The successful bidder has to furnish **price breakup** i.e., basic price and applicable taxes in the invoices submitted by them. The invoices without price breakup will not be processed for payment.

e) The bidder should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC.

f) It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules/ tax laws/ regulations/ orders of any government/ regulatory authority in force, transportation, insurance of services etc. without any additional cost to LIC.

g) All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by Service Provider. The Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

Deduction of Taxes at Source

LIC will deduct taxes from the amounts due and payable to the vendor wherever applicable. LIC will provide vendor with the statement of any taxes deducted by LIC on payments under the contract. The vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the vendor.

10. Earnest Money Deposit (EMD)

i. Bidders shall submit along with the bid, EMD of INR 50,00,000 (Rupees Fifty Lakh Only) in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure O (Bank Guarantee for E.M.D.). This should be executed by a Nationalized/ Scheduled Bank acceptable to LIC.

ii. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria.

iii. EMD shall be valid for a period of fifteen months from the date of release of RFP.

iv. Non submission of EMD along with Eligibility Bid Document will disqualify the Bidder.

v. The EMD will not carry any interest.

vi. The EMD of those Bidders, who do not qualify in the eligibility evaluation or technical evaluation, will be returned to the issuing Bank without interest after completion of RFP process.

vii. The EMD will be refunded to the successful bidder after:
    a. Acceptance of Purchase Order
    b. Signing of the Contract(s)
    c. Submission of required Performance Bank Guarantee (PBG)

viii. The EMD submitted by the bidder may be forfeited and other action(s) may be taken against bidder if:
    a. The bidder backs out of the RFP process after the last date and time for submission of bids.
    b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP.
    c. The Bidder withdraws or amends its Bid during the period of Bid validity.
    d. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or
    e. Bidder does not respond to requests for clarification of its Proposal.
    f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
    g. The successful bidder does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC.
    h. The Bidder qualifies in this RFP as a successful bidder but fails or refuses to fulfill his contractual obligations after the award of Purchase Order and in case the bidder has not submitted PBG.
    i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails
        i. To sign the Contract; or
        ii. To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or
        iii. to furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure P)

ix. The bidder who does not accept the Purchase Order issued by LIC or sign the Contract(s) within the time prescribed by LIC after conduct of ORA may be blacklisted.

x. In exceptional circumstances, LIC may seek the Bidders' consent for extension of the period of validity of bids. The request and the responses thereto shall be made in writing. In such a case, the EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its EMD unless it is the shortlisted bidder who has been notified by LIC that its bid has been shortlisted. A Bidder granting the request will not be required nor permitted to modify its bid.

11. Opening of Bids

i. The date and venue of opening of tender shall be as per the *'Section A3 - Activity Schedule'*.

ii. For the bids received within the specified closing date and time in the Activity Schedule, the outer sealed envelope shall be opened by the Tender Opening Committee (TOC) in the presence of bidders or their authorized representatives who choose to attend the opening of the bids on the specified date, time and venue as given in the Activity Schedule (maximum two representatives per bidder will be permitted in each of the bid openings).

iii. After opening of outer envelope, the envelope containing respective Eligibility Bid documents will be opened by the TOC.

iv. After completion of evaluation of eligibility bid, the result of the bidders qualifying for the technical evaluation may be intimated to all participating bidders.

v. The envelope containing Commercial Bid (indicative) documents will be opened for technically qualified bidders subsequently.

vi. All bids will be scrutinized to determine whether the submitted bids are complete and fulfill the RFP requirements.

12. Evaluation process for selection of bidder

a) LIC will evaluate the Bids submitted in response to the RFP and all supporting documents/ documentary evidence as per the requirements stated in the RFP documents and its subsequent modifications (if any).
   i. LIC may ask for meetings with the Bidders to seek clarifications on their bids.
   ii. Technicalities or minor irregularities in bids may be waived during evaluation if it is in LIC's best interest. The bidder may either be given an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its bid, or the deficiency waived if it is to LIC's advantage to do so.
   iii. Evaluation of the responses to the bids and subsequent short listing of the bidder will be entirely at the discretion of LIC and will be binding on the bidders. LIC's decision shall be final and no correspondence seeking clarifications about the decision shall be entertained.

b) **Right to Accept Any Bid and To Reject Any or All Bid(s):**
   LIC reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for LIC's action.

c) **Notification of Award:**
   LIC will notify the successful bidder in writing, that its bid has been accepted. In case the tendering process has not been completed within the stipulated period, LIC may like to request the bidders to extend the validity period of the bid and EMD.
   Within 30 days of notification of award from LIC, the Bidder will furnish Performance Bank Guarantee, valid for the entire contract period. After the submission of Performance Bank Guarantee by the successful Bidder, the Bidder will be required to enter into a contract with LIC. In case the selected bidder fails to submit performance guarantee within the time and manner stipulated, LIC at its discretion may cancel the notification of award placed on the selected bidder without giving any notice whatsoever.

d) The bidder who successfully qualifies in the eligibility criteria (Annexure – C), only their technical bids will be subsequently opened for further evaluation.

e) The minimum score for successful qualification of the bidder in the Technical Scoring (Annexure – D) will be 70% (seventy percent). In case, at least 3 participating bidders are unable to qualify

in the technical evaluation by scoring at least 70%, then the top 3 scorers will be selected for further evaluation.

f) The bidders who qualify the technical evaluation will have to provide a Technical Presentation on the in-scope services to LIC. The schedule and venue of the same will be conveyed accordingly.

g) If any deviations are observed during technical evaluation, LIC may decide to accept them at its discretion, which will apply to all bidders, before opening of the Commercial Bids and the decision of LIC in this matter will be final.

h) The technically qualified bidders will be intimated by email/letter about the date and time of opening of their 'Commercial Bid (indicative price)'. The technical scores of the bidder will be disclosed to each individual bidder on the date of opening of the commercial bid).

i) The 'Commercial bids (indicative price)' of technically short-listed bidders will be opened by the TOC in the presence of bidders/ their authorized representatives who choose to attend. Thereafter, these bidders need to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to these bidders by LIC. The exact business rule will be intimate to the participating bidders before commencement of online reverse auction (ORA).

j) NPV Rule: While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows.

Discounting rate to be used: 10%

Standard software for example 'Excel' can be used for the NPV computation. An indicative template is also provided purely for facilitating the bidder. Bidders must ensure the accuracy of the computation at their end for the calculations. The template provided is a facilitator only for the computation and the bidder is responsible for the computation as per the guidelines.

r = 10% i.e. 0.1

k) Price Variation Factor and H1 Elimination clause: When the number of Technically Qualified Bidders are more than Five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all technically qualified bidders for all items in aggregate.

l) The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of all applicable taxes such as GST.

m) No price variation/adjustment or any other escalation will be entertained after the closing of Bids

n) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder and will be valid for the contract period of 5 years. No change/adjustments in prices will be allowed during the contract period of 5 years.

o) However, the Corporation may, at its discretion, reduce the validity period of the tender.

p) Computation Methodology for rating bidders on 'Technical plus Commercial basis':

q) There would be a weightage of 70% to the technical score and 30% for the final Commercial price quoted by the bidder at the end of online reverse auction.

r) It would be normalized as under for each bidder: -

Total Score (up to 3 decimals) = $\{(T \times 0.7) / T_{high}\} + \{(L_{Low} \times 0.3) / L\}$, Where

T stands for bidder's technical evaluation score
T_{high} stands for the score of the technically highest Bidder
L stands for bidder's final commercial quote at the end of online reverse auction,
L_{Low} stands for the lowest final commercial quote among all bidders at the end of online reverse auction

s) The proposals will be ranked in terms of Total Scores arrived at as above. The proposal with the highest Total Score will be considered first for award of contract and will be invited for price negotiation, if required. Example:

SN	Name of the Bidder	Technical Evaluation Marks (T)	Final Commercial Bid Price (L)	$(T / T_{high}) * 0.70$	$(L_{Low} / L) * 0.30$	Total Score (S)	Rank for techno-commercial
1.	ABC	90	80	(90/90) *0.7 = 0.7	(70/80) *0.30 = 0.263	0.963	**1**
2.	DEF	85	75	(85/90) *0.7 = 0.661	(70/75) *0.30 = 0.280	0.941	**2**
3.	GHI	80	70	(80/90) *0.7 = 0.622	(70/70) *0.30 = 0.3	0.922	**3**

t) In the above example, ABC, with the highest total score of 0.963 becomes the successful Bidder.

u) In the case of tie between two or more Bidders, a bidder with highest score in technical evaluation will be declared as successful bidder.

v) In case, the successful bidder (e.g. ABC) fails to fulfil any of the obligations under the RFP within the timelines defined, LIC reserves the right to cancel his/her selection and declare the bidder with rank 2 (DEF) as successful bidder and so on and so forth.

w) The Letter of Intent along with Purchase Order will be issued to the successful bidder. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor".

13. Online Reverse Auction

a) The Commercial bid (indicative) as per Annexure-G shall be submitted in a separate sealed cover. After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.

b) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder.

c) The commercial figure quoted will be an all-inclusive figure inclusive of out-of-pocket expenses, traveling, boarding, permits, lodging but excluding all applicable taxes such as GST.

d) In case, only one bidder is technically qualified, no reverse auction will take place. However, LIC reserves the right to negotiate price with the lone bidder. The prices once finalized through online reverse auction or negotiation will be termed as the "approved prices".

e) LIC will provide web-based E-tender system for ORA.

f) The bidders will arrange the Digital Signature Certificates (at no cost to LIC) from a Certifying Agency notified by The Comptroller of Certifying Authority (CCA) as per Information Technology Act 2000 as amended from time to time.

g) As per the new Inter-Operability Guidelines released by The Controller of Certifying Authorities (CCA), the Secure Socket Layer (SSL) certificate for an e-Procurement Application is generated on a new algorithm, SHA2. The Digital Signature Certificates that will be applicable for these platforms have to be SHA2 algorithm compliant. The exact details will be informed before commencement of the ORA.

h) Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered

i) Any conditional bid may be rejected

j) Notification Criteria

LIC will award contract to the Successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose bid has been determined to be responsive, and is the lowest price bid at the end of online reverse auction subject to Guidelines on Public Procurement Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020.

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 will be applicable for this RFP and allotment will be done in terms of said Order as under:

a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.

In case the L1 bidder fails to fulfill any of the obligations under the RFP within the timelines defined, LIC reserves the right to cancel his selection and declare the L2 bidder (bidder with the second lowest commercial bid after Online Reverse Auction) as successful bidder provided this bidder agrees to match the commercial bid of the L1 bidder.

14. Activities to be performed

a) No activities will be carried out from the vendor's location without written and prior permission from LIC or explicitly allowed in this RFP.

b) For conducting the in-scope activities, the successful bidder will have to deploy resources to be available in LIC Mumbai office and visit the various offices as required by LIC.

c) Pen drives will not be allowed within LIC's premises.

d) Laptops will be allowed only on need-to-have basis. Desktops will be provided by LIC.

e) Successful bidder and its representatives will ensure utmost care for protection of data/ information/ assets etc. of LIC as per Digital Personal Data Protection Act 2023.

f) Subcontracting/ hiring of external resources for ad hoc needs - is **not permitted** unless expressly allowed by LIC for a specific activity/ requirement/ duration.

15. Non-Disclosure Agreement (NDA)

a) During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, databases, security infrastructure, IP addresses, router configuration, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/ third party the information so received. Also, the bidder may:

   i. use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need-to-know basis to accomplish the purpose stated in this RFP,

   ii. advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employees to honor these obligations.

b) Violation of NDA may lead to legal action and blacklisting.

c) Bidder shall ensure compliance to Digital Personal Data Protection Act 2023.

16. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

LIC reserves the right to accept or reject any proposal and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for LIC's action.

17. Contracting

LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC.

18. Contacting LIC

No Bidder shall contact, through any means of communications, LIC or its employees on any matter relating to this bid, from the date of floating of RFP to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of LIC or has some queries related to the bid, it should do so through the designated email-ID given in the Activity Schedule. Any effort by a Bidder to influence LIC in its decisions on bid evaluation, bid comparison or contract award shall result in rejection of the Bidder's bid.

19. Right to terminate the Process

a. LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b. This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may/may not result into selection of bidder(s) after completion of selection process as detailed in this RFP document.

c. LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action. The decision of LIC will be final in this matter.

d. Bid with insufficient information to permit a thorough analysis may be rejected.

e. LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.

f. Bids not conforming to the requirements of the terms and conditions may not be considered by LIC. However, LIC reserves the right, to waive/ modify any of the requirements of the BID, in the best interests of LIC.

g. LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. The decision of LIC will be final in this matter.

20. Disqualifications

LIC may, at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:
  a. Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements;
  b. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project.
  c. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
  d. Failed to provide clarifications related thereto, when sought;
  e. Submitted more than one Proposal;
  f. Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
  g. Submitted a Proposal with price adjustment/variation provision.
  h. Exhibited a record of poor performance in service delivery.

21. Confidentiality and privacy

1. Confidential Information not to be disclosed
Information relating to the examination, clarification, comparison and evaluation of the bids submitted shall not be disclosed to any of the responding firms or their representatives or to any other person not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its bid.

The Bidder including but not limited to its personnel, its agents and Associates is bound by the conditions of the Non-Disclosure Agreement submitted by the Bidder in response to the RFP as per Annexure M.

During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/third party the information so received. The bidder will:

a) Use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP.

b) Advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employee to honour these obligations.

The Bidder will treat as confidential all data and information about LIC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of LIC.

Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.

2. Exceptions to obligations
The obligations on the parties under this clause will not be taken to have been breached to the extent that Confidential Information:

i. is disclosed by a party to its Advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract;

ii. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;

iii. is disclosed by LIC;

iv. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly;

v. is shared by LIC within LIC's organization, or with another Agency, where this serves legitimate interests;

vi. is authorized or required by law, including under the contract, to be disclosed;

vii. is in the public domain otherwise than due to a breach of this clause ;

viii. Is lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential; or

ix. Is independently developed by the Recipient without use or reference to such Confidential Information.

3. Obligations on disclosure

Where a party discloses Confidential Information to another person:

i**.** Pursuant to clauses i, ii or v of Clause 2 above, the disclosing party must notify the receiving person that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential;

ii. Pursuant to clauses iii and iv of Clause 2 above, the disclosing party must notify the receiving party that the information is Confidential Information.

4. Additional confidential information

i. The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract.

ii. Where the parties agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the Contract, this documentation is incorporated into, and becomes part of the contract, on the date by which both parties have signed this documentation.

5. Period of confidentiality

The obligations under this clause continue, notwithstanding the expiry or termination of the contract:

i. Any item of information, for the contract period and one year thereafter; and

ii. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information.

22. Patent Rights and other litigation costs:

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the Hardware deliverables, in LIC's country, the Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Bidder of such claim, if it is made, without delay as when received.

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.

23. Land Border Clause

The land border clause is governed by the Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. Bidders have to submit a self-declaration for land border clause in the form of Annexure T.

24. Performance Bank Guarantee (PBG)

a) After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee (from a scheduled/ nationalized Public Sector Bank acceptable to LIC and having Branches in Mumbai) equal to 10% of the total Contract Value. The required PBG should be submitted to LIC within 28 days from the date of letter issued by LIC for selection as the "selected vendor". If not, the bid / contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS).

b) The PBG should be valid for a period to cover the expected contract period of 60 months and additional 3 months after the date of expiry of the contract from the date of its submission to LIC.

c) In case of extension of the contract by LIC, the vendor should submit fresh PBG of the same amount or extend the validity period of the submitted PBG to cover the extended validity period of the tender. This should happen within one month prior to the expiry of the earlier PBG, unless otherwise intimated by LIC. If not, a penalty will be applicable. In case the Vendor defaults in renewal of PBG as stated above, the PBG or part thereof may be invoked and LIC's decision in this matter will be final.

d) Format for submitting the Performance Bank Guarantee is attached herewith as Annexure-K.

e) The PBG will not carry any interest.

f) The PBG may be required to be submitted in multiple numbers, if required by LIC.

g) The PBG may be invoked for entire amount if the vendor backs-out of his obligations as per this tender or if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC.

h) If vendor fails to submit the required PBG within 28 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 35 days from the date of letter issued for selection as the "selected vendor", LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and may blacklist them.

i) The PBG will be invoked in full or part (to be decided by LIC) if:

    a. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO.

    b. Any legal action is taken against the bidder restricting its operations.

    c. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.

    d. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

j) In the event of any contract amendment, the Vendor shall, within seven days of agreeing to such amendment, furnish the amended performance guarantee, valid for the duration of the Contract as amended, including warranty obligations.

25. Placing of Orders and Making Payments

a) The Central Office of LIC at Mumbai will place orders (either in full or in phases) with successful bidder for deliverables under this RFP at any time during the validity period of this tender.

b) LIC reserves the right to place repeat orders for additional services/ reassessment on the same terms & conditions during the validity of the contract.

c) Bidder should point out any discrepancy/ deficiency in the Purchase Order(s) within five days of their receipt. The date on which the required information/ correction in Purchase Order is intimated to the bidder would be deemed to be the date of acceptance of the Purchase Order for the purpose of calculating the delivery period and penalty thereof.

d) Payment terms & conditions, Service Level Agreements (SLA) and penalties will be as defined elsewhere in this RFP.

26. User Validation (UV) by Stakeholders

a) Vendor has to carry out each activity in the presence of LIC officials (users) of the concerned project/ department (unless otherwise indicated). The users will validate the activities carried out by the vendor and raise any concern within 6 working days of submission of the reports failing which it shall be assumed that the user has validated the report.

b) In case of any discrepancy in services/ software supplied, the vendor should remediate it at its own cost and risk and demonstrate its proper functioning.

27. Period of Validity of Bids

a) Bids shall remain valid for 12 months from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.

b) In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended by the bidder. Such extension will not require modification of the bids already submitted. A Bidder may refuse the request without forfeiting its EMD unless it is the successful bidder who has been notified by LIC that its bid has been accepted.

c) A Bidder granting the request will not be required nor permitted to modify its bid.

d) The contract is for a period of five years.

e) The prices under this RFP will be valid for a period of five years from the date of issue of first Purchase Order.

f) The commercial offer shall be on a fixed price basis for the contact period. No upward revision in the price would be considered on account of subsequent increases during the offer validity period except for GST and any other applicable taxes.

g) However, if there is any reduction on account of government levies, during the offer validity period, the same shall be passed on to LIC.

28. Late Bids

Bids received after the date and time specified in the Activity Schedule will not be considered and will be rejected. LIC may, at its sole discretion, change the date/time of submission and LIC's decision in this matter will be final. LIC will not be responsible for non-receipt of Bids within the specified date and time due to any reason.

29. Duration of the Engagement

The duration of the engagement would be 5 years from the issuance of the first Purchase Order (or deployment of resources).

30. Costs to be borne by Respondents

All costs and expenses incurred by bidders in any way associated with the development, preparation and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations/ presentations, etc. and providing any additional information required by LIC will be borne entirely and exclusively by the bidder.

31. No Legal Relationship

No binding legal relationship will exist between any of the bidders and LIC until the issues of Purchase Order/ execution of a contractual agreement.

32. Price Negotiation Committee (PNC) Meeting

The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation. Also, negotiation may be held with the vendor through the PNC for stray future requirements (which were not anticipated, and which are not listed in the current Tender specifications) that may be required to be procured through this tender. Prices once finalized will be termed as the "Approved Prices Rates".

33. Limitation of Liability

Except in cases of criminal negligence or willful 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, 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.

34. Force Majeure

   a) The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action, or regulations of government, local or other public authorities.

   b) If a Force Majeure situation arises, the vendor shall promptly notify LIC in writing of such conditions and the cause thereof within 7 calendar days of such event and prove that such a situation is beyond their control and will affect the implementation of the agreement.

   c) Unless otherwise directed by LIC in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

   Notwithstanding the above, the decision of LIC shall be final and binding on the Vendor.

35. Settlement of Disputes/Arbitration

The vendor and LIC shall endeavor their best to amicably settle all disputes arising out of or in connection with this RFP in the following manner:

If a dispute arises in relation to the conduct of the Contract (Dispute), a party must comply with this clause before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause.

A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of the dispute. If the parties cannot resolve the dispute within 30 days after the notice is given then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof which cannot be settled by mutual negotiation between the parties shall be finally settled by Arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modification, Rules or enactments thereof.

a) In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability the same will be referred in writing to an arbitrator appointed mutually, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.

b) Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

c) The vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

d) The work under contract shall continue during the Arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.

e) No interest will accrue on any amount during the Arbitration proceedings

36. Indemnifying LIC

A. The vendor shall indemnify LIC:

a) 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.

b) Against all third-party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases:

i) the modification of the Vendor 's deliverables provided hereunder by any person other than the Vendor or its personnel

ii) LIC's failure to use of any modification to the Vendor 's deliverables made available by Vendor where use of such modification would have avoided the infringement.

iii) Information, materials instructions, or specifications that are themselves infringing which are provided by or on behalf of LIC or which LIC requests or requires Vendor to use.

iv) the use of the Vendor 's deliverables in a manner not agreed to.

c) Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's negligence.

B. If the vendor fails to indemnify LIC against the above events and if LIC is required to pay compensation to a third party resulting from such events, the vendor shall be responsible for the compensation including all expenses (court costs, lawyer fees etc.). LIC will give notice to the vendor of such a claim.

37. Fraud and Corrupt Practices

The vendor shall be bound by all applicable anti-bribery and competition laws and the contract may be terminated by LIC, if the vendor is convicted by an Indian court of competent jurisdiction under the applicable anti-bribery and competition laws.

The vendor and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics at all times. Notwithstanding anything to the contrary contained in this RFP, LIC shall reject a Bid without being liable in any manner whatsoever to the Vendor, if it determines that the Vendor has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable / restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full the EMD / PBG, as the case may be for, inter alia, time, cost and effort of the Corporation, in regard to the RFP, including consideration and evaluation of such Bids and such Vendor may not be allowed to participate in any RFP issued by LIC during a period to be decided by LIC.

Without prejudice to the rights of LIC under Clause above and the rights and remedies which LIC may have under the Letter of Notification of shortlisting , if the bidder, as the case may be, is found by LIC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Letter of Notification of Short listing , such Bidder shall not be eligible to participate in any IT/Consultancy related tenders or RFP issued by LIC for a period of two years from the date of such finding, as the case may be.

For the purposes of this Section, the following terms shall have the meaning herein-after respectively assigned to them:

a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the Letter of Notification of Award or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of LIC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Notification of Award or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical bidder/ adviser of LIC in relation to any matter concerning the Project;

b) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

c) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by LIC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a conflict of Interest; and

e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

38. Applicable Law

This RFP shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts and hence, any legal dispute will come under the jurisdiction of Mumbai High Court only.

39. Ambiguities within the Document

In case of ambiguities or discrepancies within this RFP, the following principles shall apply:
a) Apart from the clauses where specifically mentioned all other terms and conditions of the RFP are applicable.
b) as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
c) as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and
d) As between any value written in numerals and that in words, the value in words shall prevail.

40. Notices and other communications

Any notice given by one party to the other pursuant to the contract shall be sent to other party in writing.

41. Service of notices

A Notice must be:
* In writing, in English and signed by a person duly authorized by the sender party; and
* Hand delivered or sent by prepaid post to the recipient's address for Notices, as varied by any Notice given by the recipient to the sender.

    LIC's Address for notices:
    The Executive Director (IT/SD),
    LIC of India, Central Office,
    2nd Floor, Jeevan Seva Annexe Building,
    Santacruz (West), S. V. Road, Mumbai – 400054

Effective on receipt

A Notice given in accordance with the contract takes effect when it is taken to be received (or at a later time specified in it), and is taken to be received:
* If hand delivered, on delivery
* If sent by prepaid post, on the second Business Day after the date of posting (or on the seventh Business Day after the date of posting if posted to or from a place outside India).

42. Rights reserved by LIC

LIC reserves absolute and unconditional right to:

a) Accept or reject any or all Bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof.

b) Seek clarifications and/or additional documents from bidders, issue clarifications to queries by bidders and/or modify the RFP in part or full, without assigning any reasons whatsoever prior to finalization of the RFP.

c) If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC will reserve the right to debar the Bidder from participating in future RFP's floated during the empanelment period and / or servicing of hardware for a period to be decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.

d) Verify the validity of bid information waive any of the requirements of the RFP, if, in the sole discretion of LIC, the best interests of LIC would be served. However, this will be done before opening of the commercial bid(s).

e) Cancel the RFP process at any time prior to contract award, without thereby incurring any liability to the affected Bidder(s). Reasons for cancellation will be determined by LIC at its sole discretion. In such a case, the bid price will be refunded to the bidders without any deduction and without any interest.

f) Recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and/or invoking PBG, if any, under this contract.

g) Ascertain the effectiveness and efficiency of the resources deployed for this project through interview, performance review etc. and insist for proper substitute.

h) To debar the bidder from bidding and take any other action as may be deemed necessary prospectively for a period to be decided by LIC if it is found at any future point of time that the bidder had made a statement which is factually incorrect,

i) Procure any equipment's/components/services outside this tender.

j) Decide all unforeseen issues on the merits of each case

k) LIC may terminate the agreement if it determines at any time that Vendors or their representatives were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that agreement, without the concerned Vendors having taken timely and appropriate action satisfactory to the LIC to remedy the situation.

The decision of LIC in all matters will be final and binding on all bidders participating in this bid.

43. Right to Verification

LIC reserves the right to verify any or all the statements made by the Bidder in the tender document and to inspect the Bidder's facility related to scope of work, if necessary, to establish to its satisfaction the Bidder's capacity/ capabilities to perform the job.

44. Bid Rejection Criteria

Bids may be rejected under following circumstances:
a) Bids received by LIC at its designated venue for bid submission after the last date and time of receipt of bids.

b) Bids submitted anywhere other than the place for bid submission mentioned in the RFP.

c) Bids not accompanied by the requisite EMD. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to claim for such waiver by providing copy of valid NSIC/MSME Certificate as part of eligibility criteria.

d) Bids not conforming to the requirements, terms and conditions mentioned in this RFP document.

e) If the bid is incomplete or is evasive or contains incorrect/ inaccurate/ misleading information to permit a thorough analysis in LIC's estimation.

f) If the bid is not properly/ duly signed/initialed by the authorized person

g) If there is any effort by a Bidder for revelations of prices in any form or by any reason before opening of commercial bids or canvassing/ lobbying or to influence LIC in its decisions on bid evaluation, bid comparison, short listing or contract award decisions etc.

h) Bids with material deviations or conditions unacceptable to LIC

i) Bids from bidders not responding to queries or documents sought by LIC within stipulated time

j) For other reasons mentioned in this RFP

The decision of LIC in all matters will be final and binding on all bidders participating in this bid.

45. Arithmetical Errors

Arithmetical errors will be rectified on the following basis:
a) If there is a discrepancy between the total price quoted in the bid and the total price that is obtained by multiplying unit price and quantity, the unit price shall prevail, and the total price will be corrected accordingly.

If there is discrepancy between words and figures, the value written in words will prevail.

46. Award and Signing of Bid Contract

a) The Contract will be based on this RFP, clarifications & modifications (if any) to the RFP and bidder's valid response to RFP.

b) LIC will award the Contract to the successful vendor selected through the criteria mentioned in this RFP.

c) LIC will notify the successful vendor in writing via letter/ email, that its bid has been accepted. LIC will send a copy of the Contract Form incorporating all agreements between the parties to the successful vendor.

d) Within 14 working days of receipt of the Contract Form, the successful vendor shall sign and date the Contract and return it to LIC.

This initial contract will be called the Master Service Agreement (MSA). The MSA will be the permanent reference document for all the subsequent modifications. Modifications to the MSA will be mutually agreed upon and will be accommodated in the form of addendum/ schedules to the MSA since procedural aspects, services etc. will be continuously evolving.

47. Cancellation of Contract and Compensation

a) LIC may take all legal recourse such as, cancelling the contract, invoking the Performance Bank Guarantee, claiming damages etc. if the vendor fails to implement the scope covered in this RFP within the stipulated period by giving minimum one month (30 days) notice to the successful bidder in case of non-performance by the bidder or for any other reason deemed fit by LIC.

b) Successful vendor is expected to rectify breach/ unsatisfactory progress during the notice period. In case the successful vendor continues to fail on above counts even after expiry of 30 days' notice, LIC reserves the right to cancel the contract of the selected Vendor and recover related expenditure incurred by LIC. However, upon termination, vendor will be paid for the services performed by vendor as per the RFP till the date of termination.

c) In case of termination/ cancellation of the order, the vendor will not be entitled to or recover from LIC any amount by way of damages, loss or otherwise. In such a situation, Vendor will be paid charges towards services delivered till the date of termination of the contract.

d) In the event of cancellation of agreement or termination of the order, the vendor will assist in smooth migration to a new vendor. If this condition is not adhered to, LIC will invoke the Performance Bank Guarantee.

e) LIC may, at any time, by a prior written notice of one week, terminate the successful bidder and / or reduce the scope of the Services.

f) On receipt of a notice of termination or reduction of scope, the Successful bidder must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination; and continue work on any part of the Services not affected by the notice.

g) If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.

h) If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.

i) The deliverables that are complete and ready for delivery within 7 days after the Successful bidder's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Successful bidder an agreed amount for partially completed systems and for materials and parts previously procured by the Bidder.

j) In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Successful bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Successful bidder shall continue the performance of the Contract to the extent not terminated.

k) LIC may at any time terminate the Contract by giving written notice to the Successful bidder, if the Successful bidder becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.

48. Terms of Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned or otherwise transferred, in whole or in part, by the selected Vendor without advance written consent of LIC and any such sale, lease, assignment or transfer otherwise made by the selected Vendor shall be void and of no effect whatsoever.

49. Minimum Wages

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.

The successful bidder will ensure strict compliance of all labor 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 made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/laborer'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.

50. Normalization of Bids

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:

- Incremental bid submission in part of the requested clarification by LIC or
- Revised submissions of the entire bid in the whole.

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 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.

51. Communications

Any communication given by one party to the other pursuant to the Contract shall contain the RFP reference and should be sent to other party in writing or by email and confirmed in writing to the other Party's address. For all written communication related to this RFP, the following shall be the address of LIC:

The Executive Director (IT/SD),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

52. Publicity

Any publicity by the vendor in which the name of LIC is to be used should be done only with the prior and explicit written permission of LIC.

53. Consortiums or sub-contractor

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.

54. Conflict of interest

I.   The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists nor is likely to arise in the performance of its obligations under the contract.

II. A Vendor will not have a conflict of interest that may affect the Services. Bidder shall not have a conflict of interest that may affect the evaluation process. Any bidder found to have a conflict of Interest shall be disqualified. In the event of disqualification, bidder shall forfeit and LIC shall appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to LIC for, inter alia, the time, cost and effort of LIC including consideration of

such bidder's Proposal, without prejudice to any other right or remedy that may be available to LIC hereunder or otherwise.

III. LIC requires that the Vendor provides professional, objective, and impartial services and at all times hold LIC"s interests" paramount, avoids conflicts with other assignments or its own interests, and acts without any consideration for future work. The Vendor shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.

IV. Without limiting the generality of the above, bidder shall be deemed to have a conflict of Interest affecting the evaluation process, if:

   i. the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate(or any constituent thereof) have common controlling shareholders or other ownership interest;
   ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate;
   iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Proposal of either or each of the other Bidder; or there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment.

   Notification of a conflict of interest:
   The Vendor shall make a disclosure to LIC as soon as any potential conflict comes to their notice but in no case later than 30 days and any breach of this obligation of disclosure shall be construed as Conflict of Interest. LIC shall, upon being notified by the Vendor under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Vendor within a period not exceeding 15 days.

55. Varying the Services

I. Variations proposed by LIC –

LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 10% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 10% will be informed to the vendor in writing. If LIC wants to vary the Services:
   a) LIC will request the Vendor in writing setting out the proposed variations.
   b) within 15 working days after receiving LIC's request or within another period mutually agreed, the Vendor must respond in writing to LIC specifying what impact those variations will have on:
      i. the Service Charges; the Services or Deliverables, including any Deliverable.
      ii. the Vendor's ability to perform its obligations under current Contract (including its ability to meet Milestones) and with respect to the change of scope proposed.
   c) Within 15 working days after receiving the Vendor's response, or within another period mutually agreed, LIC will give the Vendor a written notice accepting or rejecting the response.
   d) The contract may be varied only in writing signed by each party.

II. Effective date of variation –

Any variation in the services will take effect from the date on which the parties execute a Change Order. In such a case, the Contract will be amended to give effect to the Change Order.

III. Change Order –

a) If any such change causes an increase or decrease in the cost of, or the time required for, the vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the vendor for adjustment under this clause will be asserted within fifteen (15) days from the date of the vendor's receipt of LIC"s change order.

b) Payment under this clause will be made only if Change orders are exercised, approved and delivered.

IV.   Change Requests –

The following would constitute a Change request:

a) Any work which has not been specifically mentioned in the scope of work of the RFP, the annexure, and the pre-bid queries
b) Any changes in the deliverables post approval by LIC.

In such a case, the additional effort estimated by the vendor and its costs would be discussed and finalized in discussions with the vendor. The basis of this cost would be as quoted by the vendor in the Annexure F - Indicative Commercial Bid.

Payment under this clause will be made only if Change requests are exercised, approved, and delivered.

V.   Contract Amendments –

No variation in or modification of the terms of the contract shall be made except by written amendment signed by both LIC and the vendors. Any changes in law, taxes and policies shall be governed through the provision of this RFP.

Section D: Current Environment

1. Current Environment

LIC is currently having the following structure and geographical spread:
- Corporate Office (also called as Central Office): Mumbai
- Zonal Offices: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Kanpur, Delhi, Mumbai, Patna)
- Zonal training Centers: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Agra, Delhi, Pune and Jamshedpur)
- Management Development Centre: 1 (Mumbai)
- Divisional Offices: 113
- Pension & Group Superannuation Units: 74
- BOs/ SOs/ MOs etc.: 4800 (approx.)

As of date, all offices of LIC are networked and have extranet and internet leased links also. The primary DC is in Mumbai.

2. Corporate Office

Address: LIC Of India, Central Office, Yogakshema, J B Marg, Nariman Point, Mumbai – 400 021

3. Zonal Office Addresses

Central Zone 60-B, "Jeevan Shikha", Hoshangabad Road, P.B.No.28 Bhopal - 462 011	North Central Zone Jeevan Vikas, 16/275, Civil Lines, Kanpur - 208 001.
Eastern Zone 4, C.R. Avenue, Hindusthan Buildings, Kolkata - 700 072	Southern Zone "LIC Building", 153, Anna Salai, P.B. No.2450, Chennai - 600 002
East Central Zone "Jeevan Deep" Building, Exhibition Road, Patna - 800 001	South Central Zone Jeevan Bhagya, South Central Zonal Office, Opp Secretariat, Saifabad, Hyderabad – 500 063
North Zone "Jeevan Bharti", Tower-II, 124, Connaught Circus, P.B. No. 630, New Delhi - 110 001	Western Zone "Yogakshema", West Wing, Jeevan Bima Marg, P.O. Box No. 11709, Mumbai - 400 021

4. Zonal Offices and its Divisions

Name of the Zone	Address of the Zone	Name of Divisions
NZ, Delhi	Jeevan Bharti" Tower-II 124, Connaught Circus, P.B.No.630, New Delhi - 110001	Ajmer, Amritsar, Bikaner, Chandigarh, Delhi – I, Delhi – II, Delhi – III, Jaipur – I, Jaipur – II, Jalandhar, Jodhpur, Karnal, Ludhiana, Rohtak, Shimla, Srinagar, Udaipur,
NCZ, Kanpur	LIC of India, Jeevan Vikas, 16/275, Mahatma Gandhi Marg, Civil Lines, Kanpur- 208 001.	Agra, Aligarh, Allahabad, Bareilly, Dehradun, Faizabad, Gorakhpur, Haldwani, Kanpur, Lucknow, Meerut, Varanasi
CZ, Bhopal	60-B, Arera Hills, "JeevanShikha", Hoshangabad Road, P.B. No. 28, Bhopal – 462011	Bhopal, Bilaspur, Gwalior, Indore, Jabalpur, Raipur, Satna, Shahdol

Name of the Zone	Address of the Zone	Name of Divisions
EZ, Kolkata	4, C.R. Avenue., Hindusthan Buildings, Kolkata - 700 072.	Asansol, Burdwan, Bongaigaon, Guwahati, Howrah (Kolkata), Jalpaiguri, Jorhat, Kolkata Metro DO-I (Kolkata), Kolkata Metro DO-II(Kolkata), KSDO(Kolkata), Kharagpur, Silchar,
ECZ, Patna	Jeevan Deep Building, Exhibition Road, Patna. Bihar - 800001	Begusai, Berhampur, Bhagalpur, Bhubaneswar, Cuttack, Hazaribagh, Jamshedpur, Muzaffarpur, Patna – I, Patna – II, Samalpur
SCZ, Hyderabad	Jeevan Bhagya, South Central Zonal Office, Opp. To Secretariat, Saifabad, Hyderabad-500063	Bangalore-1, Bangalore-2, Belgaum, Cuddapah, Dharwad, Hyderabad, Karimnagar, Machilipatnam, Mysore, Nellore, Raichur, Rajahmundry, Secunderabad, Shimoga, Udupi, Visakhapatnam, Warangal
SZ, Chennai	"LIC Building", 153, Anna Salai, PB No.2450, Chennai - 600 002.	Chennai – I, Chennai – II, Coimbatore, Ernakulam, Kottayam, Kozhikode, Madurai, Salem, Thanjavur, Thiruvananthapuram, Thrissur, Tirunelveli, Vellore
WZ, Mumbai	"Yogakshema", West Wing, Jeevan Bima Marg, P.O.BOX NO. 11709, Mumbai - 400 021	Rajkot, Amravati, Ahmedabad, Gandhinagar, Surat, Vadodara, Mumbai I, Mumbai II, Mumbai III, Mumbai IV, Mumbai SSS, Kolhapur, Thane, Goa, Satara, Pune I, Pune - II, Nashik, Nagpur, Aurangabad, Bhavnagar, Nadiad, Nanded

Section E: Scope of Services

1. Brief Scope of Work

- As part of this RFP, LIC intends to implement the following solutions at LIC:
    - I. Identity Governance and Administration (IGA)

- The bidder shall perform the below high-level activities as part of the scope of work. Please note, the below list of activities and deliverables are indicative and not exhaustive.

Phase No.	Phase Name	Activities to be performed	Deliverables
1	Planning	▪ Conduct kick-off meeting ▪ Study of present architecture at Data centers. ▪ Study of LIC's existing security environment, processes, and guidelines ▪ Identify business objectives & technical requirements ▪ Define pre-requisites if any ▪ Outline an implementation strategy and detailed plan with timelines and milestones for entire duration of the project. ▪ Ensure that security and compliance requirements are integrated into the design and develop a plan for addressing them. ▪ Ensure compatibility and interoperability between different security solutions.	Detailed Project Plan for each solution as part of this RFP. Note: Separate plan document to be submitted for each in-scope solution.

2	Designing	▪ **Architecture Diagram:**
		  o Design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope solution.
		  o Connectivity and data flow diagram for each in-scope solution
		
		▪ **Policy & Procedure Documents:**
		  o SOP for solution implementation
		  o SOP for operations of the solution
		  o Detailed roles and responsibilities defined in RACI matrix.
		  o Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD)
		  o Acceptance procedures, Test cases & test plans, etc.
		  o BCP/DR/Failover Strategy and process document
		  o Incident Response strategy and process document
			▪ Architecture Diagrams High-level and low-level)
			▪ Connectivity and data flow diagram
			▪ Policy & Procedure documents
			
			Note: Above documents shall be prepared in a mutually agreed template.
			
			Bidder shall submit soft and hard copies for all the above documents in the finalized template.

3	Implementing	▪ **Supply and Installation:**
		  o Supply of hardware and software for in-scope solutions
		  o Installation and implementation of the solutions as per the architecture design.
		  o Installation will include proper mounting, labeling, tagging of all the
			▪ Site Ready Document/Site Not Ready Document as applicable.
			▪ Successful deployment confirmation

		equipment and provide network and power connections.	▪ Validation report by OEM

		▪ **Configuration & Integration:**
		  o Configuring the solutions as per defined MBSS/SCD. Configuration to meet industry standards and regulatory guidelines.
		  o Integrating the solutions with:
		    ▪ Its own components as applicable.
		    ▪ Other security solutions as applicable.
		    ▪ Active directory, servers, network devices, endpoints and other applicable IT assets.
		  o Bidder shall recommend ways for secure communication and assist LIC in defining the firewall rules as applicable. All such configurations shall be documented as part of the policy/process documentation. Configuration of firewall rules will be done by LIC firewall team.
		
		▪ **Optimizing & Deployment Validation:**
		  o Fine tuning of the solutions for better performance.
		  o Monitor and resolve issues as applicable
		  o Validation of deployment of the solution to be performed by respective OEM of the deployed solution. In case OEM is not satisfied with the installation and configuration of product, they will submit their recommendation in form of a separate report to LIC accordingly. Bidder shall perform necessary changes as recommended by the OEM.
		  o 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 within 3 months.	

4	**Sustaining**	▪ Post- deployment (after sign-off from LIC) bidder shall manage & monitor proposed solutions. ▪ Facilitation & operation for continuous monitoring, performance optimization, upgradation, maintaining compliance with LIC policies, industry standards and regulatory guidelines, change management, incident response, etc.	▪ Periodic reports ▪ Dashboards

- **Compliance with IS Security Policy:**
  The SI shall have to comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:
    - Responsibilities for data and application privacy and confidentiality.
    - Responsibilities on system and software access control and administration
    - Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor
    - Physical Security of the facilities
    - Physical and logical separation from other customers of the Vendor
    - Incident response and reporting procedures
    - Password Policy
    - Access management Policy
    - Acceptable usage Policy (Authentication and Identity Management, Authorization and access control)
    - Data Encryption / Protection requirements of LIC
    - Cyber Security Policy
    - Auditing
    - In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured
    - Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC

- **Right to Audit:**
    - It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empaneled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC.
    - Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.
    - Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC.

2. Detailed Scope of Work

LIC wants to implement the Identity Governance and Administration (IGA) solution with the following capabilities:

i. **Identity Life Cycle Management**: refers to the managing complete lifecycle of a digital identity within an organization. It encompasses the various stages and activities related to creating, modifying, and deactivating user identities and their associated access privileges.

ii.   **Role Mining**: Multiple application instances may have different roles defined in these instances. The Identity Management solution should have capability to mine the roles existing in these application instances. The roles pulled out should be accessible to IGA administrator for further changes.

iii.   **Entitlements Management**: refers to the process of defining, managing, and enforcing granular access rights and permissions for individual users or groups within an organization. It involves specifying the specific entitlements or privileges that a user or group is granted for accessing resources, applications, systems, and data.

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.

v.   **Password synchronization**: Refers to the password synchronization across AD, SAP, API, and a DB based integrated application.

vi.   **Access Requests Management**: This capability enables end users to request access to resources, such as accounts, roles, and entitlements for themselves (and in some cases for others) and has a major impact on the user experience.

vii.   **Workflow Management**: Workflows generally coordinate with people and external systems to make decisions in support of policies. Most often, this enables managers and resource owners to approve or deny access requests. Workflow also orchestrates tasks that may not be directly related to access requests. Workflows for approval processes usually follow a limited number of basic patterns and, without requiring customization, should support:

   a.   **Delegation** — Approvers allowing others to act on their behalf for approval tasks

   b.   **Escalation** — Requests forwarded to another approver if there is no response during a given time limit

   c.   **Policy and Role Management**: Policies and roles in IDAM solution work together to enable organizations to improve the efficiency of, and control over, access administration. Roles bring groups of users together with sets of entitlements, whereas policies control the automatic assignment and removal of roles for users.

   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 (microcertifications).

   e.   **Fulfilment**: Fulfillment is one of the most visible and complex capabilities of an IDAM product. It allows changes initiated by the system to be reflected in target systems. Direct fulfillment connects with target systems, whereas indirect fulfillment uses a workflow or external system to complete actions. Direct fulfillment, often known as provisioning, is efficient, but can be challenging to implement. Solution often provides connectors for target system directories such as AD, LDAP, SAP, JDBC etc. Indirect fulfillment is exemplified by the concept of a service desk connector, which allows account management operations for certain target systems to be forwarded to a service desk for fulfillment by engineers.

   f.   **Audit Logging and Monitoring**: refers to the process of systematically monitoring, recording, and reviewing activities related to user identities, access permissions, and authentication events within an organization's IT systems and applications. It involves the collection and analysis of business rules and controls audit logs and other relevant data to ensure compliance, detect security incidents, and support investigations.

g. **Identity Analytics and Reporting**: It provide specific analytics and reporting modules with some embedded identity analytics and risk-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 analyzing identity and access data to identify patterns, trends, and anomalies, and then generating reports to inform decision-making, improve security, and support compliance efforts

2.1 General requirements / information

These are the basic size/scope requirements for this project. The bidder can offer extra services as an added value.

- There is no existing IGA solution in place at LIC.
- There is a requirement to integrate with the 3rd party fulfilment/provisioning system.
- Total 89000 FTE users in scope.
- Total 1000 FTC users in scope.
- 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.
- Apart from LIC's core insurance application, other applications are web applications and uses AD (Active Directory) or LDAP for authentication.
- There is also a biometric two-factor authentication (2FA) system that stores its own biometric identity data.
- Standard reports that are required in support of certifications and audits.
- Design and implementation of IGA capabilities (Identity lifecycle management, request and approval, identity provisioning, access certification, self-service, periodic reports etc.), policies and processes in line with LIC requirements and regulatory guidelines such as RBI, IRDAI, Cert-in, NCIIPC and MEITY.
- Bidder/OEM to provide list of Out of the Box (OOTB) connectors supported by IGA solution.

2.2 Evaluation, design, and documentation requirements

As a part of IGA implementation readiness, LIC expect bidder to perform:

- Examine current IGA processes, policies, and tools to identify gaps
- Identify and communicate the key gaps and suggest changes to the processes, systems or configurations that might be needed
- Create a roadmap and recommendations for fixing the gaps
- Update/create the required IGA policies, procedures, guidelines, standards, and processes
- Perform application feasibility study for IGA integration listed in RFP.
- Define access certification rules/workflows
- Perform top-down or bottom-up role mining and review/define RBAC and SOD for applications

2.3 IGA implementation and integration requirements

Solution Environments to be deployed in LIC's datacenters:

- 1 for Development and Test
- 2 in HA for the production
- DR/NDR

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)
- 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.

2.4 In scope applications for IGA integration

- 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.
- Additional 120 target applications to be onboarded as part of the operations phase.

2.5 IGA technical compliance matrix

Bidder can refer to the Annexure F for technical specifications to provide compliance response as a part of RFP response.

2.6 Requirement licensing / hardware

- The license should be valid for 5 years.
- 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.
- The bidder must submit a thorough inventory of the hardware components required for the planned implementation of the IGA solution. The bill of quantity (Annexure R) should be itemized separately for all the environments, including Pre-Production, Production, and Disaster Recovery (DR). The BoM should include, but is not limited to, the following details:
  - IGA Components
  - Site/Environment
  - Type (VM/Physical)
  - OS/DB name
  - OS Architecture (Ex. X64)
  - CPU Core
  - VLAN requirement (VLAN or Internet)
  - RAM
  - Disk 1 (Size in GB)
  - Disk 2 (Size in GB)
  - Data Disk (Size in GB)
  - Network Adapter (in GB)
  - DVD ROM
  - Software pre-requisites (.NET framework, IIS, IE, any other OS services, etc.)
- If any missing requirements are discovered during installation, and the bidder will be obliged to provide them free of cost.

2.7 Required warranty, maintenance, and support

- Bidder should provide a summary of the software maintenance coverage available for all the items included in the proposed solution and the capability of providing software upgrades in the future.

- Bidder should describe warranties, guarantees, helpdesk offering, and support that will be available from OEM and Bidder during and after implementation phase and operations phase.
- A detailed list of Service Level Agreement (SLAs) offered by OEM and Bidders should be supplied.
- The bidder should include 12x5 operations support after implementation phase till end of contract. The bidder will be the 1st line of support.

2.8 Required training

- 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)

2.9 Project activities to be considered in scope of work

The objective of this initiative is to provide assessment, design, implementation, and ongoing managed services for an IGA (Identity Governance and Administration) solution to LIC. This will help LIC to deploy and maintain the IGA solution to meet its functional and technical needs related to identity governance and administration.

The scope of effort should encompass all applications that are currently on or intend to become a part of the IGA program at LIC.

Following is the high-level approach can be taken to develop the IGA framework. The following sections will provide details of each step:

- Identify the business drivers that initiate the need for an IGA program
- Identify the gaps between leading practices and current state of IGA at LIC
- Leverage industry standards, regulatory guidelines (RBI, IRDAI, Cert-in, NCIIPC and MEITY), and leading practices to develop the governance framework
- Develop a tactical plan that lists the activities to be done to stand up an IGA body
- Develop the IGA framework to include:
  - Structure of the IGA body
  - Roles and responsibilities
  - IGA domains
  - Checklist for IGA Policies Model
  - Process guidelines for application onboarding/offboarding/change
- Develop a high-level IGA service catalog for all services that the IGA program will deliver

The expected high-level scope/phases for this engagement are as follows:

Activity 1: Assessment and Planning

- Conduct thorough study of LIC's current business process around IGA
- Understand LIC's IGA Business, Architecture and Security Requirements
- Submit a detailed gap analysis report against the functionality requested. Report shall include Identity Governance and Administration (IGA), Role Based Access Control (RBAC), Segregation of Duties (SoD) and Life Cycle Management (LCM) processes
- Assist LIC on making necessary changes (if required) to the current process based on the global standards, regulatory guidelines (RBI, IRDAI, Cert-in, NCIIPC and MEITY) and best practices to fulfill the requirements. All such recommendation shall be backed-up with necessary supporting documents and references
- Adopt People-Process-Technology approach to baseline IGA framework, processes, and architecture
- Conduct workshops for all the required "To-Be" business processes with corresponding business stakeholders from IT and Business Owners across LIC
- Agree on high level IGA blueprint, architecture, and deployment approach for all required IGA modules

Activity 2: Blueprint – Target State Design and Architecture

- Design IGA blueprint, architecture, and deployment approach for all IGA modules
- Design IGA governance policies
- Refine functional requirements, use cases for the IGA Solution
- Design business process workflows for all the IGA processes
- Perform Enterprise Role Management to identify all business roles across all applications
- Define birthright roles for various HR/Personnel/Contractor roles that exist in the Authoritative Source to achieve role-based birthright access control
- Design the approval and escalation model for standard access and privileged accesses
- Design the appropriate delegation model for identities
- Design the compliance and access review processes
- Provide best practice and comply with industrial security standards and regulatory guidelines (RBI, IRDAI, Cert-in, NCIIPC and MEITY).

Activity 3: Implementation and Application Onboarding

The bidder is responsible for procuring and obtaining the IGA licenses and the required IGA software components. All licenses must be registered under the name of Life Insurance Corporation of India. The bidder should also set up and configure all the necessary software prerequisites and IGA software components. Furthermore, they should deploy the complete IGA solution, including installation, implementation, and configuration, in all the pre-production (development-test), production and disaster recovery environments.

- IGA product license and software pre-requisites to be delivered as part of solution
- Integrate the key in-scope applications with IGA solution
- Integrate LIC's Core Insurance application as both an authoritative source and end target application
- Configure centralized identity repository
- Set unique identifiable for users across an authoritative source, IGA, AD, and other end target applications
- Automate the following user lifecycle management business processes for in-scope applications/systems
    - Employee onboarding provisioning based on authoritative source (LIC's Core Insurance) entries with birth-right accesses
    - Employee off-boarding based on authoritative source updates
    - Normal/planned terminations
    - Immediate terminations
    - Leaves of absence (Long term)
    - Department/Job transfers/Promotions to trigger business processes to add/removal of accesses
- Automate the following Identity and Access Governance business processes for in-scope applications/systems
    - Identity reconciliation for FTEs and FTCs
    - Access request workflow
    - Access approval workflow
    - Automated access certification/re-certifications (User, Role, Application, Entitlement)
    - Policies enforcement
    - Continues user activity and compliance monitoring
    - Audit logging and notifications
- Synchronize profile updates to all connected applications (Update user information based on authoritative source entries to the integrated applications)
- Leave delegation to be synchronized to IGA solution during planned leaves
- Provide self-service features for access request and enable dynamic approval flow based on the type of access requested. Also enable more than 2/3/4 levels of approvals for some sensitive access requests

- AD Group Management
- Orphan Account & Service Account management
- Detection of duplicate accounts across all applications
- Automatic de-activation of dormant accounts across all applications
- Automate the life cycle of privilege accounts life cycle including creation, update, disable
- Scan all existing privilege accounts across all integrated applications
- Set up the process for the adaption and review of generic IDs
- Set up policies and automate the process of periodic recertification and reconciliation of access for ensuring correct accesses and elimination of dormant accounts
- Design and configure IGA to accommodate additional roles and responsibilities on configurational aspects, where admin can configure as part of BAU
- Setting up policies and automate the user access management processes including but not limited to access provisioning, de-provisioning, access grant, role request, request fulfilment, access reconciliation process for all applications
- Integrate PAM (Iraje) Solution with IGA solution
- Integrate with SMS Gateway to communicate alerts, messages, etc.
- Integrate ticketing solution with IGA solution
- SIEM Integration with IGA solution
- OOTB and custom reporting configuration & report templates, including:
  - Provision and de-provision request history
  - Joiner, Mover, and Leaver history
  - Contractor access reports
  - Privileged account access reports
  - Pending task Items
  - Access certifications history
  - Other generic IGA audit and compliance reports
- Provide hyper care of 90 calendar days post successful go-live

Activity 4: RBAC and SoD design/review and implementation

Bidder needed to assist LIC in review/create existing Role Based Access Control (RBAC) and Segregation of Duties (SoD) and implementing for critical applications. In particular, the focus is around the following areas:

Scope of work for Bidders:

- Implement role-based access model for all ~170 applications in IGA solution
- Discuss and collect the necessary information about the application roles to be implemented, from application/business teams
- Implement / change the current access management model in applications to role-based access model for all applications in scope. The implemented role model should provide clear understanding of roles that are requested, approved, or are reviewed by the business stakeholders/SPOCs
- Implement SoD violation policy as per LIC's designed future access model and requirements

Scope of work for LIC:

- LIC to help in defining the SoDs
- Assist with providing details to define and design the policies and processes to be implemented as per respective department
- Assist with the roles details to be incorporated in the system
- One time correction of the assignment of roles to the users at applications level
- Regular maintenance of roles and associated permissions in the applications

Activity 5: Operations support and maintenance

Managed service support till the end of contract post successful implementation of the solution to be provided by bidder for IGA solution.

- Identify a strategy and approach for providing a managed service for IGA solution
- Identify and provide level-1, level-2 and level-3 support
- Provide your SLA (service level agreement) and escalation matrix
- Propose a support model and coverage based on LIC business model
- Additional target applications onboarding (~ 120 applications)
- Perform IGA environment Maintenance, Upgrade and Patching
- Remediate issues identified as part of Vulnerability Assessment and Penetration Testing (VAPT) and other security assessments conducted around the IGA solution.
- Support disaster recovery (DR) drills
- Preform root cause analysis (RCA) and document
- Create/update Standard Operating Procedures (SOP)
- Provide on-call support for Priority-1 and Priority-2 incidents beyond standard support hours
- Adhere to LIC Incident/Problem/Change management processes
- Continuous service improvements
- Reporting and audit support

Activity 6: Training and knowledge transfer

- Provide end user training on IGA Self Service features
- Provide hands-on knowledge transfer sessions to IGA Administration team which will include session walk-through of configuration and code deployed for the IGA solution
- Provide the Standard Operation Procedure (SOP) walkthrough which will include knowledge sharing of critical commands features to maintain the solution in a healthy state. This shall include backup and restore operations, stop, start, and restart operation, updating patches / fix-pack and to monitor the solution

3. Sizing Requirements

   I. Total FTEs – 89000 Users
  II. Total FTCs – 1000 Users
 III. Total applications for integration during implementation phase – 50
 IV. Additional applications to be onboarded as part of the operations phase – 120

4. RACI Matrix

Below Table depicts desired RACI (Responsible-R, Accountable-A, Consulted-C, Informed-I) matrix for in-scope solutions which is non-exhaustive. The successful bidder must submit comprehensive RACI for proposed services in a similar way in their response to RFP.

SN	Build foundation and implementation - Activities	SI	LIC	OEM
1	Kick-off, plan creation, project governance & communications structure creation	R, A	C, I	-
2	Facilitation for SI team to work out of LIC offices	C, I	R, A	-
3	LIC SPOC allocation & stakeholder identification for IGA program	C, I	R, A, C	-
4	Facilitating requirements gathering, documentation, discussions & walkthroughs	C, I	R, A	-
5	Architecture and design for LIC IGA foundation build	R, A	C, I	-
6	Reviewing, changing, operating existing IGA processes and data clean-up	C, I	R, A, C, I	-
7	Review and sign off on foundation build requirements, architecture & design	C, I	R, A	-
8	IGA deployment pre-requisite readiness	C, I	R, A	-
9	Deployment of LIC on private cloud IGA across production, pre-production, and disaster recovery	R, A	C, I	-
10	Availability of pre-requisites to development activities for foundation build	C, I	R, A	-

SN		SI	LIC	OEM
11	Development activities for foundation build	R, A	C, I	-
12	Creation of test cases for foundation build	R, A	C, I	-
13	User Acceptance Testing (UAT) for foundation build	R	A, C, I	-
14	Availability of code and configuration repository	C, I	R, A	-
15	Managing IGA code & configuration branch for foundation build within repository	R	A, C, I	-
16	Availability of pre-requisites for foundation build to production deployment	C, I	R, A	-
17	Change management & communication activities	C, I	R, A	-
18	Deployment activities for Foundation Build	R, A	C, I	-
19	Prepare and finalise IGA documentation (SoPs)	R, A	C, I	-
20	Handover to operations	R, C	A, I	-
21	Analysis of LIC applications for IGA integration pre-requisites	R	A, C, I	-
SN	**IGA integration - Activities**	**SI**	**LIC**	**OEM**
1	LIC Application and instance stakeholder identification	C, I	R, A, C	-
2	Facilitating application and instance integration requirements gathering, documentation, discussions & walkthroughs	C, I	R, A	-
3	Internal LIC executive push for IGA integration prioritization	C, I	R, A	-
4	Tracking of application and Instance integration progress	C, I	R, A	-
5	Review and sign off on application and instance integration requirements & design	C, I	R, A	-
6	Availability of pre-requisites for development activities	C, I	R, A	-
7	Development activities for integration of application and Instance	R, A	C, I	-
8	Creation of test cases for application and instance integration testing	R, A	C, I	-
9	User Acceptance Testing (UAT) for application and instance integration	R	A, C, I	-
10	Updates to code and configuration repository (IGA branches)	R	A, C, I	-
11	Managing IGA code & configuration branches within repository	R	A, C, I	-
12	Availability of pre-requisites for production deployment of application and instance integration	C, I	R, A	-
13	Change Management & communication activities	C, I	R, A	-
14	Production deployment activities for application and instance integration	R, A	C, I	-
15	Update IGA documentation (Design & SoPs)	R, A	C, I	-
16	Handover to operations	R, C	A, I	-
SN	**IGA operations - Activities**	**SI**	**LIC**	**OEM**
1	Facilitation for SI team to work out of LIC offices	C, I	R, A	-
2	Management of underlying hardware/compute, OS, application server, DB & network	C, I	R, A	-
3	Performing OS restarts, taking VM backups and restoring VM backups	C, I	R, A	-
4	Performance & capacity management and Solution monitoring	C, I	R, A	-
5	User data change related requests (L1)	-	R, A, C, I	-
6	User access management requests (L1)	-	R, A, C, I	-
7	Managing the code and configuration repository	R, A	C, I	-
8	Assistance in functional tasks such as IGA re-certifications and generating reports	C	R, A, I	-
9	Updates to Standard Operating Procedures (SOPs)	R, A	C, I	-
10	Documenting configuration changes	R, A	C, I	-
11	Interactions with OEM for platform related issues	R, A	C, I	-
12	Patching pre-production, production and DR (Disaster Recovery - optional)	R	A, C, I	-

SN		SI	LIC	OEM
13	Raising Service Requests (SR) or incident tickets	C, I	R, A	-
14	Identity and Access operations within applications and instances	-	R, A, C, I	-
15	Manual or script-based data changes in target applications	-	R, A, C, I	-
16	DR Drills	C, I	R, A	-
17	IGA service & data management (Backup, Restore, Restart etc..)	R, A	C, I	-
18	Change Management & communication activities	C, I	R, A	-
19	Communications, user education and awareness materials	C, I	R, A	-
20	User Acceptance Testing (UAT)	-	R, A, C, I	-
21	Production deployment of new integrations	C, I	R, A	-
SN	**IGA Transformation - Activities**	**SI**	**LIC**	**OEM**
1	Plan, Design, Implementation	R, A	R, A	C, I
2	Identity and Access Management Best Practices. Audit- Identify existing IGA capabilities and parameters, recommended IGA practices, and formulate a corrective action plan	A	R	C,I
3	Performance Monitoring	R,A	C	I
4	IGA Tool/Software availability and support	R,A	R,A	C,I
5	Service Request Handling	R,A	C	I
6	Incident Detection and Notification	R,A	C	I
7	Incident Troubleshooting	A	R	C,I
8	Incident Communication Updates	R,A	R,A	C,I
9	Incident Escalation	R,A	R,A	C,I
10	Incident Closure- Restoration	R,A	R,A	C,I
11	Problem Management- Root Cause Analysis (24 hours)	R,A	R,A	C,I
12	Configuration Change Plan	R,A	C	I
13	Impact Analysis and change validation	R,C	R,A	I
14	Change Approval	A	C,I	R
15	Change- Method of Procedure	R	A	C,I
16	Change Execution	R,A	A	C,I
17	Change Communication	R,A	C	I
18	Proactive Software Risk Assessment Software Selection	R,C	R,A	I
19	Software Implementation	R	A	C,I
20	Software Security Vulnerability Assessment	R	A	C,I
21	Configuration Audit, Best Practices	R,A	R,A	C,I
22	Configuration Remediation	R,A	C	I
23	Capacity Audit and Benchmarking	A	R	C,I
24	Performance Audit	R,A	R	C,I
25	Capacity and Performance Monitoring	R,A	C	I
26	Inventory Management	R,A	C	I
27	License Management	R,A	C	I
28	Reporting	R,A	C	I
29	SLA Performance	R,A	R,A	C,I
30	SLA Reporting	R,A	C	I
31	Service Delivery Review and Governance	R,A	R,A	C,I
32	First Information report (FIR) on incident (1 Hour)	R,A	R,A	C,I
33	Business Continuity Management	R,A	R,A	C,I
34	Proactive Threat Assessment	R,A	R,A	C,I

5. Resource Deployment

Bidder shall deploy qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises.

SN	Resource	Responsibilities	Experience
1	Project Management Officer	Manage and oversee the complete IGA program, deliver weekly status updates, provide monthly Governance dashboards, and ensure the project schedule, resource alignment, and timely milestone achievement.	10 - 15 Years
2	IGA Architect	Engage in consulting, assessment, revision, design, implementation, and operation of the entire IGA landscape (people, process, and technology) for LIC.	15+ Years
3	Subject Matter Resource	Provide assistance to the IGA Architect to design IGA processes, implement the IGA solution, integrate applications, and offer support for L1, L2, and L3 activities.	5 - 12 Years
4	Business Analysts	Create documentation for designs and processes, review and establish RBAC (Role-Based Access Control) and SOD (Segregation of Duties) controls and gather application information for the purpose of IGA integration.	5 -12 Years
5	Manage Service Support (12x5) for 5 years	Manage and oversee L1, L2, and L3 activities. **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. **Change Management and Incident Management Support**: Require the mandatory presence of L1, L2, and L3 resources during Change Management and Incident Management events.	L3 – 12+ years of architect and implementation experience and relevant certifications L2 – 7-10 years of IGA experience and must have certifications L1 – 3-5 years of relevant IGA experience with certifications

Following conditions shall be applicable regarding the onsite L1/L2 support:

- Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within 5 weeks from the date of issue of purchase order/Letter-of-Intent.
- If required, the candidates (for onsite support at LIC) may be interviewed by LIC officials or LIC's consultant or persons nominated by LIC; including hands on troubleshooting etc. based on which the candidate will be assessed and shortlisted.
- If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.
- Shortlisted candidates will also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of

attrition/resignation, the pool has to be updated on regular basis following the process defined above.

- In case of a person going on leave, suitable replacement shall be provided from the pool for that leave-period failing which penalty as per the SLA conditions shall be applicable.
- If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable. This will be cumulative in nature for each occurrence.
- In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC, for reasons other than termination, death and hospitalization.
- On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
- The vendor shall provide the background verification, including Police Clearance Report of the onsite resources.

6. Project Timelines

Phase Wise Project Timelines

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the equipment as quoted in the bill of materials for each solution in-scope. Date of delivery of last item shall be taken as date of delivery for all items.	T + 8 Weeks = T1
3	Gain a comprehensive understanding of the current state of IGA processes, design the future state architecture and processes for IGA, create procedures, and develop a roadmap for implementation.	T1 + 8 Weeks = T2
4	Standard deployment of the IGA solution in both Pre-Production and Production environments, IGA use cases design and sign-off	T2 + 12 Weeks = T3
5	Execute the IGA implementation and configuration, including the onboarding of one sample application and the development and demonstration of finalized use cases for it.	T3 + 8 Weeks = T4
6	Production roll-out and 50 additional applications onboarding with automated IGA use cases	T4 + 52 Weeks = T5
7	Manage Service Support 12x5 (L1, L2 and L3)	From T4 Till end of Contract

7. Service Level Agreements (SLAs)

The bidder has to ensure adherence to SLAs given in this RFP. Non-adherence will attract penalties as given below:

Sr. No.	Description	Penalty
1	**Parameter**: Implementation Time **Definition**: The period within which the IGA solution will be fully implemented and operational post-contract signing. **Target Service Level**: To be implemented as per the defined timeline in RFP.	0.25 % of the total PO value per week of delay or part thereof.
2	**Parameter**: Uptime **Definition**: The percentage of time the IGA system is expected to be operational and available. **Target Service Level**: 99.99% per month	0.25 % of the total PO value for every 0.1% decrease of system uptime.

Sr. No.	Description	Penalty
3	**Parameter**: Incident Response Time **Definition**: The time it takes for the service provider to respond to different incident priority levels. **Target Service Level**: Critical: 30 minutes, High: 1 hour Medium: 6 hours Low: 24 hours	Penalty (% of PO value) for missing the incidents will be as follows: Critical & High: ☐ 1-3 events: 2% ☐ 3-6 events: 4% ☐ 6-10 events: 6% ☐ 11 and above events: 10% Medium & Low: ☐ 1-3 events: 1% ☐ 3-6 events: 2% ☐ 6-10 events: 3% ☐ 11 and above events: 5%
4	**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	2 % of the total PO value on non-compliance after the timelines.
5	**Parameter**: Backup Frequency **Definition**: How often data should be backed up to ensure recoverability. **Target Service Level**: Daily Incremental and Weekly Full Backup	2 % of the total PO value on non-compliance after the timelines.
6	**Parameter**: Software Updates **Definition**: Frequency of applying software updates, patches, and security fixes to the IGA system. **Target Service Level**: Monthly (In a month after OEM released patches and security updates)	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 for each week of delay or part thereof.
7	**Parameter**: Security Bug/ vulnerability / enhancements etc. **Definition**: Applying of software updates, patches, and security fixes to remediate the bugs/vulnerabilities in the IGA system reported as part of the VAPT activities. **Target Service Level**: Critical (2 Working Day), Non-Critical (6 Working Days)	2 % of the total PO value on non-compliance after the timelines for critical vulnerabilities. 1 % of the total PO value on non-compliance after the timelines for non-critical vulnerabilities.
8	**Parameter**: Replacement/Repair **Definition**: Process for replacing or repairing hardware/components in the event of system failure. **Target Service Level**: Replacement within 24 hours	0.02% of the total PO value per every 1 hour of delay or part thereof.
9	**Parameter**: Reporting Frequency **Definition**: Frequency and content of security reports, incident summaries, and performance metrics. **Target Service Level**: Daily, Weekly and Monthly reports	2 % of the total PO value on non-compliance after the timelines.
10	**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.	0.25 % of the total PO value per week of delay or part thereof.
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. **Target Service Level**: 100% coverage	0.25 % of the total PO value per week of delay or part thereof.

Sr. No.	Description	Penalty
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	0.25 % of the total PO value per week of delay or part thereof.

Support SLA:

Incident Priority	Priority	Response	Resolution	Example
P1	Critical	30 minutes	4 hours	Production issue that severely impacts Customer use of complete solution capabilities and impacting the entire or majority of the Customer organization. The situation halts Customer business operations and no procedural workaround exists.
				Solution service is down or unavailable.
				Customer data is corrupted or lost and must be restored from backup.
				A critical documented feature / function is not available.
P2	High	1 Hour	12 hours	Major solution functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of Customer business operations and no reasonable workaround exists.
				Solution capabilities are operational but exhibit highly degraded performance to the point of major impact on usage.
				Important features of the solution are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
P3	Medium	6 hours	48 hours	There is a partial, non-critical loss of use of the solution with a medium-to-low impact on Customer Cyber, but Customer business continues to function. Short-term workaround is available, but not scalable.
P4	Low	24 Hours	72 Hours	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, best practice, installation or configuration, bug affecting a small number of users. Acceptable workaround available.

- Exclusions from downtime calculation include the following:
    - Downtime because of LAN cabling faults.
    - Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
    - All failures due to source power unavailability and power conditioning, UPS failure etc. beyond control of Vendor Managed Services.
    - Force Majeure conditions defined above or any condition not foreseen but mutually agreed by both the parties.
    - Link outages owing to ISPs.
    - Downtime due to any device/appliance not managed by the Vendor.

- Penalty caps:
  - The total penalty for delivery and installation shall not exceed 10% of the PO value.
  - The total penalty for onsite and offsite support shall not exceed 100% of the quarterly charges payable for onsite and offsite support for reasons other than absence.

Section F: General Terms & Conditions

1. Delivery & Installation Schedule

The vendor shall be responsible for delivery and complete installation of all the equipment/components ordered by LIC and for making them fully operational at no additional cost to LIC within the time frame defined below, for each purchase order.

 a. Delivery, installation and integration (with the current setup) of the ordered equipment should be completed as per timelines mentioned in this RFP.
 b. The installation / integration will be deemed as incomplete for a site if any component is not delivered/ installed/ integrated or is not as per the specifications and hence not acceptable to LIC.
 c. Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.
 d. However, equipment/components not delivered/installed beyond mentioned timelines, from the date of the Purchase order, will be dealt with as follows:-
  i. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.
  ii. The penalty clause as mentioned in in the RFP will be applicable.
  iii. Deductions of penalty will be made from any amount payable to the vendor by LIC.
  iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.
  v. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai.
  vi. Termination of contract and blacklisting.
 e. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the vendor may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.

2. Site Not Ready Cases

In case the site is not found ready for installation upon the vendors visit, due to any reason(s) attributable to LIC, then the vendor will undertake following activities:

 a. Open the consignment boxes and verify the deliverables as per Purchase order.
 b. In case of complete delivery (i.e. no short shipment of any component), conduct Power-On Self-Test (POST) and see the equipment are working properly.
 c. After POST, seal the boxes again in presence of LIC officials who will sign the SNR.
 d. Obtain a SNR certificate (as per the format attached herewith as Annexure I) from the LIC office within the delivery and installation period else penalty will be applicable.
 e. In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipment will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s).
 f. In case of any short shipment/equipment not functioning, LIC will not issue Site Not Ready (SNR) certificate but only Short Shipment Form (SSF) as per Annexure J will be issued. Vendor should arrange the delivery of the short shipment/faulty equipment within the delivery and installation period else, penalty defined as per clause 7 (d) above will be applicable.

3. Installation of Equipment

It is advised that, the vendor should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements i.e. adequate Space, UPS/Power, Earthing, Air Conditioning

etc. No additional charges will be payable by LIC for such survey. If this survey is not done, LIC will not be responsible for any related issues that may arise at the time of installation.

The vendor shall do the actual plugging-in, configuration and testing of all equipment / components during installation. The equipment/component should be tested for physical and software configuration as per Life Insurance Corporation of India's requirement, error resolutions (if any), testing of redundancy (wherever provided) configuration as well as the end- to-end connectivity on Life Insurance Corporation of India's network. The equipment has to be installed in racks wherever provided.

4. Transportation & Insurance

The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period till 10 days from the date of delivery at LIC's offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall:

- Intimate and pursue claim with the Insurance Company till settlement and
- Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.

In case if required, the vendor must provide necessary support at no additional cost to LIC for one time transportation/shipping during the entire contract period from current place of installation to another data centre of LIC. Such requirement and applicable details will be communicated by LIC to the vendor. Vendor shall provide a detailed plan of action for the same.

5. Road Permit

Road/entry permit etc. which may be required for entry into a State for supply of the equipment to the locations mentioned in Purchase Orders will have to be obtained by the Vendor, without any additional cost to LIC. If required, on receiving a written request from vendor, a declaration (Whom so ever it may concern) may be given by LIC to the Vendor to the effect that the equipment/goods are as per the purchase order issued by LIC and these are for LIC's own use and not meant for any resale or for any manufacturing or packing of any goods for sale. The vendor has to take care of all other formalities which may be required for obtaining the Road-Permit / Entry permission.

6. Consequences of Termination of the Selected Bidder

In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

7. Intellectual Property Rights

- **Third Party Material**

The successful bidder must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.

- **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.

- **Responsibility of the successful bidder**
  It would be the responsibility of the successful bidder to ensure that it has legal, valid and current rights to provide all the deliverables as sought under this RFP. LIC acknowledges that save as expressly provided elsewhere in this RFP, all Intellectual Property Rights in relation to the software, its documentation, development, coding and any adaptations, translations and derivative work, whether a copyright, trade mark, patent, trade secret design or otherwise, provided to the LIC by the bidder during, in connection with or in relation to fulfilling its obligations under this RFP will belong to and shall remain a property of the bidder or its licensor, except under the condition when the LIC has taken possession of the software through its rights bestowed upon by the Escrow arrangement.

- **Liability of the successful bidder**
  The successful bidder shall be responsible for all due permissions, authorizations and consents from any third-party licensors of software provided by the bidder for this project.
  The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

- **IPR Warranty**
  The Vendor will warrant that:
    a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and
    b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses.

- **Rights in Bidder's Pre-existing IPR**
  There shall be no assignment or transfer of any Bidder's pre-existing IPRs (including any amendments, modifications, or enhancements thereto) pursuant to this Agreement.

- **Remedy for breach of warranty**
  If a third party lays a claim for any partial or full ownership of any software or its components supplied by the bidder, which jeopardize, disrupt or endanger the LIC's right of uninterrupted use of the software, the bidder shall at no cost whatsoever to the LIC,
    i. regularize the license so that the LIC may continue to use the software in accordance with the terms set out in the RFP and any subsequent Agreement, or
    ii. modify the software without affecting the performance or functional aspects of the software in any manner, to avoid the infringement claim, or
    iii. replace the software with an alternate, non-controversial and non-infringing product, without compromising the quality and functionality of the software to be replaced.

The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.

The LIC shall not be held liable for and would be absolved of any responsibility or claim/litigation arising out of the use of any third-party software or its components or modules supplied by the bidder in terms of requirements of this RFP.

- **Patent Rights and other litigation costs**
  In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, the Vendor will act expeditiously to extinguish such claim. If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received.

  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

8. Termination

- **Right to terminate**
  If Vendor fails to comply any part of the service that does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days.

- **Termination and reduction for convenience**
  a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.
  b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.
  c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination;
  d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.
  e. LIC is not liable to pay compensation under clause c) above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits.
  f. The systems that are complete and ready for delivery within 30 days after the Vendor's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Vendor an amount mutually agreed for partially completed systems and for materials and parts previously procured by the Vendor.

- **Termination by LIC for default**
  Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.

  In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.

- **Termination for Insolvency**
  LIC may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC. In case of termination under this clause LIC is liable to pay for all the services performed by the Vendor till the effective date of termination.

- **After termination**
  On termination of the contract the Vendor must:
  a. Stop work on the Services;
  b. deal with LIC Material as directed by LIC; and
  c. return all LIC's Confidential Information to LIC

- **Survival**
  The following clauses survive the termination and expiry of the contract:
  a. Intellectual Property Rights;
  b. Indemnity;
  c. Insurance;
  d. Confidentiality and privacy;
  e. Protection of personal information;
  f. Security;
  g. Audit and access
  h. Knowledge transfer
  i. Warranty

- **Severability**
  If for any reason whatsoever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties shall negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as closely as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the dispute resolution procedure set forth under this Agreement or otherwise.

- **Termination does not affect accrued rights**
  Termination of the contract does not affect any accrued rights or remedies of a party.

- **Consequences of Termination of the Selected Bidder:**
  In the event of termination of the selected bidder(vendor) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach. The terminated vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination.
  Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

- **Business continuity beyond contract period**
  At the end of the contract period the vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for business continuity. The vendor will provide an expert facility to obtain the data/knowledge in a usable format. The vendor shall render all reasonable assistance and help LIC and any new service provider engaged by LIC for smooth switch over and continuity of service.

- **Knowledge transfer**
  Subject to any qualification or provision to the contrary in the Scope of Work, the Vendor must provide the following assistance to LIC on termination or expiration of the contract:
a. Transferring to or providing LIC access to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract ;and
b. Making Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any 'Commercial-in- Confidence' information of the Vendor.
c. The Parties agree that duration of Knowledge transfer shall in no event exceed 90 days.

Section G: Payment Terms & Conditions

The Payment shall be made as per below terms:

1) No advance payment or interest payment will be made by LIC.

2) Payment will not be released till the completion of the in-scope activities.

3) Payments will be made as per below table, 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.

S.No.	Milestones	Payment	Remarks
Payment for the Delivery of the IGA Solution & Its Implementation **(The payment terms below shall be applicable for individual solution in this RFP)**			
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 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.
2	Installation and integration, initial OEM audit and acceptance testing as per scope of work.	40 % of cost	o Invoice for Balance amount. o Verification of above deliverables and any 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 etc. o OEMs certification of the deployment being in accordance with the scope of work. o Receipt of Installation certificate & sign-off duly signed and stamped by the Bidder, and counter-signed by the officials of IT dept., LIC Central Office.
3	After Go Live i.e., after acceptance test and audit, validation and certification by all the respective OEM/s	25 % of cost	After submission of OEM validation report and performance test report & Acceptance Certificate
4	Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	5 % of cost	Proper documentation (soft & hard copy) for the full project (product wise) should also be submitted with regard to the configuration, commands used, trouble shootings done in configuration phase etc. to LIC Central Office – IT

			officials handling the project. Training as per scope of work.
Payment against Onsite Services of the In-Scope Solutions **(The payment terms below shall be applicable for individual solution in this RFP)**			
5	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	-	o After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms o Invoice for the amount payable quarterly. o Performance Report of the onsite Personnel. o Verification of 'Service level agreements' defined in this RFP o OEM Quarterly Audit Report o Updated SOP and Rule Review Report

4) LIC shall make payments in Indian Rupee (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.

5) The payment will be released by the IT department, Central Office. Payment related objections, if raised after 3 months from the date of release of payment, will not be entertained. Such objection must be raised in writing.

6) The vendor is also duty bound to report to LIC about any short recovery of taxes, cess etc. at source. Such reporting to LIC should also happen at the earliest. In case, vendor fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC will have the right to recover all short recoveries of tax, related cess and surcharges, interest, and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.

7) The Amount against Penalties, if any will be recoverable from the payment or from any other payment due to the Vendor or from performance Bank Guarantee.

8) If an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Vendor, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by LIC to the Vendor under the contract in case of over payment.

9) The Vendor will not be entitled to charge LIC for any other fees, charges or expenses (including travel and accommodation, document reproduction, transportation and courier charges, and telecommunications.

10) In all other cases:

    a) Following documents will be required to be submitted for release of payment:

        i) Invoice printed on Vendor's own letterhead (with reference to Purchase order, description of goods/ services delivered, quantity, unit price, total amount)

        ii) Proof of payment of GST/Octroi / Entry Tax (wherever applicable)

        iii) UV Certificate (wherever applicable) duly signed and stamped by the Vendor, and counter-signed by the LIC officials from the concerned project/department of LIC.

11) Warranties:

    a) The Vendor will have to represent and warrant that:

        i) It has the right to enter into the Contract resulting from this RFP;

        ii) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;

    iii) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services

    iv) The Services will be complete, accurate and free from material faults; and

b) The offer must include comprehensive on-site warranty for five years from the date of installation and acceptance of the systems by LIC. The warranty will include supply and installation of all updates and subsequent releases of security solutions.

c) All software to be supplied/ delivered and installed must be of the latest version and should form part of the OEM's current product line.

d) The bidder should also ensure that the solution proposed shall be technically compliant to perform satisfactorily as per requirements mentioned in the technical specification and deliverables.

e) The warranty, which for all practical purposes would mean Comprehensive On-site Warranty, shall start and remain valid for five years from the date of installation of products.

f) 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.

12) Maintenance during Warranty Period:

a) The Bidder shall attend to calls and arrange to solve the problems within the stipulated time lines as mentioned in the SLA.

b) LIC may at its discretion extend the services for onsite support and remote (offsite) support for a further period from the expiry of the Warranty period on the same terms and conditions.

c) The on-site and offsite support services will be for a period of 5 years. The contract maybe renewed after the end of 5 years subject to the discretion of LIC.

d) LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services. In any case LIC's decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated and the vendor may be blacklisted by LIC and may not be allowed to participate in the future tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements. Spares and support for the appliances should be available for a minimum period of six years from the date of installation of the appliances irrespective of whether the equipment is manufactured by the Vendor or procured from any other OEM. The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment. During this specified period if it is found that spares or support is not available, the appliances will have to be replaced by equivalent or higher model subject to evaluation if required by LIC, by the vendor at no extra cost to LIC.

e) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.

f) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.

g) In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.

h) Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:

  i) Customer Call Report (CCR) signed by both the service Personnel and Corporation's authorized official, confirming that the complaint is resolved.

  ii) Date and time of resolution of the complaint shall be indicated clearly.

  iii) Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.

i) Service Personnel/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Personnel of the vendor shall have access to the servers only after obtaining clearance from LIC's authorized officials. No component of the System/data/ log information will be taken out of LIC's premises without clearance from LIC's authorized Officials.

Section H: Enclosures

Bidders are required to submit their response to this RFP consisting of:

    a) Eligibility Bid
    b) Technical Bid
    c) Commercial Bid (Indicative Price)

Bidders are required to submit the following annexure:

SN	Annexure	Annexure Name	Eligibility Bid	Technical Bid	Commercial Bid	To be submitted by successful bidder
1	Annexure A	Covering Letter	✓			
2	Annexure B	Bidder's Profile	✓			
3	Annexure C	Eligibility Criteria	✓			
4	Annexure D	Technical Scoring		✓		
5	Annexure E	Bidder's Experience	✓			
6	Annexure F	Technical Bid		✓		
7	Annexure G	Commercial Bid (Indicative Pricing)			✓	
8	Annexure H	Manufacturer's Authorization Form	✓			
9	Annexure I	Format for Site Note Ready (SNR)				✓
10	Annexure J	Format for Short Shipment Form				✓
11	Annexure K	Performance Bank Guarantee				✓
12	Annexure L	Business rule for Online reverse auction		✓		
13	Annexure M	Details of Bid Processing fee	✓			
14	Annexure N	Integrity Pact	✓			
15	Annexure O	Bank Guarantee for EMD	✓			
16	Annexure P	Contract Form				✓
17	Annexure Q	Non-Disclosure Agreement (NDA)				✓
18	Annexure R	Bill of Quantity		✓		
19	Annexure S	Online Tendering Guidelines	-	-	-	-
20	Annexure T	Land Border Declaration	✓			
21	Annexure U	Make in India Certificate	✓			
22	Annexure V	Format for Self-Declaration regarding 'local supplier' for Cyber Security Products	✓			

Executive Director (IT/SD)

Annexure A: Covering Letter

The Executive Director (IT/SD),   Date
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe Building,
Santacruz (West), S. V. Road, Mumbai – 400054

Dear Sir/Madam,

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

We have carefully examined the RFP floated by LIC, terms and conditions and subsequent modifications including all annexures, the receipt of which is hereby duly acknowledged. We offer to submit our bid as per the terms and conditions spelt out in the RFP. While submitting this bid, we certify that:

- We have not induced or attempted to induce any other bidder to submit or not to submit a bid for restricting competition.
- We are submitting the bid after fully agreeing to all the terms and conditions of RFP and its clarifications/ modifications till the validity of the contract period (including its extension, if any).
- If our offer is accepted, we undertake to deliver the solution as per terms and conditions in this RFP.
- If our Bid for this RFP/tender is accepted, we undertake to enter into and execute at our cost, when called upon by LIC to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- We have the eligible digital certificate to participate in the Online Reverse Auction conducted by LIC's authorized service partner and shall submit our commercial bid. We shall also abide by the LIC's Business Rules prescribed for Online Reverse Auction.
- The information/ data/ particulars furnished in our bids are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, LIC will have the right to disqualify us.
- If our bid is accepted, we will obtain and submit to LIC the guarantee of a bank in the form prescribed by LIC for the amount as decided by LIC

We undertake that in competing for and if the award is made to us, in executing the Contract, we will strictly observe the laws against fraud and corruption in force in India namely 'Prevention of Corruption Act 1988'.

We understand that LIC may reject any or all of the offers without assigning any reason whatsoever.

We undertake to comply with the provisions of IT Act 2000 as modified/amended from time to time as well as guidelines issued by RBI/GOI/IRDAI and any other Govt. Regulator as applicable to us. This offer, together with the LIC's written acceptance thereof and LIC's notification of award would constitute a binding contract between us till the signing of contract, if applicable.

Dated at _____this _____ day of _____ 2023

Thanking you,

Authorized Signatory of the bidder
Name:
Designation:
Date:
Place:
Seal of the company

Annexure B: Bidder's Profile

S No	Details	Bidder Response	
1	**Company Background**		
	Name of the Firm/ Company		
	Year of Incorporation if India		
	Type of the Company [Govt/PSU/Pub.Ltd/Pvt ltd/ JV/LLP etc.]		
2	**Address**		
	Corporate Office (HQ)		
	Local Office in Mumbai		
	GST registration number and date of registration		
	PAN card number		
3	**Authorized Contact person**		
	a) Name and Designation		
	b) Telephone number/ Mobile No.		
	c) E-mail ID		
4	**Financial Parameters**		
	Business Results (last three years)	Annual Turnover (Rs. In Crores)	EBITDA (Rs. In Crores)
	2022-23		
	2021-22		
	2020-21		
	(Only company figures need to be mentioned. Not to include group/ subsidiary company figures)	(Mention the above amount in INR only)	

Note: Enclose copies of Audited Balance Sheet along with enclosures.

Authorized Signatory of the bidder
Name:
Designation:
Date:
Place:
Seal of the company

Annexure C: Eligibility Criteria

SN	Eligibility Criteria	Documents to be Submitted
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2	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.	Annual audited balance sheet for last three financial years
3	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.	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.
4	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.	Copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirmation email for relevant experience.
5	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)	Copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirmation email issued by client for relevant experience.
6	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.	PO / Deployment Certificate / Confirmation email issued by client
7	Bidders and the proposed OEM should have support center in India (preferably in Mumbai & Bengaluru) for 24 x 7 support.	Complete address of the bidder and OEM along with contact details should be submitted on company letter head duly signed by the authorized signatory of the bidder.
8	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.	List of resources with following details to be provided on company letter head: Name Designation Years of experience Certification course name Certificate Certification copies to be attached.
9	The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.	Annexure G on company letter head duly filled and signed by the authorized signatory of the bidder.
10	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.	Declaration on company letter head duly signed by the authorized signatory of the bidder.

Note:
- Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. LIC reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.
- Evidence to be submitted for each eligibility criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

Authorized Signatory of the bidder
Name:
Designation:
Date:
Place:
Seal of the company

Annexure D: Technical Scoring

SN	Technical Evaluation Criteria – Parameters	Maximum Score
1	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)	10
2	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)	10
3	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 (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)	15
4	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 (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)	15
5	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 (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)	20
6	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	20

SN	Technical Evaluation Criteria – Parameters	Maximum Score
	(Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	
7	Presentation to be made by the Bidder on understanding of LIC's requirements and proposed methodology including but not limited to: • Understanding of the objectives of the project: The extent to which the Bidder's approach and work plan respond to the objectives indicated in the Statement/Scope of Work • Ease of migration of existing solutions • Ease of implementation and rollout • Interoperability with existing Infrastructure • Risk Mitigations • Incident response and remediation • Proposed Team structure and Governance (60 Minutes presentation and demonstration of solutions functionalities)	10
	Total	100

Note:
- Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria may entail rejection of the bid. LIC reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the offer.
- Evidence to be submitted for each criteria should be part of the same response document. Proper naming and indexing should be done to avoid any ambiguity.
- The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation.

Authorized Signatory of the bidder
Name:
Designation:
Date:
Place:
Seal of the company

Annexure E: Bidder's Experience

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

Financial year (based on Purchase order)	Name of the client for whom projects undertaken	Project details	OEMs	Name, designation and contact details of representing the client for the purpose of reference	Order Value in Crore

I certify that the above-mentioned information and the relevant Annexures and enclosures are true and correct.

(Please attach documentary evidence like PO copy, certificate from the customers etc.)

Authorized Signatory of the bidder
Name:
Designation:
Date:
Place:
Seal of the company

Annexure F: Technical Compliance

All the requested services in the scope are to be provided by the bidder. 100% compliance is mandatory for successful qualification of the bidder.

#	Category	Requirement Description	Evidence	Compliance	Remarks
1	Access Certification	The identity and access management solution should provide the history of certification decisions previously made on entitlements and roles.			
2	Access Certification	The identity and access management solution should display each user's risk profile within the certification report as additional context for reviewers.			
3	Access Certification	The identity and access management solution should highlight privileged user accounts and other high-risk accounts (e.g., service accounts) during the certification process.			
4	Access Certification	The identity and access management solution should provide an administrative dashboards and reports to track aggregated certification metrics across the enterprise and certification campaigns.			
5	Access Certification	The identity and access management solution should provide an option to support bulk remediation for all former employees' access privileges prior to beginning an access certification, thereby reducing the workload of reviewers.			
6	Access Certification	The identity and access management solution should provide capability to automatically forward/assign work items to a manager or application owner if the person leaves the company during an access certification.			
7	Access Certification	The identity and access management solution should provide capability, when certifiers review a user's access privileges, can they approve, revoke or allow exceptions.			
8	Access Certification	The identity and access management solution should provide historical information included in active certifications to help reviewer determine the appropriateness of access.			
9	Access Certification	The identity and access management solution should provide user access certifications be set up to auto-generate on a periodic cycle.			
10	Access Certification	The identity and access management solution should provide visibility to certification activities (e.g., completion status) on a user's dashboard.			
11	Access Certification	The identity and access management solution should send automatic notifications be generated and sent out to certifiers when a new certification is created. Does the application support the ability to send reminder notifications periodically during an active certification?			
12	Access Certification	The identity and access management solution should support automated report routing to the appropriate certifiers.			
13	Access Certification	The identity and access management solution should support delegation of users to another certifier.			
14	Access Certification	The identity and access management solution should support filtering of users during a certification to simplify and speed completion (e.g., filter users by customer-defined attributes, entitlements, business roles).			
15	Access Certification	The identity and access management solution should support where identity attributes such as HR data and user risk profiles be used to automatically define populations of users for certification.			

16	Access Certification	The Identity management solution should ensure that internal employees do not aggregate access as they move throughout the organization and that both internal and external users do not retain access when their relationships with the organization end.			
17	Access Certification	The Identity management solution should facilitate for scheduling access reviews to ensure, users are assigned the minimum access necessary to do their jobs. The access certification should trigger based on events triggered by new hires, transfers, promotions, or terminations.			
18	Access Certification	The Identity management solution should handle remediation when revoking entitlements and accounts during a certification process.			
19	Access Certification	The Identity management solution should report on certification status, policy violations, and other access-related information while reducing the need to manually gather this type of data for compliance and audit purposes.			
20	Access Certification	The Identity management solution should support these certification types - manager certifications, application owner certifications, user certifications, access certifications etc.			
21	Access Certification	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 - 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			
22	Auditing & Logging	The Identity management solution should ensure that provisioning activities are recorded for audit purposes.			
23	Auditing & Logging	The Identity management solution should facilitate for the actions performed by all users of the system are audited, the system should timestamp all actions logged and audited.			

24	Auditing & Logging	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 - 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			
25	Compliance Management	The identity management solution should ensure the ability to enforce compliance with industry regulations and standards such as SOX, PCI-DSS, GDPR and IRDAI.			
26	Compliance Management	The identity management solution should have predefined compliance controls, policies, and reports.			
27	Identity & Access Intelligence and Reporting	The identity and access management solution should allow users to set specific parameters when running reports and should allow configuration of reports be saved for later recall.			
28	Identity & Access Intelligence and Reporting	The identity and access management solution should provide a report which outlines defined security risks by application.			
29	Identity & Access Intelligence and Reporting	The identity and access management solution should provide a way to search on activity information according to various search parameters related to the system/activity and the target user base. For example, show all login activity on application Y for users in cost center 1139 with risk scores over 600.			
30	Identity & Access Intelligence and Reporting	The identity and access management solution should provide capability for identifying and managing orphan accounts.			
31	Identity & Access Intelligence and Reporting	The identity and access management solution should provide pre-defined reports out-of-the- box.			
32	Identity & Access Intelligence and Reporting	The identity and access management solution should provide report scheduler that allows user-specified reports to be run on a regularly scheduled basis and results should be automatically sent via email.			
33	Identity & Access Intelligence and Reporting	The identity and access management solution should provide reports that are targeted towards proving compliance with various regulatory requirements (e.g., SOX, HIPAA, Basel II, PCI).			
34	Identity & Access Intelligence and Reporting	The identity and access management solution should support saving reporting results in downloadable file formats (e.g., PDF, Excel or CSV).			

35	Identity & Access Intelligence and Reporting	The Identity management system should provide following ID Analytics & Reporting capabilities - Comprehensive library of default reports - Customizable reports - Filter report - Time and ad-hoc scheduling of report execution - Export report to CSV or HTML format - IGA dashboard - Default dashboard metrics - Create IGA report with third-party reporting tool - Dormant account detection - Risk-based policies - Methods for risk-score calculation - Static risk-score evaluation - Dynamic risk-score evaluation - External risk-score evaluation - Identity analytics dashboard for account correlation and application onboarding - Capability to Build custom reports - Dashboard filters - Capability to restrict third-party access to identity data - Peer-group analysis and outlier detection - Threat response through behavioural analytics integration - Integration of identity analytics with access request and access certification processes - Integration of identity analytics with fulfilment processes - Advanced visualization capabilities - Offline reporting - Integrate identity data and processes with security analytic systems - Support for Native machine learning			
36	Risk Modelling	The identity and access management solution should aggregate risk scores and display it graphically for easy identification of risk "hot spots".			
37	Risk Modelling	The identity and access management solution should allow to identify high-risk users via reporting and analytics.			
38	Risk Modelling	The identity and access management solution should allow to view risk scores on demand as part of each user's identity information.			
39	Risk Modelling	The identity and access management solution should dynamically calculate a user's risk score based on changes to access within the environment.			
40	Risk Modelling	The identity and access management solution should enable risk mitigation actions (e.g., certifications or activity monitoring) to be targeted at high- risk users.			
41	Risk Modelling	The identity and access management solution should profile aggregate risk scores, e.g., by manager, department, location, or company-wide.			
42	Risk Modelling	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.			
43	Risk Modelling	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.			
44	Risk Modelling	The identity and access management solution should support the assignment of unique risk values to each application, entitlement and role within the system.			
45	Risk Modelling	The identity and access management solution should track and monitor the risk of each user based on that user's access to sensitive applications and data (identity risk scoring).			
46	Access Requests and Workflow Management	The Identity management should provide capabilities to isolate users and access based on their location, business unity and legal entity.			
47	Access Requests and Workflow Management	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.			
48	Access Requests and Workflow Management	The Identity management solution should enable customization of workflows that are upgrade safe.			
49	Access Requests and Workflow Management	The Identity management solution should have properly defined internal authorization model which can be configured based on business needs.			
50	Access Requests and Workflow Management	The Identity management solution should provide elaborate access governance capabilities.			
51	Access Requests and Workflow Management	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 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			

52	Access Requests and Workflow Management	The Identity management solution should provide pass-through authentication, leveraging existing authentication mechanisms to authenticate users.			
53	Access Requests and Workflow Management	The Identity management solution should provide standard/reference workflows.			
54	Access Requests and Workflow Management	The Identity management solution should provide utilities for tracking requests, workflow execution and fulfilment operations.			
55	Access Requests and Workflow Management	The Identity management solution should support delegation of approval requests to other users within the system and this information shall be tracked and audited.			
56	Access Requests and Workflow Management	The Identity management solution should support re-usable workflow sub-processes.			
57	Access Requests and Workflow Management	The Identity management system should provide following workflow capabilities - Independent workflow engine - Central workflow interface and work list - Email notifications - Process monitoring - Reminders - Delegation - Reassignment - Serial processing - Combination of Static and dynamic approval routing - Dynamic approval routing - Static approval routing - Conditional workflow processing - Multiple approvers - Approval escalation based on organizational hierarchy - Integration with external applications and services (outbound approval calls) - Mobile-optimized interface - Return for additional input - Integration with external applications and services (inbound)			
58	Administration	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.			
59	Administration	The identity management solution should provide a single point of administration for managing user additions, removals, and updates for all groups across all channels.			
60	Administration	The Identity management solution should provide a web-based interface for administration and configuration of application connectors.			
61	Administration	The identity management solution should provide the user-friendly administration interface which ensures seamless support capability for all administration activity.			
62	Administration	The identity and access management solution should provide capability where certification status or time since last certification be used as a risk factor in the model.			

63	Alerts and Notifications	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			
64	Alerts and Notifications	The Identity and access management solution should provide alerts and send notifications on following cases to security or governance team: - Suspicious attempts - Locked out account alerts			
65	Alerts and Notifications	The identity management system should alert administrators and/or re-execute process in case of an error at updating identity information at any environment.			
66	Data Collection/Aggregation & Correlation	Describe how the solution collects user access privileges from enterprise and cloud IT systems, including platforms, databases, directories and business applications (e.g. AD, SAP, Mainframes, UNIX and other applications with different file formats).			
67	Data Collection/Aggregation & Correlation	The identity management solution should allow bulk user upload and aggregate information change at the same time as all users or specified users.			
68	Data Collection/Aggregation & Correlation	The Identity management solution should allow transformation of data and execution of validation rules as part of the data load processing.			
69	Data Collection/Aggregation & Correlation	The Identity management solution should collect/derive the employee/manager relationship from an authoritative identity source, such as the central HR application.			
70	Data Collection/Aggregation & Correlation	The Identity management solution should ensure the communication between graphical interface, central system and servers must be encrypted. All passwords and user account information must be secured during transmission over the network.			
71	Data Collection/Aggregation & Correlation	The Identity management solution should support both automated and manual updates to entitlement metadata.			
72	Data Collection/Aggregation & Correlation	The Identity management solution should support collecting data from enterprise applications based in public or private clouds as well as managing enterprise IT systems deployed in public or private clouds.			
73	Data Collection/Aggregation & Correlation	The Identity management solution should support importing and evaluating activity data (e.g., SIEM feeds and application log files) from target systems.			
74	Data Collection/Aggregation & Correlation	The identity management system should allow transformation of data and execution of validation rules as part of the data load processing.			

75	Data Collection/Aggregation & Correlation	The identity management system should create a single view of each user within the enterprise and their associated access privileges.			
76	Data Collection/Aggregation & Correlation	The identity management system should provide a user interface for performing manual correlation of user account privileges.			
77	Data Collection/Aggregation & Correlation	The identity management system should provide capability to view all user entitlements, roles, policy information and activity data within the context of an individual identity.			
78	Data Collection/Aggregation & Correlation	The identity management system should support following file import options: CSV files Flat files			
79	Data Collection/Aggregation & Correlation	The identity management system should support multiple authoritative sources for identity data.			
80	Data Collection/Aggregation & Correlation	The identity management system should support the collection of data using agent-less connectors.			
81	Entitlements Management	The Identity management solution should include a centralized catalog of all entitlements in the system.			
82	Entitlements Management	The Identity management solution should provide capabilities to invoke Identity, access and entitlements provisioning on need basis as per manual intervening events.			
83	Entitlements Management	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 account claiming - New entitlement recognition			
84	Entitlements Management	The Identity management system should provide role and entitlement mining capabilities.			
85	Identity Lifecycle Management	The identity and access management solution should provide ability to remove employee access when they leave organization or long leave, information flow from LDAP/Database.			

86	Identity Lifecycle Management	The identity and access management solution should support Identity life cycle management including workflow (where needed) for below cases: - User Registration - Provisioning - Activating - Tracing - Locking - Unlocking - Suspending - Unsuspending - Resetting - Deleting			
87	Identity Lifecycle Management	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 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 - Multiple personas for users - Self service based Registration portal/API			
88	Identity Lifecycle Management	The Identity management solution should provide capability to configure user lifecycle events from the user interface.			
89	Identity Lifecycle Management	The Identity management solution should allow to define automatic escalation rules within the solution.			
90	Identity Lifecycle Management	The Identity management solution should automatically determine the need to create new accounts associated with adding entitlements and roles.			

91	Identity Lifecycle Management	The Identity management solution should be able to sync identity changes for ~ 90000 Identities across different geographies within 600 seconds			
92	Identity Lifecycle Management	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.			
93	Identity Lifecycle Management	The Identity management solution should manage the complete user account lifecycle (create, update, delete, enable and disable).			
94	Identity Lifecycle Management	The Identity management solution should orchestrate changes to user access based on self-service access requests and lifecycle events across disparate provisioning processes.			
95	Identity Lifecycle Management	The Identity management solution should provide an administrative interface to track aggregate request activity across the enterprise.			
96	Identity Lifecycle Management	The Identity management solution should provide capability to access changes initiated through automated change events — e.g., new hire, promotion, termination.			
97	Identity Lifecycle Management	The Identity management solution should provide capability where access change triggers call specific workflows to manage the change process from initiation through provisioning.			
98	Identity Lifecycle Management	The Identity management solution should provide dynamic and event based identity lifecycle capabilities.			
99	Identity Lifecycle Management	The Identity management solution should provide flexible approval routing for changes initiated through self-service request or automated lifecycle events — e.g., manager, data owners, role owners, and security administrators.			
100	Identity Lifecycle Management	The Identity management solution should provide out of the box Identity lifecycle and operations workflows. The solution should also provide a workflow development toolkit.			
101	Identity Lifecycle Management	The Identity management solution should request additional information from users involved in the access request process — e.g., requester, approver, application/data owners.			
102	Identity Lifecycle Management	The Identity management solution should support delegation of approval requests to other users within the system and information should be tracked and audited.			
103	Identity Lifecycle Management	The Identity management solution should support dynamic rerouting of approval requests based on the outcome of other workflow steps. — e.g., change approval routing if a policy violation is identified or if the user's risk score is greater than defined limit.			
104	Identity Lifecycle Management	The Identity management solution should support the automation of lifecycle events — e.g., joiner, mover, leaver (e.g., new hire, promotion, termination etc.).			
105	Identity Lifecycle Management	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.			
106	Identity Lifecycle Management	The Identity management solution's access request and lifecycle management module should track aggregated request metrics and workflow statistics.			
107	Non-functional Requirements	The Identity management solution end-user screens should be served in English language.			

108	Non-functional Requirements	The Identity management solution should cater to user preferences and personalization options and this shall be stored in between sessions.			
109	Non-functional Requirements	The Identity management solution should support user interface and reporting templates (colour, fonts, headers, footers, logos, etc.). These templates should be modified to meet customer's branding requirements.			
110	Password Management	The Identity management solution should allow configurable number of challenge questions presented to the user based on the organization's security policies.			
111	Password Management	The Identity management solution should allow delegated password administration.			
112	Password Management	The Identity management solution should enforce password strength requirements. The Identity management solution should support the following constraints: • Minimum/maximum length • Minimum letters/numbers/special characters • Password history constraints • Exclusion dictionary • Allowable characters • Number of character types • Triviality checks (old password) • ID in password check			
113	Password Management	The Identity management solution should force the user to answer their authentication questions.			
114	Password Management	The Identity management solution should provide administrators with a report detailing users who have not completed answers to challenge questions.			
115	Password Management	The Identity management solution should provide an option to help users reset forgotten passwords with a Windows desktop (i.e., GINA or Credential Provider plugin).			
116	Password Management	The Identity management solution should provide capability to integrate end-user password management user interfaces with the solution's access request user interfaces for a seamless user experience.			
117	Password Management	The Identity management solution should provide capability where password changes be synchronized across multiple systems at the same time. e.g. The Identity management solution should provide out of the box capabilities for password synchronization across Active Directory, leading ERPs, CRMs and database based applications.			
118	Password Management	The Identity management solution should provide GINA based forgot password functionality.			
119	Password Management	The Identity management solution should provide/support challenge questions for password recovery.			
120	Password Management	The Identity management solution should support multiple password policies on a single application. It should allow to apply different policies to users based on identity attributes (e.g., employee and contractor policies).			
121	Password Management	The Identity management solution should support SMS text code for password reset.			
122	Platform and Architecture	Describe the logical components and all tiers of the solution architecture.			
123	Platform and Architecture	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.			

124	Platform and Architecture	The Identity management solution configurations should be easily deployable and to be migrated between environments (i.e., development, test, staging, and production).			
125	Platform and Architecture	The identity management solution should adhere to the industry standard guidelines w.r.t. sizing schemes for hardware, application server and database. Please describe the fulfilment of the compliance requirement for virtual servers - if used.			
126	Platform and Architecture	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.			
127	Platform and Architecture	The Identity management solution should be software based and should provide access to it's underlying application server environment for hosting custom applications created for customer's Identity management use cases.			
128	Platform and Architecture	The identity management solution should expose web services for initiating internal compliance and provisioning processes (REST, SPML).			
129	Platform and Architecture	The identity management solution should handle a large number of users, roles, and access requests.			
130	Platform and Architecture	The identity management solution should pass performance benchmarks and reference deployments in similar financial enterprise environments.			
131	Platform and Architecture	The Identity management solution should provide a robust repository for identity attributes and capability to define custom attributes.			
132	Platform and Architecture	The identity management solution should provide scalability options to accommodate future growth and increasing workload demands.			
133	Platform and Architecture	The Identity management solution should provide simulated or closed system testing environment for performing testing of newly created workflows before deployment.			
134	Platform and Architecture	The Identity management solution should run in a clustered environment for load balancing and/or fail-over purposes.			
135	Platform and Architecture	The Identity management solution should run on a wide variety of enterprise platforms, application servers and database combinations. Technical details should be provided.			
136	Platform and Architecture	The Identity management solution should support discovery of flat-file or database schemas to speed-up deployment activity.			
137	Platform and Architecture	The Identity management solution should support integration with 3rd party applications via web services.			
138	Platform and Architecture	The Identity management solution should support running in a virtualized application environment such as VMware.			
139	Platform and Architecture	The Identity management solution should support the ability to scale tasks such as aggregations, identity refresh and certification generation across multiple hosts and threads.			
140	Platform and Architecture	The identity management solution should support the deployment of High Availability and Disaster Recovery requirements as per the industry standard guidelines.			
141	Platform and Architecture	The identity management solution vendor should support and participate in standards efforts around identity management interoperability (e.g., XACML, SPML, SCIM).			

142	Platform and Architecture	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 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 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			
143	Policy and Role Management	The identity and access management solution detect and report on: - Inactive roles - Users with no roles			
144	Policy and Role Management	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.			
145	Policy and Role Management	The identity and access management solution should allow policy owners to specify a unique risk score for each policy rule in the system.			
146	Policy and Role Management	The identity and access management solution should automatically scan and detect policy violations.			
147	Policy and Role Management	The identity and access management solution should automatically notify responsible parties, when policy violations are detected.			
148	Policy and Role Management	The identity and access management solution should clearly highlight policy violations during access reviews to allow for rapid remediation.			
149	Policy and Role Management	The identity and access management solution should detect and alert on role violations before assigning roles to users.			
150	Policy and Role Management	The identity and access management solution should escalate policy violations if not addressed in a defined period of time.			

151	Policy and Role Management	The identity and access management solution should maintain all previous versions of role definitions. The solution should easily roll back to previous versions of role definitions.			
152	Policy and Role Management	The identity and access management solution should provide a business-friendly UI for defining and editing access policies without the need for coding.			
153	Policy and Role Management	The identity and access management solution should provide a business-friendly user interface for managing policy violations by both business managers and compliance administrators.			
154	Policy and Role Management	The identity and access management solution should provide capability to expand policies using a scripting or programming language interface.			
155	Policy and Role Management	The identity and access management solution should provide the ability to assign and de-assign roles to users. Assignment can be done both manually and through automated assignment and de-assignment rules associated with a role.			
156	Policy and Role Management	The identity and access management solution should support execution of a business process or workflow when policy violations are detected, allowing varying responses based on criteria such as the calculated risk of the violation.			
157	Policy and Role Management	The identity and access management solution should support role mining to discover potential roles using various pattern search algorithms.			
158	Policy and Role Management	The identity and access management solution should support temporary assignment of a role to a user (e.g., sunrise and sunset dates).			
159	Policy and Role Management	The Identity management solution should provide a batch scheduling utility.			
160	Policy and Role Management	The Identity management solution should provide attribute based provisioning capabilities with functionality for override as per manual intervening events.			

16 1	Policy and Role Management	The Identity management system should provide following Policy and Role Management capabilities - Centralized policy management - Granular policy definition - Multiple access policy types - Assignment policies - Approval policy - Visibility - Rule-based access policy assignment - Role-based access policy assignment - Workflow-based access policy assignment - Out-of-the-box policy configuration - Business and technical roles - Role views - User role assignment - Role entitlement view - Flat role model - Static segregation of duty (SOD) policy definition - Retrofit/reapply role and policy permissions - Detect out-of-policy entitlements - Policies are customizable using standard scripting language - Support for access assignment expiration dates - Automated role discovery/mining - Role suggestions - Role reporting and analytics - Machine learning-driven role and policy definition - Approval workflows for role assignment changes - Integration with external applications and services (inbound and outbound procedure calls) - Policy templates - Data access governance (DAG) integration - Cloud access governance (CAG) integration - Application roles			
16 2	Provisioning & Connectivity	Identity Manager solution should provide the event forwarding capabilities to Security Event Log Management solutions so that this caters to all audit related activities.			
16 3	Provisioning & Connectivity	The identity and access management solution should integrate with non-automated provisioning systems, such as help desk/service request systems.			
16 4	Provisioning & Connectivity	The identity and access management solution should provide out-of-the-box connectors for automatically pushing changes to enterprise IT systems.			
16 5	Provisioning & Connectivity	The identity and access management solution should provide users with detailed information about all provisioning tasks related to a request for access.			
16 6	Provisioning & Connectivity	The identity and access management solution should receive updates on ticket status and display the information to users when tracking requests.			
16 7	Provisioning & Connectivity	The identity and access management solution should support delta aggregation of application accounts and access rights.			
16 8	Provisioning & Connectivity	The identity and access management solution should support the automatic generation of "tickets" through service/help desk integrations.			
16 9	Provisioning & Connectivity	The identity and access management solution should support the retrieval of entitlement information through provisioning connectors without the need to directly connect to the target system, if required.			

170	Provisioning & Connectivity	The Identity management solution integrated with customer's HR system should update attributes of the users in real time or in batches.			
171	Provisioning & Connectivity	The Identity management solution should ensure that integration with AD does not require any changes to the schema.			
172	Provisioning & Connectivity	The Identity management solution should expose an API for integrating with third-party provisioning solutions to bulk re-provision users based on role model changes.			
173	Provisioning & Connectivity	The Identity management solution should have out of the box integrations with market leading PAM, IAM, Access Management, SSO etc. solutions for both application and IT access.			
174	Provisioning & Connectivity	The Identity management solution should have the tool to provide access to all connectors free of charge. The connectors developed in future releases should be in line with this statement. If not, details including cost should be explained.			
175	Provisioning & Connectivity	The Identity management solution should integrate help desk/service desk systems and should support automatic generation of tickets. The system should receive updates on ticket status and display the information to users when tracking requests.			
176	Provisioning & Connectivity	The Identity management solution should integrate with different domains within the same forest on the AD or with different domains that do not have any trust relationship between each other independently should be supported.			
177	Provisioning & Connectivity	The identity management solution should possess the ability to integrate with existing IT systems, applications, and directories, such as HR systems, LDAP, and cloud platforms.			
178	Provisioning & Connectivity	The Identity management solution should provide a toolkit for creating connectors for custom applications. Usage and abilities of the toolkit should be explained.			
179	Provisioning & Connectivity	The Identity management solution should provide elaborate access provisioning capabilities for IT layer i.e. Servers, Cloud, Network, Databases and Security & IT Mgmt. systems.			
180	Provisioning & Connectivity	The Identity management solution should provide out of the box connectors with SAP with capability of SAP Roles, Groups and Tcode management.			
181	Provisioning & Connectivity	The Identity management solution should provide out-of-box integration with any third-party provisioning systems. Details and integration methods should be explained.			
182	Provisioning & Connectivity	The Identity management solution should provide out-of-the-box connectors for the following categories of enterprise systems. Complete list of out-of-the-box connectors should be provided. - Directories - Databases - Platforms - Business Applications - Messaging Applications - SaaS Applications			
183	Provisioning & Connectivity	The identity management solution should provide the synchronization of interfaces with external directories. (i.e., synchronization of the user database with LDAP/Active Directory).			
184	Provisioning & Connectivity	The Identity management solution should support all industry standard file format for file import options. Example: CSV, XML, Flat files etc.			

185	Provisioning & Connectivity	The identity management solution should support APIs and connectors to facilitate customization and integration with other security and IAM solutions.			
186	Provisioning & Connectivity	The identity management solution should support for industry-standard identity protocols (e.g., SAML, OAuth) for seamless integration with third-party systems..			
187	Provisioning & Connectivity	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			
188	Provisioning & Connectivity	The Identity management solution should support integration with third-party provisioning systems and use industry standards such as the service provisioning markup language (SPML) or the system for cross-domain identity management standard (SCIM) when supported by integrated systems.			
189	Provisioning & Connectivity	The Identity management solution should support integration with threat intelligence and risk assessment tools for enhanced risk visibility.			
190	Provisioning & Connectivity	The Identity management solution should support multiple authoritative sources for identity data.			
191	Provisioning & Connectivity	The Identity management solution should support sending account creation and change requests to third-party provisioning systems for execution in a target resource.			
192	Provisioning & Connectivity	The Identity management solution should support the definition of custom schemas for each connected application.			

19 3	Provisioning & Connectivity	The Identity management system should provide following Fulfilment and Connector capabilities - Direct fulfilment - Flat-file connectors - Java Database Connectivity (JDBC)/Open Database Connectivity (ODBC) connector - LDAP connector - Web services connector - Indirect fulfilment - Support for Multiple target systems - Support for Add, read, modify and delete operational - Account creation policies - Support for Mandatory/Required attributes - Support for Conditions - Account deletion policies - Delete, disable or suspend - Data synchronization - SCIM 2.0 support - Dynamic account creation and deletion policies - HR system connector(s) - Database connector(s) - Directory connector(s) - Platform connector(s) - Business application connector(s) - ITSM/help desk system connector(s) - Content and collaboration system connector(s) - Application/system log connector(s) - SaaS application connector(s) - Support for connectivity to authentication and access management systems - Integration with SaaS-delivered IAM systems - Cloud platform connector(s) - Integration with privileged access management (PAM) systems - SDK for building custom connectors - Support for connectivity to industry-specific applications - Support to integrate with Robotic process automation (RPA) based fulfilment - Data access governance support - Cloud access governance support - Unified endpoint management (UEM) support			
19 4	RBAC and SOD	The identity management solution should detect real-time SoD conflict during access requests and provisioning processes.			
19 5	RBAC and SOD	The identity management solution should have ability to define and manage remediation workflows for resolving SoD conflicts.			
19 6	RBAC and SOD	The identity management solution should have SoD policy definition and enforcement to prevent conflicts of interest and mitigate access-related risks.			
19 7	RBAC and SOD	The Identity management solution should support for dynamic and attribute-based roles to accommodate complex access requirements.			
19 8	Self Service Access Management	All user entitlements, roles, policy information and activity data should be viewable within the context of an individual identity.			
19 9	Self Service Access Management	The Identity management solution should allow anyone in the organization to request access for anyone else and should be able to manage who can request access for others.			

200	Self Service Access Management	The identity management solution should allow attributes be used to define the requestor relationship.			
201	Self Service Access Management	The identity management solution should allow capability of self-service management for adding, changing, and removing access from the same interface.			
202	Self Service Access Management	The Identity management solution should allow editing identity attributes of existing users and updating target systems.			
203	Self Service Access Management	The identity management solution should allow the user to specify a priority for access requests.			
204	Self Service Access Management	The Identity management solution should allow the users to specify start date, end date, period of time and priority for access requests.			
205	Self Service Access Management	The Identity management solution should allow users to track the full details of an access request, including the status of approvals and fulfilment tasks.			
206	Self Service Access Management	The Identity management solution should be able to limit the data that is editable from the user interface.			
207	Self Service Access Management	The Identity management solution should be able to restrict users to only requesting certain roles or access rights.			
208	Self Service Access Management	The Identity management solution should create a single view of each user within the enterprise and their associated access privileges.			
209	Self Service Access Management	The Identity management solution should enable the users to track access requests made by them and for them.			
210	Self Service Access Management	The Identity management solution should facilitate requesting of different types of access including roles, entitlements and accounts.			
211	Self Service Access Management	The Identity management solution should facilitate self-service access requests to allow requesting new access as well as changing and/or removing access rights.			
212	Self Service Access Management	The identity management solution should give end users a business-friendly dashboard to view status of pending and completed requests.			
213	Self Service Access Management	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.			
214	Self Service Access Management	The Identity management solution should provide a business-friendly interface / dashboard for requesting changes to user access and to view status of pending or completed requests.			
215	Self Service Access Management	The Identity management solution should provide a graphical user interface for configuring/editing business processes and workflows associated with manually initiated access requests (including self-service and delegated requests) .			
216	Self Service Access Management	The Identity management solution should provide users to search for access using configurable metadata attributes such as name, description, owner or other keywords.			
217	Self Service Access Management	The identity management solution should scope who can request access for others.			
218	Self Service Access Management	The identity management solution should support configurable workflows to manage self-service access requests/changes.			

219	Self Service Access Management	The identity management solution should support creating new identities from scratch within the user interface (e.g., act as the authoritative source for creating identities).			

Annexure G: Commercial Bid (Indicative Pricing)

Please refer to enclosed excel sheet – "Annexure G - Commercial Bid (Indicative Pricing)"

Annexure H: Manufacturer's Authorization Form (MAF)

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

To,
The Executive Director (IT/SD),
Life Insurance Corporation of India
Central Office, IT Dept, 2nd Floor,
Jeevan Seva Annexe, S.V. Road,
Santacruz (West), Mumbai 400 054

Dear Sir,

We _____ (OEM) who are established and reputed manufacturers of _____ (Equipments) having factories/Depot at _____ and _____ confirms that, M/s _____ (Name and address of bidder) herein after referred as "Partner" wishes to participate in the Bid or Project stated above and has entered into an agreement for the purchase and resale of _____ (OEM) Products and/or Services. The Partner is entitled and authorized to do the following:

   a) Resell and/or distribute _____ (OEM) products and/or services in India to end users within that Territory.
   b) b) Bid, negotiate and conclude a contract with LIC of India for the above products/services manufactured or supplied by _____(OEM).

_____ (OEM) will, within the scope of its agreement with its Authorized channels, provide product warranty services and support for _____ (OEM) products obtained through its Authorized channels for a period mentioned in the RFP referred above, from the date of installation at LIC of India.

_____ (OEM) certify that, the equipments being sold would not be declared End of Support (EoS) in the next 6Years and that _____ (OEM) shall supply suitable substitute in case EoS of equipments. Also _____ (OEM) certifies that the products being sold would be covered under Warranty / Support and support will be available for next six years (five years initially and one year if extension is provided) from the date of installation at LIC of India.

The products being sold under this RFP will be provided back to back/direct support with the OEM for five years. It would be the highest level of support provided by the OEM and would be able to meet the SLA parameters.

If you need any additional information, please contact Mr./Ms. _____ at _____ (Mobile no.) or _____ (e-mail ID).

Yours faithfully,
Name of person
For and on behalf of M/s _____
Designation
Contact Details
Date:
Place: (Name of Original Equipment Manufacturer - OEM) (Seal of the OEM)

Annexure I: Format for Site Not Ready (SNR) certificate

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

Name of the Vendor			
Office & department where equipments delivered			
Reference of LIC's Purchase Order No. and date	PO No.	Dated :	

Make and Model of the equipment(s) which were delivered, physically verified and POST done was done	**S.No**	**Description of the equipments**	**Serial Number of the equipment (if available)**	
	1.			
	2.			

Activities performed by the vendor	**(Yes/No)**	**Remarks (if any)**
Verification of the equipments delivered with the Purchase Order :		
Power On Self-Test (POST) was successful		
The Box was sealed, stamped and signed after successful POST		

This is certified that, the delivery has been found correct as per the above referred Purchase Order and POST was successful. The equipments could not be installed because of the following reason(s) :

Sl.No	**Brief description of the reason of Site not being ready**	**Please Tick the reason(s)**
1	Location : Site/Place is not finalized (where the equipment is supposed to be installed)	
2	Any other reason (please specify) :	
Likely date of the site getting ready for installation (Please mention the date)=>		

Signature and seal of the Authorized LIC official		**Signature of the Vendor's Engineer**	
Name		Name	
Designation		**Date :**	**Date**	
SR Number		**Place :**	**Contact No.**	
E-Mail ID		**E-Mail ID**	

Note :
➢ The Site-Not-Ready (SNR) certificate has to be issued only when delivery of all the equipments (for that particular site) has been completed by the vendor for that site and POST was carried out successfully.
➢ If delivery is NOT complete i.e. either some parts are missing or are damaged then, SNR will not be issued and only the "Short-Shipment Form" shall be issued by LIC.

Annexure J: Format for Short Shipment Form

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

SHORT SHIPMENT FORM (LIC)			
Name of the Vendor			
Office & department where equipments delivered			
Reference of LIC's Purchase Order No. and date-	PO No. Dated :		
On verification of the consignment for LIC's Networking equipments, following items/components were MISSING:			
Date of Delivery of the consignment	Dated :		
S.No	**Description of Item:**	**Quantity as per the Purchase order**	**Quantity actually found/received.**
1			
2			
3			
4			
5			
6			
7			
Comments by LIC (if any):			
Comments by Vendor's engineer (if any):			

Signature and seal of the Authorized LIC official			Signature of the Vendor's Engineer	
Name			Name	
Designation		Date :	**Date**	
SR Number		Place :	**Contact No.**	
E-Mail ID			E-Mail ID	

Annexure K: Performance Bank Guarantee

This Deed of Guarantee executed by the -------------------------- (Bank name) a Nationalized/ Scheduled Bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places " having its head office at -------------------------- (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India, having its Central Office at Yogakshema, Jeevan Bima Marg, Nariman Point, Mumbai 400021, formed under the act of the Parliament LIC Act ,1956 (hereinafter referred to as LIC) for an amount not exceeding Rs. _____/- (10% Total Contract Value), at the request of (Vendor's Name & address) --------------------------(hereinafter referred to as the "Vendor").

This guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs. _____/-(10% Total Contract Value) and the Guarantee shall remain in force for a period up to _____ (date), and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ (date) by LIC.

And Whereas -------------------- (Vendor's Name) having its head office at -- has participated in the bid dated _____ and subsequent modifications to the tender dated _____ and as per the terms and conditions mentioned in the Tender Document.

And whereas the _____ (name & address of the bank) has agreed to give on behalf of the Vendor a guarantee, therefore we hereby affirm that we guarantee and are responsible to you on behalf of the vendor up to a total amount of Rs. _____/- (10% Total Contract Value) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (10% Total Contract Value) as aforesaid, without your need to prove or show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

NOT WITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.
2. Our liability under this guarantee is restricted to a sum of Rs. _____/- (10% Total Contract Value).
3. The Bank Guarantee will be valid for a period up to _____.
4. A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/ full sum under the guarantee to LIC.
5. LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

We hereby confirm that we have the power/s to issue this guarantee in your favor under the Constitution and business procedure of our bank and the undersigned is /are the recipient of authority by express delegation of power/s and has/ have full power/s to execute this performance bank guarantee.

DATED AT   THIS   DAY OF

SEALED AND SIGNED BY THE BANK

Annexure L: Business rule for Online reverse auction

(Only for bidders who will participate in online reverse auction)

Business rules can be changed before commencement of online reverse auction and the same will be informed to you.

1. For the reverse auction, LIC will inform short-listed bidders of their individual technical score (T), highest technical score (Thigh) and lowest commercial bid (LLow) without identifying the details of the bidders having highest technical score and lowest commercial bid in order to facilitate them to calculate and revise their commercial bids appropriately to increase their total score. 'L' stands for bidder's own commercial quote.

2. The proposal with the highest Total Score (as given in the para–Computation Methodology for rating bidders on 'Technical plus Commercial basis' of the RFP) will be considered first for award of contract under this RFP. Therefore, each bidder intending to be the successful bidder will be required to lower their commercial bid in order to increase their 'total score'.

3. LIC shall finalize the commercials of this bid through reverse auction mode.

4. Online Reverse auction shall be conducted by LIC through its authorized e-tender service provider, on pre-specified date, while the bidders shall be quoting from their own offices/ place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by bidders themselves.

5. In the event of failure of their internet connectivity, (due to any reason whatsoever it may be) it is the bidders responsibility / decision to send fax communication, immediately to above e-tender service provider furnishing the price, the bidder wants to bid online, with a request to above e-tender service provider to upload the faxed price on line so that the e-tender service provider will upload that price online on behalf of the Bidder. It shall be noted clearly that the concerned bidder communicating this price to e-tender service provider has to solely ensure that the fax message is received by above e-tender service provider in a readable / legible form and also the Bidder should simultaneously check up with above e-tender service provider over phone about the clear receipt of the price faxed. It shall also be clearly understood that the bidder shall be at liberty to send such fax communications of prices to be uploaded by above e-tender service provider only before the closure of Bid time and under no circumstances it shall be allowed beyond the closure of bid time. Such bidders have to ensure that the e-tender service provider is given a reasonable required time by the bidders, to upload such faxed prices online and if such required time is not available at the disposal of above e-tender service provider at the time of receipt of the fax message from the bidders, above e-tender service provider will not be uploading the prices. It is to be noted that either LIC or above e-tender service provider are not responsible for these unforeseen circumstances. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully. However, the bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.

6. Please note that the start 'highest total score' of an item in online reverse auction is open to all the participating bidders. Any bidder can start bidding, in the online reverse auction, from the start 'highest total score' itself. The 'highest total score' will be calculated online and will be visible to all participating bidders (without identifying the details of the bidders having 'highest total score') during the online auction. Please note that the first online bid that comes in the system during the online reverse auction can be equal to the auction's 'highest total score', or higher than the auction's 'highest total score'. The subsequent commercial quote that comes in to outbid the 'highest total score' has to be calculated and uploaded by the bidder themselves. The 'Total score' of each bidder will be calculated online.

7. The bidder quoting lowest commercial bid will not be allowed to lower his commercial bid as such lowering does not increase his total score. If some other bidder quotes commercial bid lower than the existing lowest commercial bid, then this bidder will not allow to further lower his commercial

bid as long as his commercial bid remains the lowest. In such a case, all bidders will be updated about the new lowest commercial bid to facilitate them to recalculate. LIC may decide to give extra time for placing of bids in such cases of change of lowest commercial bid.

8. Above e-tender service provider shall arrange to train bidder's nominated person(s), without any cost to bidders at the appropriate date. They shall also explain all the Rules related to the Reverse Auction/ Business Rules and document to be adopted for this activity. Bidders are required to give their compliance on this before start of bid process.

9. Bid price: The Bidder has to quote the total price all the items added together excluding taxes as given in the RFP.

10. At the close of on-line reverse auction, the price breakups given by the bidder will be modified in the same proportion as given in the Annexure – F of Commercial bid (Indicative Price) format.

11. Log-in name & password: Each Bidder will be assigned a Unique Username, alias & Password by above e-tender service provider. The Bidders are required to change the Password after the receipt of initial Password from above e-tender service provider. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.

12. Auction type: 1). English Reverse No Ties

13. Duration of auction: The auction will be of 30 minutes duration. In case there is any acceptable bid quoted by any bidder within 10 minutes of closing of the auction, the auction will be extended by another 10 minutes. Such extension will be allowed to continue till no quote is placed within extended time. (This schedule is tentative. If any change in schedule, the same shall be communicated to you)

14. Commercial bid decrement: There will not be any minimum commercial bid decrement. The commercial bid decrement needed to be highest total scorer has to be calculated by the bidders themselves. The minimum increment for the highest 'Total score' will be intimated later, prior to the commencement of the online auction.

15. Visibility to bidder: The Bidder shall be able to view the following on his screen along with the necessary fields during English Reverse – No ties Auction:
    a. Leading Bid in the Auction (Highest total score)
    b. Bid Placed by him
    c. Lowest commercial bid value (L_{Low})

16. During English Reverse (no ties), if no bid is received within the specified time, LIC, at its discretion, may decide to revise Start 'total score' and start the Reverse Auction once again / scrap the reverse auction process / proceed with conventional mode of tendering.

17. Auction winner: At the end of the Reverse Auction, LIC will declare the vendor finally selected for the above RFP.

18. The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.

19. The Bidder shall not divulge either his Bids or any other exclusive details of LIC to any other party.

20. LIC's decision on award of Contract shall be final and binding on all the Bidders.

21. LIC along with above e-tender service provider can decide to extend, reschedule or cancel any Auction.

22. Above e-tender service provider/LIC shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.

23. All the Bidders are required to submit the Process Compliance Form (given on next page) duly signed to above e-tender service provider whose contact details will be given to eligible bidders.

24. All the bidders are requested to ensure that they have a valid digital certificate well in advance to participate in the online event.

25. Please go through the guidelines given above and submit your acceptance to the same along with your Commercial Bid.

26. The bidder has to furnish price breakup i.e. basic price and applicable taxes in the invoices submitted by them. The invoices without price breakup will not be processed for payment.

27. LIC reserves the right to modify 'Business Rules for Reverse Auction' any time before the commencement of reverse auction by giving 7 (seven) days' notice to all bidders eligible to participate in the online reverse auction.

Process Compliance Form

(The bidders are required to print this on their company's letter head and sign, stamp before faxing)

To
Name and Address of e-tender service provider

Sub: Agreement to the Process related Terms and Conditions for the Reverse Auction

Dear Sir,
This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender document for Empanelment of Information Security Consultants and selection of bidder for information security and related services for Life Insurance Corporation of India (Ref No. LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023)

This letter is to confirm that:
1. The undersigned is authorized representative of the company.
2. We have studied the RFP and the Business rules governing the Reverse Auction and confirm our agreement to them.
3. We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
4. We confirm that LIC and above e-tender service provider shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen
5. circumstances etc. before or during the auction event.
6. We understand that in the event we are not able to access the auction site, we may authorize above e-tender service provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either LIC or above e-tender service provider
7. regarding any loss etc. suffered by us due to not acting upon our authenticated fax instructions.
8. I/we do understand that above e-tender service provider may upload commercial bid on behalf of other bidders as well in case of above-mentioned exigencies.
9. We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
10. We, hereby confirm that we will honor the Bids placed by us during the auction process.

With regards

Signature with company seal
Company / Organization –
Designation within Company / Organization –
Address of Company / Organization –

Sign this document and Fax to the above e-tender service provider

Annexure M: Details of Bid Processing fee

Eligible and interested bidders, except Micro and Small Enterprises (MSEs), shall submit the Bid Price (non-refundable) of Rs.10,000/- + GST (Currently 18% GST). Total 11,800/- (Rupees Eleven Thousand Eight Hundred Only) to Life Insurance Corporation of India using NEFT ("Bid Processing fee"). The detail of bank account.

Name of Bank: Union Bank of India
Address: Unit 4C, Mittal Court Premise, Nariman Point Mumbai
Name of Beneficiary: Life Insurance Corporation of India, Central Office
Bank Account Number: 510101006085031
IFSC Code: UBIN0902217

The Bidder shall upload a scanned copy of the receipt evidencing payment of the Bid processing fee to LIC at the time of e-submission of the Bid and send email to LIC on the email ID provide in the Activity Schedule on the date of remittance of Bid Processing fee with UTR transaction number, date of transaction through online/NEFT mode.

Bidders shall submit a self-declaration with details of the remittance of Bid Processing fee with UTR transaction number, date of transaction through online/NEFT mode.

Annexure N: Integrity Pact

'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

Please refer to enclosed PDF Document: **"Annexure N - Integrity Pact.pdf"**

(To be executed in a Rs. 500 or more stamp Paper by the bidder and each page to be signed by the authorized signatory)

Annexure O: Bank Guarantee for EMD

'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 Deed of Guarantee executed by the _____ (Bank name) (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India, having its corporate office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 (hereinafter referred to as "LIC") for an amount not exceeding Rs.   (Rupees   only) at the request of (Supplier's Name & Address)_____
____

_____
_

_____ (hereinafter referred to as the "Supplier").

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, up to a total amount of Rs._____(Rupees _____only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs._____ (Rupees _____only).

LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

This Bank Guarantee will be valid for a period up to _____ (for a period of 12 months from the date of submission)

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

Dated at _____ this _____ day of 2023

Annexure P: Contract Form

(To be executed in a Rs. 500 or more stamp Paper)

'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 Agreement is made on this _____ day of _____, 2023 between

Life Insurance Corporation of India, a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 and having its corporate office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400 021, hereinafter referred to as "LIC" of the First Part,

And

<Name of vendor with address> hereinafter also referred to as "Vendor" of the Second Part.

WHEREAS

A. LIC has issued a Request for Proposal ("RFP") bearing LIC-CO/IT-SD/RFP/2023-2024/IGA dated 17th November 2023 for '*Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution'' f*or the purposes specified in the RFP.

B. <Name of Vendor> Limited is desirous to take up the project for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution' and for that purpose has submitted its technical and financial proposals in response to LIC's RFP vide the Vendor's proposal dated _____, subsequent documents submitted on dates as described below and subsequent participation in Online Reverse Auction for the above RFP held on _____.

Sl. No.	Date	Event details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		

C. LIC has evaluated the technical and financial proposals submitted by <Name of Bidder> and selected <Name of Bidder> as the successful bidder for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance &

Administration Solution' as outlined in its RFP, subsequent corrigenda / clarifications and replies to queries at the final rates quoted by the Vendor which are replicated below:

Commercial Bid document submitted by vendor after online reverse auction

D. In consideration of the aforesaid premises, it is proposed to enter into an Agreement, which shall set forth the mutually agreeable terms and conditions under which LIC shall procure from the Vendor and the Vendor shall supply and /or provide to LIC, the Services and Deliverables for the said project.

NOW, THEREFORE, in conclusion of the foregoing and other good and valuable consideration, as well as the covenants and understandings hereinafter set forth, the receipt and adequacy of which are hereby acknowledged, the parties hereto agree as follows:

1. **Project Reference Documents:**

    The following documents shall be read as forming part of this Agreement:
    a) The Request For Proposal (RFP) Reference No.: LIC-CO/IT-SD/RFP/2023-2024/IGA dated 01 November 2023
    b) Clarifications and Modifications to LIC's RFP for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution' as given below:

Date	Event Details

    c) The Eligibility, Technical and Commercial Proposals submitted by <Name of Bidder> in response to the above RFP.
    d) LIC's e-mail dated _____ giving the details of ORA as the next step of the RFP process.
    e) The outcome of ORA held on _____ in response to the above RFP.
    f) The price bifurcation submitted by <Name of Bidder> in response to the above RFP after conducting the ORA.

2. **Project Duration, Scope of work and Time Lines**

    g) <M/s. -------------Name of Bidder> shall have the sole responsibility of undertaking and performing all the obligations specified in this Agreement within the prescribed timelines during the validity of the contract. <M/s. -------------Name of Bidder> in response to the above RFP shall not sub-contract any partners to undertake and perform all or part of the obligations specified in this Agreement.
    h) <M/s. -------------Name of Bidder> shall not copy, share or transmit through any media or method any project related information without prior consent of LIC. <M/s. -------------Name of Bidder> in response to the above RFP shall deliver all the requirements as specified in the RFP.

3. **Project Prices and Payments**

    a) There shall be no changes in the commercials during the validity of the contract period.
    b) LIC shall make payments at the rates specified in this agreement and as per the payment milestones specified in the RFP and other terms and conditions of the RFP.

4. **Miscellaneous**

a) Neither party shall publicize nor disclose to any third party, without the consent of the other party, either the price or other terms of this Agreement, except as may be necessary to comply with any laws or other obligations stated in this Agreement.

i) This Agreement together with the project reference documents as stated in paragraph number 1 and which are annexed hereto constitutes the entire agreement between LIC and <M/s. -----------Name of Bidder> in relation to the above RFP. If any term or provision of the said entire agreement is held to be illegal or unenforceable, the validity or enforceability of the remainder of the said entire Agreement shall not be affected.

b) No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by both the parties. Neither party's failure to exercise any of its rights under this Agreement shall constitute or be deemed a waiver or forfeiture of those rights.

c) The effective date of the Contract shall be the date on which duly executed copies of this Agreement as specified in the RFP are received by LIC.

d) Notwithstanding anything mentioned in this agreement, the clauses and deliverables mentioned in project reference documents as stated in the paragraph no. 1 will be treated as final and binding.

"IN WITNESS WHEREOF" the party of the First part and party of the Second part have hereunto set and subscribed their hand and seals hereunto affixed the day and year first hereinabove written.

SIGNED, SEALED AND DELIVERED

By_____

The Executive Director (IT-BPR)
Of the within named **Life Insurance Corporation of India**,
The party of the first part above named

on _____ day of _____2023

In the presence of:

1)

2)

SIGNED, SEALED AND DELIVERED

By_____

The constituted and authorized representative of <M/s. -------------Name of Bidder>, the party of the second part above named

on _____ day of _____2023

In the presence of:

1)

2)

Annexure Q: Non-Disclosure Agreement (NDA)

(no deviations in wordings permitted)
(To be executed in a Rs. 500 or more stamp Paper)

This Non-disclosure Agreement ("NDA") is made and entered into this __ day of _____ in the year Two Thousand and twenty-three (2023)

BY AND BETWEEN
Life Insurance Corporation of India, with registered office at Central Office, "Yogakshema", J B Marg, Mumbai 400 021, hereinafter referred to as "LIC"

AND

<Company Name> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at < Company Name & Address> shall be referred to herein as a "Respondent".

LIC and the Respondent shall individually be referred to as "Party" and collectively referred to as "Parties".

WHEREAS, the Respondent is aware that during engagement with Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution project, the Respondent may be gathering information on LIC's Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., ("Proprietary Information") indicated as confidential by LIC and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of LIC.

WHEREAS, Respondent agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC's confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees to hold all Confidential Information received from LIC in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said engagement; restrict disclosure of such Confidential Information to its employees and employees of its affiliated companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of LIC.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants' reports, trade secrets, pro-forma and other financial and trade/commercial information, computer models and programs, contracts, designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement from the other party. It may be noted that all the information shared as a part of the Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution in the form of project documents, discussions on system architecture, data shared etc. shall be the sole property of LIC and shall be treated with the same degree of confidentiality as that of the Respondent. Respondent will ensure that no breach of confidentiality occurs at its own premises as well as during and after the onsite engagement as a part of the Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution project engagement.

Without the prior written consent of LIC or except as otherwise provided herein, the Respondent will not:
- distribute or disclose to any other person any of the Confidential Information.
- permit any other person to have access to the Confidential Information.

- use the Confidential Information for any purpose other than the Permitted Use; or disclose to any other person
- That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from LIC. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees and representatives of its advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

  Without the written consent of LIC the Respondent or any of his employees/partners should not make public announcements/comments on any website/or issue any media about the LIC, RFP or RFP process, the existence of this engagement and its scope.

  The Respondent agrees to be responsible for any breach of this Agreement by its Representatives.

Respondent agrees to protect the Confidential Information received from LIC with the same degree of care as it normally exercises to protect its own proprietary information of a similar nature. Respondent agrees to promptly inform LIC of any unauthorized disclosure of LIC's Confidential Information.

The Respondent shall ensure that in no case its employees or representative uses any USB or connectivity device in the hardware systems of LIC without permission from LIC.

The Respondent shall ensure that their employees will not disclose any information of LIC during their employment with the Respondent and will use reasonable efforts to ensure that its employees will not disclose any information of LIC even after they cease to be the employees of the Respondent. The Respondent shall ensure this by its own internal agreements.

Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:
- Information that either is legally in either party's possession or publicly available to either party prior to the disclosure of such information hereunder.
- Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party.
- Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party's knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information.
- Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of LIC.

In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give LIC prompt written notice of such request so that LIC may seek a protective order or appropriate remedy. If, in the absence of a protective order, Respondent determines, upon the advice of counsel, that it is required to disclose such Confidential Information, it may disclose such Confidential Information only to the extent compelled to do so; provided, however, that the Respondent gives LIC written notice of the portion of Confidential Information to be disclosed as far in advance of the disclosure as is practicable and uses its best efforts, at its own expense, to obtain assurances that confidential treatment will be accorded to such Confidential Information.

No license expressed or implied in the Confidential Information is granted to Respondent other than to use the information in the manner as is permitted in RFP or by LIC.

Respondents agree that Confidential Information is and shall at all times remain the property of LIC. Respondents acknowledge that the Confidential Information is confidential and material to the interests,

business and affairs of LIC and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of LIC. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of LIC and shall be returned upon written request or upon the Respondent's determination that it no longer has a need for such information. Use of such property or licenses without the permission of LIC is strictly prohibited and the respondent will ensure that any of its employee or representative does not violate this condition, and even in the case when they cease to have any relationship with respondent.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by LIC shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LIC of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LIC.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LIC makes any representations nor extend any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.

Neither this NDA nor the disclosure or receipt of information from LIC to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by LIC or its affiliated companies or any commitment by LIC or its affiliated companies with respect to the present or future transaction between the parties.

Respondent shall not modify or erase the logos, trademarks etc., of LIC or any third party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LIC in any advertisement, press etc., without the prior written consent of LIC.

Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

Respondent agree and acknowledge that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LIC in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LIC or a commitment by LIC to enter into any business relationship with the Respondent or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

The Respondent agree that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of LIC working in all wings of Central Office Information Technology department.

Respondent agree that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA or a period of one year, beyond the Contract period regardless of any prior termination of this NDA.

This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.

The Respondent understand and agree that no failure or delay by LIC in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.

The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honors, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.

This Agreement shall be governed and construed in accordance with the laws of India.

In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.

Respondents agree not to assign this Agreement or any interest herein without express prior written consent of LIC.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language.

IN WITNESS WHEREOF, the Respondent has caused this Agreement to be executed as of the date set forth above.

For and on behalf of <Respondent Company> <Address of Respondent>

Authorized Signatory

Name:

Designation: Office Seal: Place:

Annexure R: Bill of Quantity

Name of the Bidder:

S.No.	Item Number	Item Description	Quantity	Remarks
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Place:

Date: Signature of Authorized person with Company seal

Annexure S: Online Tendering Guidelines Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) http://www.tenderwizard.com/LIC adopted by Life Insurance Corporation of India (LIC), Central Office, Mumbai as given in the subsequent pages will over-rule the conditions stated in the Bid documents, wherever relevant and applicable.

- Registration of the Contractors/Bidders: All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (eTS) are required to get registered on the e-Tender Portal (website) http://www.tenderwizard.com/LIC After successful Registration on the above-mentioned portal, the bidder will get a User ID and Password to access the website.
- Viewing of Online Tenders: The contractors/bidders can view tenders floated on online Electronic Tendering System (eTS) hereinafter referred as "e- Tendering System" through portal (website) at http://www.tenderwiz rd.com/LIC. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through, they need to login on to the above portal and can download the tender documents of an e-Tender.
- Key Dates: The contractors/bidders can view the Online Scheduled dates of the e-tendering System (time schedule) hereinafter referred as "Key Dates" tenders floated using the online electronic tendering system on above mentioned portal (website) http://www.tenderwizard.com/LIC

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular Bid/tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule (Key Dates) to continue their participation in the Bid/tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The bidder should ensure that the status of a particular stage should be shown as "Completed" before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is "Pending" till the expiry date and time of that stage and he is not able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any corrigendum / amendment in schedule due to any reason stated by the Department.

Obtaining a Digital Certificate and its Usage:
- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.
- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal http://cca.gov.in. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

E-Tender helpdesk	
Address	#24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore - 560079.
email	dscprocessingunit@yahoo.com

Help Desk Contact Details
E-mail& Mobile Numbers

| sushant.sp@antaressystems.com: +919731468511 |
| lokesh.hr@antaressys tems.com -- |
| +91 9686115304 |

- The Bid (Online Offer) for a particular e Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the   Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments.
- Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.
- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through http://www.tenderwizard.com/LIC.

Submission of Tender Fees: (When Applicable)
- Bidders, except Micro and Small Enterprises (MSEs), shall submit the Bid Price (non- refundable) to Life Insurance Corporation of India using NEFT ("Bid Processing fee"). The Bidder shall upload a scanned copy of the receipt evidencing payment of the Bid processing fee to LIC at the time of e-submission of the Bid and send email to the Email ID as mentioned in the Activity Schedule section on the date of remittance of Bid Processing fee with UTR transaction number, date of transaction through online/NEFT mode.
- The scanned copy of the receipt evidencing payment against Tender Fees should be uploaded mandatorily during "Bid Hash Submission" stage (as per the due date mentioned in Key Dates of e-Tender.
- If the tenders are cancelled or re-called on any grounds, the tender document fees will not be refunded to the agency.

Submission of Earnest Money Deposit: (When applicable)
- Contractors have to GUARANTEE of any of the "Life Insurance deposit EMD of required amount in the form of BANK the Nationalized / Scheduled Banks drawn in the favor of Corporation of India" payable at "Mumbai" only, and not in the favor of any other Authority or Location.
- A scanned copy mandatorily along with of Bank Guarantee against EMD should be uploaded Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director (IT/BPR), Central office, Life Corporation of India, 'Jeevan Seva Annexe, S V Road ,Santacruz West, Insurance Mumbai - 400054 in the sealed envelope within the time &date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.
- Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.

Tender Download:

The Eligible Bidders can download the Tender Document online from above e-Tendering Portal http://www.tenderwizard.com/LIC before the Tender closing date & time mentioned in the e-Tender floated.

Submission of online bids:
(These may be clarified from M/s Antares (Tenderwizard) as required

- The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation, the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also, bidders are required to scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during "Re-Encryption of Bids" stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.
- Generation of Super Hash: After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super-Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.
- Re-Encryption of Bids: Once the Generation of Super Hash stage is completed the Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re-encrypt with Department user's Public Key which will be included in the e-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.
- Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents, However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting.

Annexure T: Land Border Declaration

The Executive Director (IT/SD),
Life Insurance Corporation of India,
IT-BPR Department, Central Office "Jeevan Seva Annexe", 2nd Floor
S.V.Road, Santacruz West, Mumbai – 400054.

Dear Sir,

Re: RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution, RFP Ref: LIC-CO/IT-SD/RFP/2023-2024/IGA dated: 17th November 2023

I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions for procurement from a bidder from a country which shares a land border with India.
I certify that   (bidder) is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that   (bidder) fulfils all requirements in this regard and is eligible to be considered for this RFP.

Dated at   this   day of   2023.

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)
(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

Annexure U: Make in India Certificate

Bidder's Reference No._____   Date…………………..….

To,
The Executive Director (IT/SD),

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution.

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

Dear Sir/Madam,

(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against LIC Tender No………………………………. dated………………….. We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.

2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be   debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Place: [Signature of Authorized Signatory of Bidder]
Date:

                                                       Name:
                                                       Designation:
                                                       Seal:

Annexure V: Format for Self-Declaration regarding 'local supplier' for Cyber Security Products

Format for Self-Declaration regarding 'local supplier' for Cyber Security Products
(Should be submitted on Non judicial stamp paper)

Sub: RFP/Tender for onboarding System Integrator (SI) to Implement Identity, Governance & Administration Solution

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

This is to Certify that the organization ………………………… registered as ………………………… with registration number   do hereby solemnly affirm and declare as under:

That we agree to abide by the terms and conditions of the Notification issued by Ministry of Electronics and Information Technology (MeitY), Government of India no:
…………………………………………………… dated ……………………………………

That the information furnished hereinafter is correct and we undertake to produce relevant records before the procuring entity or any other authority so nominated by the Ministry f Electronics and Information Technology (MeitY), Government of India for the purpose of establishing ownership of the Intellectual Property Rights (IPR), legal existence and revenue accrual, local content for the cyber security products nominated by the aforesaid organization.

That all IPR which constitute the said cyber security product has been verified by us and we are responsible for the correctness of the claims made therein and we take complete responsibility of the same.

We agree to maintain all information regarding our claim(s) for IPR ownership, legal existence and revenue accrual, local content in the organization's record throughout the existence of the product and shall make this available for verification to any authorities specified by Government of India.

In case of any change in the IPR ownership, legal existence and revenue accrual, local content we will be accountable to inform Ministry of Electronics and Information Technology, Government of India within one week or before applying for any public procurement or before referring this order for taking any advantage which so ever occurs first.

That in the event of the cyber security product mentioned herein is found to be incorrect and not meeting the prescribed norms, based on the assessment of an authority so nominated by the MeitY, Government of India and we will be liable as under clause 7 (f) of Public Procurement (Preference to Make in India) Order 2019 for cyber security product.

1. Name and details of the organization nominating product under this order (Registered Office, Manufacturing unit location, nature of legal entity)
2. Entity Registration Certificate number
    a. Type of registration
3. Date on which this certificate is issued
4. Percentage of Royalty/License fee to be paid to other entity with respect to estimated cost of the product
5. Name and contact details of the unit of the manufacturer

For and on behalf of   (Name of firm/entity)

Authorize signatory (To be duly authorized by the Board of Directors)
<insert Name, Designation and Contact No. and date>