

LIC of India – RFP for Selection and On-boarding of OEM / System Integrator (SI) to Supply, Install, Implement and Maintain Enterprise level IT Service Management (ITSM) Solution.
RFP Ref: LIC-CO/IT-DT/RFP/2025-2026/ITSM dated 25 August 2025)

06.10.2025

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1	Support Process Requirement:		57	The Bidder shall provide an escalation matrix in consultation with the IT/DT Department, Central Office for <u>different categories of support calls.</u>	a) How many levels of escalations are required ?	The details will be shared with the successful bidder.
2	☑ Support Process Requirement:		57	o The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the Solution for the same.	a) What are the interfaces required for tracking tickets ? Will mobile app, SMS etc would be required ?	The details will be shared with the successful bidder.
3	☑ Support Process Requirement:		58	o The on-site support personnel may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given	a) Will it be on all Sundays where the on-site persons would be called to work ? B) Will they be compensated with extra leave /	Please adhere to the RFP clause
4	3. Sizing Requirements		65	Sr. no Particular Asset details* details 1 Desktops and Laptop 65000 (25000-Windows &40000-RHEL) 2 Server and Database (On-premises - cloud) 5000 Linux, Windows Server, MySQL, Oracle, Postgres, SAP Hana 3 Network Devices 15000 (approx. 9000 switches, 4000 routers, 2000 SDN switches)	a) Need the details of make and model of the Hardware devices available for support .	The details will be shared with the successful bidder.
5	Following conditions shall be applicable regarding the onsite L1, L2 and L3 support		70	☑ Moreover, deployed personnel will not have any right whatsoever to lodge claim of any nature directly or indirectly with LIC and it would be responsibility of selected bidder to address such issues without involving LIC.	a) Will the conveyance charge for moving from one location to another to resolve issues be paid by the department ?	Please adhere to the RFP clause
6	Reference of the present IT inventory list		71	Sr. no Particular Asset details 1 Desktop and Laptop 65000 25000-Windows & 40000-RHEL 2 Server and Database (On premises - cloud) 5000 Linux, Windows Server, MySQL, Oracle, Postgres, SAP Hana 3 Network Devices 15000 (Approx. 9000 switches, 4000 routers, 2000 SDN switches)	a) Need the make and model of all inventory to be maintained .	The details will be shared with the successful bidder.

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7	Annexure F - technical specification	121	107	Ability to integrate with event and alert monitoring Solutions, and allow for automatic creation, updating and closure of tickets from these Solutions.	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature enables LIC to proactively monitor and hence solve the issues before the end users report the incidents and hence directly impacting the system uptime as well as system performance. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
8	Annexure F - technical specification	146	109	Ability to easily identify the affected CIs whenever a change is made to a particular CI.	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature helps LIC to ensure risk-aware approvals are given, prevent change collisions, and minimize service outages due to unplanned change management exercises. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
9	Annexure F - technical specification	441	124	The Solution should have ability to track changes in inventory and ability to collect registry information	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature is critical to optimize Hardware and software purchase cost and management of the cost and hence will have direct impact on LIC's IT budget optimization. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
10	Annexure C: Eligibility Criteria	12. Bidders and the proposed OEM should have support centre in India for 24 x 7 Onsite, telephonic and remote support.	96	Bidders and the proposed OEM should have support centre in India for 24 x 7 Onsite, telephonic and remote support.	Is it accepted if only OEM has its support center. Can the clause be changed to "the proposed OEM should have support centre in India for 24 x 7 Onsite, telephonic and remote support"	Please refer to Corrigendum for Revised Eligibility Criteria

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11	2. Detailed Scope of Work	1. General Requirements	61	The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing Solutions to new setup. This action is intended to enhance the security posture and to comply with the audit requirements	Kindly provide list of existing solutions with the OEM name of each solution 1.ITSM 2.ITAM 3.ITOM 4.NMS. Kindly provide data size for all the solutions seperately. For ITSM kindly provide the ticket size. If LIC wishes to migrate Service Catalogues,Knowledge Articles,SLAs,Reports,kindly provide count of all seperately	The details will be shared with the successful bidder.
12	Section C: Instructions to Bidders (ITB)	2. Submission of Bids	20	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	Hard copy is expected before the bid submission date, or after eligibility and technical bid opening date and time. If its after eligibility and technical bid opening, as per the clause we assume it should reach LIC befor 9th October as per the schedule as of now.Kindly confirm if our understanding is correct or no.	Please adhere to the RFP clause
13	Section C: Instructions to Bidders (ITB)	8. Password Protection	24	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	Kindly elaborate about the password, who will provide the passwords, is it the bidder who will create the password and share it with LIC or Visa V.	Please adhere to the RFP clause
14	Section G: Payment Terms & Conditions	1. Delivery and implementation of software and subscriptions at the designated sites, endpoints of LIC for the project.	87	100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.	Can this cluase be relaxed, and can the bidder propose their own payment milestones.	Please adhere to the RFP clause
15	Section G: Payment Terms & Conditions	2. Installation and integration, initial OEM audit and acceptance as per scope of work.	87	100 % upon Go Live and 30 days of successful operation.	Can this cluase be relaxed, and can the bidder propose their own payment milestones.	Please adhere to the RFP clause
16	Section E: Scope of Services	X. Asset Management (HAM & SAM)	51	Note: The proposed ITSM Solution should integrate with the LIC existing Asset management Solutions.	Kindly mention the name(OEM) of existing Asset Management Solution being used at LIC, which needs to be integrated with the proposed ITSM solution	Details will be shared with successful bidder

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17	Section E: Scope of Services	XIV. Capacity Management	52	Note: The proposed ITSM Solution should integrate with the LIC existing Network and Server monitoring and configuration Solutions for Event, Availability and Capacity management.	Kindly mention the name(OEM) of LIC existing Network and Server monitoring and configuration Solutions, which needs to be integrated with the proposed ITSM solution	Details will be shared with successful bidder
18	Section E: Scope of Services	1 Planning & Designing workshop	52	Detailed Project Plan for each Solution as part of this RFP.	We assume the project plan has to be submitted by the bidder, after the project is awarded. Kindly confirm	Please adhere to the RFP clause
19	ITSM Prebid-Cost Sheet			Onsite Support resources cost per annum per resources for level 1 (L1) - 9	Out of total 14 resources, Can LIC provide segregated requirement of number of resources per solution (solutions implemented as per the RFP Scope) for the onsite support	Details will be shared with successful bidder
20				Onsite Support resources cost per annum per resources for Level 2 (L2) -5	Out of total 14 resources, Can LIC provide segregated requirement of number of resources per solution (solutions implemented as per the RFP Scope) for the onsite support	Details will be shared with successful bidder
21	Section E: Scope of Services	Training & Certification	57	The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the Solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.	can this clause be relaxed and cap the training to certain time window in the implementation phase	Please adhere to the RFP clause
22	Section E: Scope of Services	Support Process Requirement:	57	The onsite support Personnel should re-install/ reconfigure any component/ system of the security equipment supplied by the Bidder, in case of crash of those components / system on problem or patch/upgrades. The on-site Support Personnel also needs to support, if any security installations done by a separate Bidder.	"The on-site Support Personnel also needs to support, if any security installations done by a separate Bidder."Can this clause be removed	Please adhere to the RFP clause
23	Section E: Scope of Services	8. Project Completion Timelines	72	The Bidder shall complete the entire activity within 40 weeks of signing of contract	Based on the device count and knowing the complexity Can Bidder propose their own timelines.	Please adhere to the RFP and Corrigendum regarding revised timelines
24	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	103	31. Support flow path visualization from source to destination including intermediate hops.	Can you please explain what is expected here?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
25	Annexure F: Technical Specification	CMDB & Configuration Management	238	NSX logical segments and distributed firewall rules must be discovered and mapped to workloads.	We Humbly request LIC to modify this clause as below. NSX logical segments and distributed firewall devices must be discovered and mapped to workloads.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
26	Annexure F: Technical Specification	CMDB & Configuration Management	476	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	We request LIC to remove this clause as only 1 point mentioned for server automation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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27	Annexure F: Technical Specification	Network Management System	686	System should have ability to ingest data from various systems (eg. Cisco ACI, SDWAN, etc.) and store in unified Data Lake for further analysis from inbuilt portal. Support auto aggregation such as hourly, daily roll-up for metrics such as min, max, avg.	This is a more of reporting functionality, hence should be removed from Network Management Section. There should be a common analytics tool which will ingest data from various system and provide reporting functionality	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
28	Annexure F: Technical Specification	Reports & Dashboards	801	Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV) and .doc formats	We Humbly request LIC team to modify the clause as below Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV) formats	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
29	Annexure F: Technical Specification	Reports & Dashboards	822	Dashboards must show overlay tunnel status, underlay path availability, firewall policy hit count, traffic latency trends, and load balancer pool health.	We Humbly request LIC to modify the clause as below. Dashboards must show overlay tunnel status, underlay path availability, traffic latency trends, and load balancer pool health.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
30	6 Eligibility Criteria & Annexure C: Eligibility Criteria	Point 10	16	The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:	OEM to share justification We humble request you to change the clause as mentioned below: The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert or PinkVerify. The PeopleCert / PinkVerify accreditation must meet at least one of the following thresholds:	Please refer to Corrigendum for Revised Eligibility Criteria
31	1. Brief Scope of Work	Movement to production environment (Deployment)	54	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.	As per the clause, OEM audits are to be conducted post-initial deployment and at the end of both the first and second years. Since the OEM is already involved in critical aspects such as solution design, architecture, configuration review, and governance, and there are no expected changes to the overall solution or design post-deployment, we believe multiple audits may not be necessary. Therefore, we respectfully request LIC to restrict the OEM deployment audit to just one audit — post-initial deployment. This will help avoid redundancy, reduce cost and administrative overhead, while still ensuring solution	Please adhere to the RFP clause

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32	3. Sizing Requirements	IV. RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE:	67	<p>Maximum Price Change: percentage change equal to the annual change in the index 'Price Index' (calculated by averaging the annual change of the price index for the four(4) fiscal quarters immediately preceding the date of the applicable fee increase, provided that the maximum price change shall never be more than 5% five per cent . The increase would be linked to Consumer Price Index (CPI) for Industrial Workers (IW) (All India General Index: Base 2016 = 100). There may be an increase in subscription rate post the initial duration of 5 subscription years. Which will be based on CPI index at the end initial contract period of 5 years over the previous year rate (i.e., difference in CPI of 4th and 5th year) during the extended period. The increment in subscription rate would be directly correlated to the increase in the Index over 12 months period of 4th and 5th year.</p> <p>For example, if the Index value are 120 at beginning of the year which increases to 123 at the end, thereby representing a 2.5% increase. The AMC rate would increase proportionately. However, if the Index value increases beyond 5%, the increase in payment of subscription rate would be capped at increase of 5% only</p>	<p>We humbly request LIC to kindly consider revising the clause to allow mutual agreement on subscription fee revision at the time of renewal after the initial 5-year contract period.</p> <p>While we understand and appreciate the intent of linking price changes to CPI with a 5% cap, we believe a mutually agreed renewal price — taking into account various factors such as OEM pricing policies, inflation trends, support costs, and overall commercial sustainability — would be more appropriate and practical.</p> <p>We therefore request LIC to modify the clause to state:</p> <p>“Any price revision in subscription charges post the initial 5-year term shall be mutually agreed upon between LIC and the bidder at the time of renewal.”</p>	Please adhere to the RFP clause
33	47. Cancellation of Contract and Compensation		43	Cancellation of Contract and Compensation	Request to add this clause to the original RFP Clause: Any termination should not be unilateral. The bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.	Please adhere to the RFP clause
34	8. Project Completion Timelines		72	A penalty of 0.5% of the total contract value will be levied for each week of delay from the timelines as defined in the signed agreement with the Bidder subject to <u>maximum 10% of total contract value.</u>	Bidder requests that the total Penalty under this contract should be capped at 5% of the Total Contract Value, including all Penalties and LDs put together.	Please adhere to the RFP clause
35	9. Service Level Agreements (SLAs)	Implementation SLA	73	Penalty	Bidder requests that the total Penalty under this contract should be capped at 5% of the Total Contract Value, including all Penalties and LDs put together.	Please adhere to the RFP clause
36	9. Termination		84	Termination	<p>Request to add this clause to the original RFP Clause: Any termination should not be unilateral.</p> <p>The bidder should be given an opportunity of being heard and the final decision should be taken post such discussions.</p>	Please adhere to the RFP clause

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37	9. Pricing, Billing, Duties and Taxes	(c)	25	No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.	<p>Changes in taxes by Government is not predictable and impact of changes on continuity of delivery services will be very high. Considering the same, LIC should agree for reimbursement of new taxes applicable which will be shown separately on the invoice and specifically made applicable on the services received by LIC.</p> <p>The said lines of the sub section needs to be omitted and revise with here below clause:</p> <p>"In the event any new levy made applicable on direct transaction between Bidder and Buyer, then same shall be passed onto the Buyer. For claiming any change in price due to such Statutory variation, the Bidder shall have to provide supporting document or relevant Government notifications to Buyer. Buyer shall issue necessary amendment in the contract".</p>	Please adhere to the RFP clause
38	Section C: Instructions to Bidders (ITB)	26. User Validation (UV) by Stakeholders	36	<p>26. User Validation (UV) by Stakeholders</p> <p>a) Bidder 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 Bidder 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.</p> <p>b) In case of any discrepancy in services/ software supplied, the Bidder should remediate it at its own cost and risk and demonstrate its proper functioning.</p>	What are the activities that will be validated? Are these validations be done as part of an audit conducted by the customer?	Please adhere to the RFP clause
39	Section E: Scope of Services	1. Brief Scope of Work- I	50	Enables automatic creation, assignment, and closure of incidents based on faults or alerts generated through integration with networks, servers, database and infrastructure monitoring Solutions. Auto-ticketing shall be enabled for non reachability and threshold-based performance alerts from critical network infrastructure. Tickets shall be correlated to devices, interfaces, and SD-WAN tunnels for quick impact identification	What are the tools/scripts used for automation and Auto-ticketing?	Please adhere to the RFP clause
40	Section E: Scope of Services	1. Brief Scope of Work- II	50	Problem Management: The process on identifying and addressing the root causes of incidents to prevent their recurrence and ensure long-term service stability.	Problem management is for which area (Hardware, Software, Application., etc)?	Please adhere to the RFP clause

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41	Section E: Scope of Services	1. Brief Scope of Work- III	50	Change Management: A structured approach to managing changes in IT services to minimize the impact on service quality. It involves planning, assessing, and approving changes to ensure they are implemented with minimal disruption. Facilitates the tracking and implementation of changes across network devices, servers, applications, including support for bulk firmware deployments and configuration updates, etc.	Are the servers and network components under the scope of Vendor or customer? Where are the servers hosted?	Please adhere to the RFP clause
42	Section E: Scope of Services	1. Brief Scope of Work- IV	50	CMDB & Configuration Management: Configuration Management involves maintaining a Configuration Management Database (CMDB) that tracks the components of IT systems, known as configuration items (CIs), and their relationships. It should supports effective change and incident management. Also, includes dynamic topology visualization and automated discovery of IT assets and components to maintain accurate relationships among configuration items. The system shall support API-based discovery and allow ingestion of configuration and flow data from routers, switches, firewalls, load balancers, NGFW appliances, Servers and endpoint devices.	What is the API that is being referred here? Who will provide the API? what is the expectation on endpoint devices related to CMDB and Configuration Management?	Please adhere to the RFP clause
43	Section E: Scope of Services	1. Brief Scope of Work- V	50	Service Desk and Service Request Fulfillment Management: The primary point of contact for users to report incidents and make service requests. It manages user interactions, logs requests, and ensures they are resolved or fulfilled in a timely manner. Supports customized assignment and escalation workflows based on LIC-defined matrices, including segregation by location, department, and third-party vendors.	Who are the Third-party vendors? and what is their scope of work?	Details will be shared with successful bidder

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
44	Section E: Scope of Services	1. Brief Scope of Work- X	51	Asset Management (HAM & SAM): The process of tracking and managing IT assets (Hardware Asset management (HAM) and Software Asset management (SAM)) throughout their lifecycle. It aims to optimize asset utilization and ensure compliance with licenses and regulations. Includes detailed inventory management features such as Bidder-wise and device level reporting, including port-level interface information. Supports monitoring of asset utilization and lifecycle status, assisting in compliance and planning activities. Supports detailed and granular reporting of all hardware and software assets including endpoints, routers, switches, servers, printers, and IP telephony devices. Enables visualization of impact on server applications due to asset or network failure. Asset-related data shall be consolidated within a unified database.	Are there any existing tool that can be leveraged for Asset Management on granular reporting of all hardware and software assets including endpoints, routers, switches, servers, printers, and IP telephony devices.	Details will be shared with successful bidder
45	Section E: Scope of Services	1. Brief Scope of Work- XIII	52	Availability Management: Ensure IT services are consistently available to meet agreed service level requirements. The objective is to optimize service availability by proactively monitoring, analyzing, and improving the performance and reliability of IT infrastructure components. Continuous monitoring of critical systems, identification of availability risks, and execution of preventive and corrective actions. Provide visualization of link failover scenarios (2-link baseline) with automated switchover handling. It focuses on maintaining service uptime and reliability to meet agreed-upon availability targets. Integration with incident, problem, and capacity management processes to support end-to-end service continuity. Regular reporting on availability metrics, root cause analysis of availability failures, and recommendations for improvement of the deliverables to ensure transparency and accountability.	Are there any existing tool that can be leveraged for Availability Management	Details will be shared with successful bidder
46	Section E: Scope of Services	1. Brief Scope of Work- XIV	52	Capacity Management: The process of ensuring that IT resources are effectively used to meet current and future business demands. It involves monitoring and forecasting resource utilization to optimize performance. It should monitor, analyze, and forecast the capacity and performance of all critical IT components, including servers, storage, networks, and applications to support business growth, seasonal variations, and new service requirements.	What is the scope of new service requirements(does it correlate to new facility, new location, new feature requirement based on the upscale in technology., etc)	Details will be shared with successful bidder

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47	Section E: Scope of Services	3. User Acceptance Testing	54	User acceptance testing <ul style="list-style-type: none"> • UAT scenarios for each module. • System performance parameters • UAT cases including test steps for the test scenarios. • UAT report with testing steps and relevant screenshots of the outcome 	Is UAT under the scope of Vendor? Where is the UAT environment hosted? By whom is it managed?	UAT is under the scope of Vendor, Further, details will be shared with the successful bidder.
48	Section E: Scope of Services	Compliance with Information Security Policy	55	Compliance with Information Security Policy: The Bidder shall have to comply with LIC's Information Security policies (IS) 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: <ul style="list-style-type: none"> o Responsibilities for data and application privacy and confidentiality. o Responsibilities on system and software access control and administration o Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Bidder o Physical Security of the facilities o Physical and logical separation from other customers of the Bidder 	Kindly share the LIC Information Security Policies as and when received. Assuming the below mentioned policies and guidelines from customer are to be adhered while the support is provided from customer premises Where will the data be hosted? Customer or Vendor premise need clarity on the requirement Assuming this separation is to be done in customer environment	The details will be shared with the successful bidder.
49	Section E: Scope of Services	Compliance with Information Security Policy	55	Responsibilities in carrying out background verification of personnel deployed from Bidder side regularly and submit the report as and when needed by LIC.	Will the BGC done for the associates as part of Vendor on-boarding process suffice? Or is there requirement to do customer specific BGC?	Please adhere to the RFP clause
50	Section E: Scope of Services	Right to Audit	56	Right to Audit	Any external auditor to sign Vendor NDA before starting the audit?	Please adhere to the RFP clause
51	Section E: Scope of Services	Support Process Requirement	57	Support Process Requirement	Where will the Vendor associates work from? Which assets would be used? Where would the infra be set up?	Details will be shared with successful bidder
52	Section E: Scope of Services	Support Process Requirement	57	Upgradation of products to the latest version at all the locations, whenever applicable by following a risk-based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.	Which products are being referred here for up-gradation? Products applicable only to this scope of service or otherwise?	Please adhere to the RFP clause
53	Section E: Scope of Services	5. Resource Deployment	70	The Bidder shall provide the background verification, including Police Clearance Report of the onsite resources.	To be checked with HR Criminal records and address verification are done as a part of police verification under Vendor BGC	Please adhere to the RFP clause
54	10 - DPDPA		86		What are the list of PI data to be processed ? What is the Retention and Deletion Policy of PI data ?	The details will be shared with the successful bidder.

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55	Section E: Scope of Services	I. Incident Management	50	Integration details : integration with networks, servers, database and infrastructure monitoring Solutions	As per RFP document, Nutanix Solution is used for monitoring. Does only Nutanix do the monitoring for all networks, servers, database and other infrastructure or do you have any other monitoring tool as well which need integration with proposed ITSM tool?	Details will be shared with successful bidder
56	Section E: Scope of Services	I. Incident Management	50	Tickets shall be correlated to devices, interfaces, and SD-WAN tunnels for quick impact identification.	Assuming that existing Monitoring tool will be taking care of correlation of alerts. Please let us know if correlation feature is not available with Nutanix and correlation is required separately along with ITSM tool?	The assumption is incorrect - Please adhere to the RFP clause
57	2. Detailed Scope of Work	2. Phase 1–Planning and Designing workshop.	61	Adopt People-Process-Technology approach to baseline ITIL4 framework, processes, and architecture.	Required level of customizations - ITIL processes specifically Incident, Change, Service Request etc. can either be deployed out of box as defined in the tool or this would need to be defined as per specific requirements of LIC	Please adhere to the RFP clause
58	Annexure F: Technical Specification	Point number 73.	105	Ability for users (Incident Owners) to create Incident records through the Self-Service portal.	Is there any custom branding or multilingual support required for the self-service portal?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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59				<p>33. Limitation of Liability</p> <p>Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause i.e. infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC,, the Bidder 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.</p>	<p>33. Limitation of Liability</p> <p>Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause i.e. infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC,, the Bidder 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 amount paid to Bidder by LIC during twelve (12) months under that applicable Statement of Work immediately preceding the claim that gives rise to such liability (as of the date the liability arose) 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. Except in cases of criminal negligence or wilful misconduct, and in the case of third party IPR infringement pursuant to Conditions of Contract Clause i.e. infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC</p> <p><u>The Bidder shall be excused and not be liable or</u></p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
60				<p>36. Indemnifying LIC</p> <p>A. The Bidder shall indemnify LIC:</p> <p>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 Bidder's services to LIC.</p> <p>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 Bidder provided that this indemnity shall not apply to in the following cases:</p> <p>i) Modification of the Bidder 's deliverables provided hereunder by any person other than the Bidder or its personnel.</p> <p>ii) LIC's failure to use of any modification to the Bidder's deliverables made available by Bidder where use of such modification would have avoided the infringement.</p> <p>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 Bidder to use.</p> <p>iv) Use of the Bidder's deliverables in a manner not agreed to.</p> <p>c) Against all demands or responsibilities arising from accidents, bodily injury or loss of life as a result of Bidder's negligence or wilful default in performance or non-performance under the</p>	<p>36. Indemnifying LIC</p> <p>A. The Bidder shall indemnify LIC:</p> <p>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 Bidder's services to LIC.</p> <p>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 Bidder provided that this indemnity shall not apply to in the following cases:</p> <p>i) Modification of the Bidder 's deliverables provided hereunder by any person other than the Bidder or its personnel.</p> <p>ii) LIC's failure to use of any modification to the Bidder's deliverables made available by Bidder where use of such modification would have avoided the infringement.</p> <p>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 Bidder to use.</p> <p>iv) Use of the Bidder's deliverables in a manner not agreed to.</p> <p>c) Against all demands or responsibilities arising from accidents, bodily injury or loss of life as a result of Bidder's <u>gross</u> negligence or wilful <u>misconduct</u> default in performance or non-performance under the contract. <u>Provider however LIC shall also indemnify Bidder against all demands or responsibilities arising from accidents, bodily injury or loss of life as a result of LIC's gross negligence or wilful misconduct in performance or non-</u></p>	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
61				<p>9. Termination</p> <ul style="list-style-type: none"> • Right to terminate <p>If Bidder 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 Bidder written notice of 15 days.</p> <ul style="list-style-type: none"> • Termination and reduction for convenience <p>a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.</p> <p>b. On receipt of a notice of termination or reduction of scope, the Bidder 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.</p> <p>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;</p> <p>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.</p> <p>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 Bidder under the contract,</p>	<p>9. Termination</p> <ul style="list-style-type: none"> • Right to terminate <p>If Bidder 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 Bidder written notice of 15 days.</p> <ul style="list-style-type: none"> • Termination and reduction for convenience <p>a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.</p> <p>b. On receipt of a notice of termination or reduction of scope, the Bidder 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.</p> <p>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;</p> <p>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.</p> <p>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 Bidder under the contract, exceed the total Service Charges payable under the contract. The Bidder is not entitled to compensation for loss of prospective profits.</p> <p>f. The systems that are complete and ready for delivery</p>	Please adhere to the RFP clause
62	3. Technical Bid	3. Technical Bid	23	<p>iii) LIC will be responsible to provide the hardware required for implementation of in-scope ITSM solution i.e. Servers/VMs; and will provide RHEL OS and Database – MySQL. Any other software, operating system and hardware if required should be provided by the bidder, included in BoQ and prices quoted for in the Commercial Bid Document</p>	Please confirm if Ubuntu pro and Postgres SQL license will be provided by LIC.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
63	Annexure F: Technical Specification	Annexure F: Technical Specification point no 240	113	240 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
64	Annexure F: Technical Specification	Annexure F: Technical Specification point no 602	131	602 - Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
65	Annexure F: Technical Specification	Annexure F: Technical Specification point no 627	133	627 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
66	Annexure F: Technical Specification	Annexure F: Technical Specification point no 631	133	631 - Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	<p>The requirement for Spotlight views of router redundancy and VLAN list with topology highlighting is OEM-specific and not essential for ITSM/NMS functionality. Modern NMS platforms already provide flexible topology visualization, VLAN discovery, and device relationship mapping without prescribing a specific "spotlight" feature. Such prescriptive wording risks vendor lock-in and limits fair participation.</p> <p>Suggested Alternative: "The solution should provide topology visualization with the ability to view VLANs and their status."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
67	Annexure F: Technical Specification	Annexure F: Technical Specification point no 634	133	634 - Network Management Solution Console should clearly identify primary links and back up links in topology and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
68	3. Technical Bid	3. Technical Bid	23	iii) LIC will be responsible to provide the hardware required for implementation of in-scope ITSM solution i.e. Servers/VMs; and will provide RHEL OS and Database – MySQL. Any other software, operating system and hardware if required should be provided by the bidder, included in BoQ and prices quoted for in the Commercial Bid Document	Please confirm if Ubuntu pro and Postgres SQL license will be provided by LIC.	Please adhere to the RFP clause
69	Annexure F: Technical Specification	Annexure F: Technical Specification point no 240	113	240 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
70	Annexure F: Technical Specification	Annexure F: Technical Specification point no 602	131	602 - Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
71	Annexure F: Technical Specification	Annexure F: Technical Specification point no 627	133	627 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
72	Annexure F: Technical Specification	Annexure F: Technical Specification point no 631	133	631 - Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	<p>The requirement for Spotlight views of router redundancy and VLAN list with topology highlighting is OEM-specific and not essential for ITSM/NMS functionality. Modern NMS platforms already provide flexible topology visualization, VLAN discovery, and device relationship mapping without prescribing a specific "spotlight" feature. Such prescriptive wording risks vendor lock-in and limits fair participation.</p> <p>Suggested Alternative: "The solution should provide topology visualization with the ability to view VLANs and their status."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
73	Annexure F: Technical Specification	Annexure F: Technical Specification point no 634	133	634 - Network Management Solution Console should clearly identify primary links and back up links in topology and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
74	6. Eligibility Criteria	6.4	15	The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India.	Please change the clause as " The Bidder/OEM should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India."	Please refer to Corrigendum for Revised Eligibility Criteria
75	RACI Matrix		pg 68	Base Hardware/OS readiness for ITSM solution	As per the RFP, LIC would provided the required infra for all environments for this solution?	Please adhere to the RFP clause
76		Technical Bid	pg 23	The bidder must supply a thorough inventory of the hardware components required for the planned implementation of the in-scope modules. 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:	Will LIC provide UAT environments for integration specified ?	No, Please adhere to the RFP clause
77	Resource Deployment		pg 70		Is L1 and L2 expected to be available on-call only apart from 9x5 and if so if who would call to inform of an outage or assign them tickets if something is going wrong.?	Please adhere to the RFP clause
78	Resource Deployment		pg 70	The selected Bidder will also have to earmark an Offsite L3 Engineer for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose	Is L3 expected to be available on-call only or also for periodic onsite visits or hybrid (9x5 onsite, rest on call) ?	Please adhere to the RFP clause
79	Implementation SLA		pg 75	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 45 days.	What is the process for LIC approval of replacement resources?	Please adhere to the RFP clause
80	Section G: Payment Terms & Conditions Sizing Requirements		pg 88 pg 67	OEMs certification of the deployment being in accordance with the scope of work. Final "Certificate of Readiness for Production Use" The OEM must assign technically qualified representatives for onsite or virtual validation as per provided against milestones	Is LIC expecting OEM to certify each phase or only final deployment?	Please adhere to the RFP clause
81	6 Eligibility Criteria & Annexure C: Eligibility Criteria	Point 10	16	The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:	We humble request you to modify the clause as: The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert or PinkVerify. The PeopleCert or PinkVerify accreditation must meet at least one of the following thresholds:	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
82	3 Technical bid	Point iii	23	LIC will be responsible to provide the hardware required for implementation of in-scope ITSM solution i.e. Servers/VMs; and will provide RHEL OS and Database – MySQL. Any other software, operating system and hardware if required should be provided by the bidder, included in BoQ and prices quoted for in the Commercial Bid Document.	<p>Our proposed solution is compatible with Oracle and Microsoft SQL Server (MSSQL) databases. We request LIC to kindly include in the clause a provision for any other database(s) that can be provided by LIC to support solution deployment.</p> <p>In the absence of such provision, if the required database is not provided by LIC, there may be a commercial impact due to the need for additional licensing or procurement on the bidder's part. Moreover, this could result in non-uniformity in the bidding process and may affect the level playing field among participating bidders whose solutions rely on different underlying database technologies.</p> <p>We request LIC to kindly consider to include Oracle or MSSQL databases.</p>	Please adhere to the RFP clause
83	12. Evaluation process for selection of bidder	point I	28	l) 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%	<p>We humbly request LIC to consider revising the discounting rate applied for commercial evaluation from 10% to 6%.</p> <p>Justification: The prevailing fixed deposit interest rate of the State Bank of India (SBI), which is considered a reliable benchmark for risk-free returns, is currently in the range of 6%. Aligning the discounting rate with this rate would be more realistic and reflective of the actual time value of money in the current economic environment.</p> <p>A discounting rate of 10% may disproportionately impact the Net Present Value (NPV) of future year costs and could potentially skew the financial evaluation, especially in multi-year contracts.</p> <p>We request LIC to kindly consider this change in the interest of fairness and alignment with prevailing financial benchmarks.</p>	Please adhere to the RFP clause
84	5. Resource Deployment	Resource & Responsibilities - Desired qualification and certification	69	Manage Service Onsite Support Level -2 (L2) Certifications: ☑ ISO 2000/ITIL V4 Intermediate ☑ Proposed OEM advanced certification	<p>We humbly request you to change the qualification criteria as mentioned below:</p> <p>Manage Service Onsite Support Level -2 (L2)</p> <p>Certifications: ☑ ISO 2000/ITIL V4 Foundation ☑ Proposed OEM certification</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
85	5. Resource Deployment	Resource & Responsibilities - Desired qualification and certification	69	Manage Service Onsite Support Level -1 (L1) Certifications: <input checked="" type="checkbox"/> ISO 2000/ITIL V4 foundation <input checked="" type="checkbox"/> Proposed OEM certification.	We humbly request you to change the qualification criteria as mentioned below: Manage Service Onsite Support Level -1(L1) Certifications: <input checked="" type="checkbox"/> ISO 2000/ITIL V4 Foundation / Proposed OEM certification	Please adhere to the RFP clause
86	1. Brief Scope of Work	Training & Certification	56	The bidder and OEM are required to provide training jointly table for people nominated by the LIC for each Solution specified in the scope of work.	We humbly request LIC to change the clause as mentioned below: The bidder/OEM are required to provide training for people nominated by the LIC for each Solution specified in the scope of work	Please adhere to the RFP clause
87	1. Brief Scope of Work	Training & Certification	57	The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the Solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.	As the implementing partner of the proposed solution, the bidder is best positioned to provide effective, hands-on training to LIC staff on the features and functionalities of the deployed solution. We believe the bidder-led training will be more practical and value-driven. Additionally, since the RFP also mentions annual training requirements, we request LIC to kindly revise the clause as follows : The bidder/OEM are required to provide trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the Solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.	Please adhere to the RFP clause
88	1. Brief Scope of Work	Support Process Requirement:	57	The Bidder has to provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.	We understand that LIC wants access to OEM Portal to track the tickets raised. Is our understanding correct?	Please adhere to the RFP clause
89	2. Detailed Scope of Work	1. General Requirements	59	b. The technical specification specified in the Annexure F is only indicative. Any specification which is relevant and not mentioned will automatically form part of the scope work.	Any specification or feature not explicitly stated in the RFP, but which is available out-of-the-box or can be delivered with minimal effort, will be treated as within scope and will be provided without additional cost. However, any requirement that involves significant effort, customization, should be discussed and mutually agreed upon with LIC.	Please adhere to the RFP clause
90	2. Detailed Scope of Work	1. General Requirements	61	The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing Solutions to new setup. This action is intended to enhance the security posture and to comply with the audit requirements.	LIC will provide the historical logs from the existing ITSM solution and bidder will import it in the proposed solution. Kindly confirm our understanding	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
91	2. Detailed Scope of Work		64	LIC intends to execute the suggested ITSM Solution which incorporates the following features: <input checked="" type="checkbox"/> The Solution we suggest must have in-built reporting and be able to create custom reports such as Executive Report, Detection Life Cycle Report, and End Point Compliance Report, and Health Reports etc. in HTML/CSV/Excel and other required formats.	We humbly request LIC to change the clause as mentioned below: LIC intends to execute the suggested ITSM Solution which incorporates the following features: <input checked="" type="checkbox"/> The Solution we suggest must have in-built reporting and be able to create custom reports such as Executive Report, Detection Life Cycle Report, and End Point Compliance Report, and Health Reports etc. in HTML/CSV/Excel	Please adhere to the RFP clause
92	Service Level Agreement	Implementation SLA Point 10	74	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day. 1% of the Quarterly on-site charges per each day of delay or part thereof.	We request LIC to kindly consider relaxing the penalty clause in cases where product-related issues arise that are dependent on the OEM's resolution, and are therefore beyond the immediate control of the bidder. In such scenarios, we request that no penalty be levied, provided the bidder can demonstrate timely escalation and coordination with the OEM for resolution. Also, request LIC to change the penalty charges from 1% to 0.5%	Please adhere to the RFP clause
93	Service Level Agreement	Implementation SLA Point 11	74	Failure to ensure collection of all logs. 2% of the Quarterly onsite support charges for each instance reported.	Request LIC to kindly change the clause as mentioned below: 1% of the Quarterly onsite support charges for each instance reported	Please adhere to the RFP clause
94	Service Level Agreement	Implementation SLA Point 21	75	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 45 days. 5% per day of the relevant onsite support	Request LIC to kindly change the clause as mentioned below: 2% per day of the relevant onsite support.	Please adhere to the RFP clause
95	Termination	Right to Terminate	84	If Bidder 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 Bidder written notice of 15 days.	We humbly request LIC to change the clause as mentioned below: If Bidder 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 Bidder written notice of 90 days.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
96	1. Brief Scope of Work	Movement to production environment (Deployment)	54	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.	<p>As per the clause, OEM audits are to be conducted post-initial deployment and at the end of both the first and second years. Since the OEM is already involved in critical aspects such as solution design, architecture, configuration review, and governance, and there are no expected changes to the overall solution or design post-deployment, we believe multiple audits may not be necessary.</p> <p>Therefore, we respectfully request LIC to restrict the OEM deployment audit to just one audit — post-initial deployment. This will help avoid redundancy, reduce cost and administrative overhead, while still ensuring solution</p>	Please adhere to the RFP clause
97	3. Sizing Requirements	IV. RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE:	67	<p>Maximum Price Change: percentage change equal to the annual change in the index 'Price Index' (calculated by averaging the annual change of the price index for the four(4) fiscal quarters immediately preceding the date of the applicable fee increase, provided that the maximum price change shall never be more than 5% five per cent . The increase would be linked to Consumer Price Index (CPI) for Industrial Workers (IW) (All India General Index: Base 2016 = 100). There may be an increase in subscription rate post the initial duration of 5 subscription years. Which will be based on CPI index at the end initial contract period of 5 years over the previous year rate (i.e., difference in CPI of 4th and 5th year) during the extended period. The increment in subscription rate would be directly correlated to the increase in the Index over 12 months period of 4th and 5th year.</p> <p>For example, if the Index value are 120 at beginning of the year which increases to 123 at the end, thereby representing a 2.5% increase. The AMC rate would increase proportionately. However, if the Index value increases beyond 5%, the increase in payment of subscription rate would be capped at increase of 5% only</p>	<p>We humbly request LIC to kindly consider revising the clause to allow mutual agreement on subscription fee revision at the time of renewal after the initial 5-year contract period.</p> <p>While we understand and appreciate the intent of linking price changes to CPI with a 5% cap, we believe a mutually agreed renewal price — taking into account various factors such as OEM pricing policies, inflation trends, support costs, and overall commercial sustainability — would be more appropriate and practical.</p> <p>We therefore request LIC to modify the clause to state:</p> <p>“Any price revision in subscription charges post the initial 5-year term shall be mutually agreed upon between LIC and the bidder at the time of renewal.”</p>	Please adhere to the RFP clause
98	Annexure F: Technical Specification	CMDB & Configuration Management Point 238	113	NSX logical segments and distributed firewall rules must be discovered and mapped to workloads.	<p>We Humbly request LIC to modify this clause as below.</p> <p>NSX logical segments and distributed firewall devices must be discovered and mapped to workloads.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
99	Annexure F: Technical Specification	CMDB & Configuration Management Point 476	126	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	We request LIC to remove this clause as only 1 point mentioned for server automation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
100	Annexure F: Technical Specification	Network Management System Point 686	137	System should have ability to ingest data from various systems (eg. Cisco ACI, SDWAN, etc.) and stored for further analysis from inbuilt portal. Support auto aggregation such as hourly, daily roll-up for metrics such as min, max, avg	This is a more of reporting functionality, hence should be removed from Network Management Section. There should be a common analytics tool which will ingest data from various system and provide reporting functionality	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
101	Annexure F: Technical Specification	Reports & Dashboards Point 801	143	Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV) and .doc formats	We Humbly request LIC team to modify the clause as below Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV) formats	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
102	Annexure F: Technical Specification	Reports & Dashboards Point 822	145	Dashboards must show overlay tunnel status, underlay path availability, firewall policy hit count, traffic latency trends, and load balancer pool health.	We Humbly request LIC to modify the clause as below. Dashboards must show overlay tunnel status, underlay path availability, traffic latency trends, and load balancer pool health.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
103	General Query				Please provide the clarity on who will provide the Windows OS License & Vmware Virtualization License	Please adhere to the RFP clause
104	Payment Terms	Milestones / Payments Point 1	87	Delivery and implementation of software and subscriptions at the designated sites, endpoints of LIC for the project. 100% of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions	We kindly request LIC to consider releasing 100% payment upon delivery of software licenses. As per the OEM's global policy, the SI/Bidder is required to make full payment to the OEM within 30 days of license delivery. Our humble request to consider this in the payment terms	Please adhere to the RFP clause
105	Payment Terms	Milestones / Payments Point 2	87	Installation and integration, initial OEM audit and acceptance as per scope of work. 100 % upon Go Live and 30 days of successful operation.	We kindly request LIC to consider a revised payment milestone structure as follows: 50% payment upon successful completion of UAT implementation 50% payment upon successful Go-Live We believe this structure will ensure smooth execution and alignment of project deliverables with payment timelines. We request LIC to kindly consider and confirm if this revised milestone is acceptable.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
106	Section E	1 Brief Scope of Work	52	Ensure that the IRDAI security, regulatory and compliance requirements are integrated into the design and develop a plan for implementation on the basis of which the LIC will clear any kind of audit assessment done.	(a) Please provide the IRDAI security, regulatory and compliance requirements so that we can confirm their integration readiness OR if any customizations needed during implementation then we can size efforts accordingly. (b) Post go-live if any changes happens to the proposed system due to the regulatory requirements which are unforeseen today then kindly consider the Change Request as per the man-days in the price bid.	Please adhere to the RFP clause
107	Section E: Scope of Work	1 Brief Scope of Work	53	Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD)	Kindly provide the MBSS and SCD documents for us to check the compatibility to LIC's standards. Products usually conform to global standards like PCI, SOX etc	Please adhere to the RFP clause
108	Section E: Scope of Work	1 Brief Scope of Work	54	Use cases as per the IRDAI guidelines	Please provide the detailed Use cases as per IRDAI guidelines	Please adhere to the RFP clause
109	Section E	1 Brief Scope of Work	54	It is mentioned in S.No 4 of the table that "LIC will validate the deployment of the Solution to be performed by respective OEM of the deployed Solution." && "Validation Report by OEM" is in SI's responsibility	Please clarify if LIC will independently validate the solution deployment from OEM OR SI has to have a separate agreement with OEM for solution validation ? Because for any such independent validation OEM's engage their Professional services which are separately chargeable. Who will pay the charges to OEM for validation - LIC or Bidder ?	Please adhere to the RFP clause
110	Section E	1 Brief Scope of Work	57	The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the Solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.	Please provide the exact frequency of trainings where SI need to involve the OEM, because SI will have to do a back-to-back agreement with OEM for such trainings fixed scope. OEM's may not agree for the Open-ended scope of trainings on adhoc schedules.	Details will be shared with successful bidder

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
111	Section C: Instructions to Bidders (ITB)---- 33. Limitation of Liability		37	<p>Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause i.e. infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC,, the Bidder 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.</p>	<p>Bidder requests below changes to this clause.</p> <p>Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause i.e. <u>3rd party claim for</u> infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC,, the Bidder 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 <u>or loss of revenues, loss of anticipated savings, loss of goodwill, business interruption, exemplary, punitive, special losses, even if such party has been advised of the possibility thereof , provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC</u> and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or <u>under indemnities</u> or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder <u>provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</u></p>	Please adhere to the RFP clause
112	Section B: Invitation for Request for Proposal---9. Terms and Conditions		19	<p>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.</p> <p>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 Bidders from time to time as an outcome of this RFP Process.</p>	<p>Bidder requests below changes to this clause.</p> <p><u>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.</u></p> <p>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 Bidders from time to time as an outcome of this RFP Process.</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
113	Section C: Instructions to Bidders (ITB)	24. Performance Bank Guarantee (PBG)	35	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 5% of the total Contract Value before applying the discounting factor.	<p>The bidder requests the following amendments to the clause:-</p> <p>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 5% of the total Contract Value 3% of the Annual Contract value and shall be renewed yearly at 3% of relevant subsequent year's contract value before applying the discounting factor.</p> <p>LIC can invoke the PBG only on occurrence of material breach and after LIC provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.</p>	Please adhere to the RFP clause
114	Section C: Instructions to Bidders (ITB)	55. Varying the Services	46	LIC reserves the right to initiate any change in the scope of contract. Bidders must factor in a maximum of 25% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 25% will be informed to the Bidder in writing	Bidder understands this is a fixed price bid and quantities mentioned in the tender will be minimum commit. Any changes in quantity specified in the tender will be governed through change management process	Please adhere to the RFP clause
115	Section F: General Terms & Conditions	9. Termination and reduction for convenience	84	<p>Termination and reduction for convenience</p> <p>a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.</p> <p>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;</p> <p>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 Bidder under the contract, exceed the total Service Charges payable under the contract. The Bidder is not entitled to compensation for loss of prospective profits.</p>	<p>Termination and reduction for convenience</p> <p>a. LIC may, at any time, by a prior written notice of 30 days 90 days terminate the contract or reduce the scope of the Services.</p> <p>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;</p> <p>- The bidder also requests the similar termination for convenience rights.</p> <p>- In addition to undisputed fees outstanding till date of termination, LIC shall also pay bidder reasonable termination charges taking into account reasonable shutdown costs, including termination costs of third party contracts and employee costs, AMC/ATS for which bidder has made payment to OEM.</p> <p>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 Bidder under the contract, exceed the total Service Charges payable under the contract. The Bidder is not entitled to compensation for loss of prospective profits.</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
116	Section G: Payment Terms & Conditions	Section G: Payment Terms & Conditions	87	3)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.	The bidder requests deletion of this clause 3)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.	Please adhere to the RFP clause
117	Section G: Payment Terms & Conditions	Commercial bid Indicative price	87	Software Licenses (S.No. 1,2,3 of the commercial bid) 100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.	The bidder requests the below payment term for the Software and subscriptions :- 100% payment on delivery of Software licenses/Subscriptions	Please adhere to the RFP clause
118	Section G: Payment Terms & Conditions	Commercial bid Indicative price	87	Discovering of IT Assets (S.No. 4,5,6) 100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.	The bidder requests the below payment term for the Software and subscriptions :- 100% payment on delivery of Subscriptions/Hardware	Please adhere to the RFP clause
119	Section G: Payment Terms & Conditions	Commercial bid Indicative price	87	Monitoring of IT Assets (S.No. 7,8) 100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.	The bidder requests the below payment term for Monitoring of IT Assets:- 100% payment on delivery of Subscriptions/Hardware	Please adhere to the RFP clause
120	Section G: Payment Terms & Conditions	Commercial bid Indicative price	87	Implementation (S.No. - 9) 100 % upon Go Live and 30 days of successful operation.	The bidder requests the below payment term for implementation - 25% on Contract sign off - 15% on Phase 1 Planning and designing workshop - 15% on Phase 2 Implementation - 15% on Phase 3 - User acceptance testing - 15% on Deployment - 10% on Training and Knowledge transfer	Please adhere to the RFP clause
121	Section G: Payment Terms & Conditions	Commercial bid Indicative price	87	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter. (S.No. 10-11) - Quarterly Basis	Payment for the Onsite Services will be done on quarterly basis at the end Beginning of each quarter. - Quarterly Basis	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
122	Section G: Payment Terms & Conditions	4)	87	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 Bidder.	LIC shall make payments in Indian Rupee (INR) on receipt of invoice, within 30 days from the date of invoice after deduction of penalties and applicable taxes at source from the agreed price to the selected Bidder. The invoice shall be deemed to be accepted unless a dispute is raised within 7 days from the date of invoice. Additionally, Bidder proposes right to charge interest @2% per month for delay in payment of undisputed invoice beyond 7 days from due date and right to terminate/suspend services in the event of non-payment of undisputed invoice beyond 30 days from due date of payment	Please adhere to the RFP clause
123	Section G: Payment Terms & Conditions	12) Maintenance during Warranty Period:	8	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 Bidder being discontinued for deficiency in service, the contract may be terminated, and the Bidder 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 Life Insurance Corporation of India – RFP/Tender for on-boarding System Integrator (SI) to Supply, Install, Implement and Maintain IT Service Management (ITSM) Solution deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the Bidder to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	LIC reserves the right to terminate the contract earlier, with two three 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 Bidder being discontinued for deficiency in service, the contract may be terminated, and the Bidder 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 Life Insurance Corporation of India – RFP/Tender for on-boarding System Integrator (SI) to Supply, Install, Implement and Maintain IT Service Management (ITSM) Solution deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the Bidder to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	Please adhere to the RFP clause
124	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 24	The Solution should be compatible with a wide range of protocols and interfaces for third-party integration, including REST APIs, SOAP, PowerShell, SNMP, SQL, FTP, SFTP, SSH and other standard methods	Proposed solution offers REST API to create or trigger any data within ServiceDesk Plus as well as 3rd party application.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
125	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 25	The Solution should provide orchestration features to automate common administrative tasks across connected systems.	Please provide more details on the expected automation using the solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
126	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
127	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide integration ability for the supported 3rd party applications using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
128	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	Ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
129	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 8	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
130	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 12	Solution should be able to provide real-time notification alerts via email/ SMS / API/ Whatsapp to notify respective users about any state or status change of a ticket		Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
131	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
132	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide ability to support 3rd party integration using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
133	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 34	The Solution should provide ability to support multiple levels of administrative delegation. It should be able to define multiple levels of administrative domains so that each administrator is assigned certain resources for which they are responsible.	The Solution should support multi-level administrative delegation by enabling the creation of distinct administrative domains. Each administrator should be assigned specific roles and resources, ensuring accountability within their defined scope of responsibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
134	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 35	The solution should provide ability to provide an event console for the entire environment for event monitoring. Events should be colour coded on the GUI based on severity.	The solution should provide a unified event console that enables centralized monitoring of events across the entire IT environment. The console presents events with intuitive color-coded indicators on the GUI, allowing administrators to quickly identify and prioritize issues based on their severity.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
135	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 39	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management.	The Solution must provide AIOps functionalities such as anomaly detection, trend forecasting, and event correlation, and these capabilities must extend beyond infrastructure components to deliver business service-level insights for proactive service management.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
136	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 41	The Solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from different OEM's and vendors of the components including Network, hardware, multiple-platform servers, database, etc.	The solution must provide the capability to correlate events across the complete IT infrastructure and support events generated from multiple OEMs and vendors, including network devices, hardware, multi-platform servers, databases, and other components.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
137	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 43	The solution should have reporting ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The proposed solution should support comprehensive reporting capabilities including event correlation, automated alerting to administrators, real-time and historical analysis, trend reporting, and ad-hoc report generation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
138	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 44	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Web, 3rd Party application, Monitoring Solution- NMS, ITOM, ITAM, etc.	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Monitoring Solution. ITAM , NMS --Need Use-case for creating ticket to check for the feasibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
139	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 48	The incident records separated from request, problem and change request records and should be able to convert, relate incident to problem, request, change, vice versa	The solution must maintain incident records separately from request, problem, and change records, while providing the capability to convert or relate an incident to a problem Converting not possible -- Creating new Problem Request or Change request is possible	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
140	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 50	Incident records linked to the caller should provide previous incident history of caller while adding the incident	Incident records linked to the caller should provide previous incident history of caller while adding the incident, using the existing Telephony integration. If Computer Telephony is integrated then we will be able to show the requester's open ticket details?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
141	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 54	The Solution should have predefined escalation matrix for each business service and there should also be an option to dynamically update the matrix for each Incident while working on the same	Will LIC provide the escalation matrices for pre-configuration, or is the vendor expected to enable dynamic matrix creation and modification by business users without backend support? <i>Need more details dynamic update of SLA Matrix!</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
142	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 55	The Solution should provide an option to admin/manager to pick and choose which users are to be notified (email / SMS) for which stage of the incident lifecycle. These configurations should be dynamic and can be changed by the manager as and when needed	The Solution should allow administrators/managers to configure notification rules across the incident lifecycle, with the ability to select specific users who should receive notifications (via email/SMS) at each stage. These configurations must be dynamic and modifiable by administrators/managers as required.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
143	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 58	Solution should allow user to search similar related incidents that have been previously logged in the system	The solution should enable users to search and retrieve previously logged incidents that are similar or related to the current issue.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
144	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 64	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician shift details, technician leaves, technician workload etc.	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician leaves, technician workload etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
145	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 70	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments.	Multiple SLA will get assigned but only the last will be considered for the escalation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
146	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 84	Ability to generate reports on incident history and trends, by type of incident and by user and by live dashboard.	Ability to generate reports on incident history and trends, by type of incident and by user.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
147	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 87	The system should support dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers.	The system should support static\dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers. Assignment routing will be applied only while creating the request based on site if auto assign is created as well as if technician has logged in.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
148	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 90	The proposed service desk Solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface, SMS etc.	The proposed solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
149	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 91	The service desk Solution shall provide the capability to identify duplicate tickets and allow for creating parent-child relationships that clubs all duplicate/repetitive tickets to a parent ticket.	The service desk Solution shall provide the capability to club all duplicate/repetitive tickets to a parent ticket. Duplicate ticket has to be filtered by the technician. Parent child ticket can be created.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
150	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 98	Problem records should have the below facilities but not limited to: 1.they can be linked to configuration items 2.Linkd to and routed to support partners or 3rd party Bidders 3. Have option to add multiple workarounds and Solutions 4. can be created from an incident record or linked with	Routing of problem request has to be taken care by the respective technician.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
151	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 100	Solution should have option to generate a single-click Root- Cause-Analysis report after problem closure	The solution should provide the capability to generate a comprehensive Root-Cause Analysis (RCA) report upon closure of a problem ticket. <i>Root Cause analysis can be key-in by the technician</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
152	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 102	Solution should have option to review major problem records separately	Additional Field can be created to check if this is a Major Problem	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
153	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 103	Solution should provide option to analyse the problem record.	Analysis has to be done internally and can be then added within the problem request	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
154	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 104	The Solution should have logs for approval of RCA, problem manager and engineer inputs.	Approvals is not feasible for problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
155	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 108	Ability to automate opening of a problem record from an incident record based on business rules and SLAs	Ability to open a problem record from an incident record based on business rules and SLAs Based on the use-case we could determine automatic incident to problem request creation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
156	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 109	Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
157	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 111	Ability to link problems/known error records to a CI, group of CIs or a service.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
158	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 112	Ability for authorized users to create new problem records and enforce data rules and required fields.	Ability for authorized users to create new problem records. Cannot enforce data rules and required fields, can we check if this option to remove	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
159	Annexure F: Technical Specification	Change Management	Page No.109 Point - 141	There should be an option to add change advisory board (CAB) agenda meetings for every change, each meeting should have an agenda to have a discussion on scheduled time for each change, minutes and action plan should be able to add with in CAB agenda meeting and it should be recorded for reference purpose along with date, user, discussion Point	Meeting details and meeting recording can be added manually within the Change Request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
160	Annexure F: Technical Specification	Change Management	Page No.109 Point - 146	Ability to easily identify the affected CIs whenever a change is made to a particular CI.	After successful scan changes in hardware and software will get recorded with the ServiceDesk Plus solution via Endpoint Central solution. Realtime Changes cannot be recorded, There will be time delay	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
161	Annexure F: Technical Specification	Change Management	Page No.109 Point - 157	Ability to restrict desired deployment dates during RFC submission based on minimum lead times like month end, quarter end, year-end etc.	Deployments dates can be added while raising a request and if required to modify then only Change Manager could perform this activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
162	Annexure F: Technical Specification	Change Management	Page No.109 Point - 160	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted.	Manual Discover can be done by selecting the respective asset.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
163	Annexure F: Technical Specification	Change Management	Page No.109 Point - 161	Ability to provide proactive notification and approval workflow to stakeholders and change advisory committee members for changes with critical business impact, collisions and compliancy issues.	Are we referring to scheduled change maintenance request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
164	Annexure F: Technical Specification	Change Management	Page No.110 Point - 163	Ability to automatically create a change request for any changes to CIs.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
165	Annexure F: Technical Specification	Change Management	Page No.110 Point - 171	Each change request should contain a set of mandatory data fields by default to ensure complete documentation of the change process.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
166	Annexure F: Technical Specification	Change Management	Page No. 109 Point - 140	Custom fields, role-based access control on the fixed and custom fields, dynamic notifications, dynamic workflow rules option should be available so based on requirement its workflow should be change	The solution should support creation of custom fields, role-based access control for both fixed and custom fields, dynamic notifications, and configurable workflow rules. This should allow workflows to be easily modified based on changing business requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
167	Annexure F: Technical Specification	Change Management	Page No. 108 Point - 137	For Each change all the stakeholders should be able to communicate through Chat/offline Chat or any other option.	For Each change all the stakeholders should be able to add notes and record conversation via email	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
168	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 184	CIs stored in the Solution should have linking option with Customers, Incidents, Bidders and Locations	Need to know the use case of Customer/ Bidder info in CI.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
169	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 190	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☐ Changes in software installations and business services/applications ☐ Removal of software/applications ☐ Unauthorized software installations as compared to an existing software white-list; ☐ Changes to databases	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☐ Changes in software installations and business services/applications ☐ Removal of software/applications Unauthorized software installations as compared to an existing software white-list and Changes to databases is not supported	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
170	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements. It is Asset Management solution's capability.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
171	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 216	The CMDB must support automated discovery of IT asset in the LIC IT infrastructure.	The CMDB must support discovery of IT asset in the LIC IT infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
172	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 207	The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity.	The Solution shall provide monitoring of privilege changes and configuration modifications across Active Directory, ERP systems, databases, firewall rule bases, web servers, and other infrastructure components, with the capability to identify and alert on unauthorized or high-risk activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
173	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
174	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 224	Map ACI endpoint groups and bridge domains to application services.	The Solution shall provide the capability to discover and monitor Cisco ACI environments, including mapping of endpoint groups (EPGs) and bridge domains to application services, thereby enabling comprehensive visibility into application-centric network infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
175	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 231	Link NAC authentication results with device and user metadata.	The Solution shall support integration of Network Access Control (NAC) authentication results with device and user metadata, enabling correlation of authenticated sessions with specific endpoints and users for enhanced visibility, compliance, and security monitoring.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
176	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 237	Auto-discover and map ACI endpoint groups and bridge domains to applications and CI records.	The Solution shall provide auto-discovery and mapping of ACI endpoint groups and bridge domains, with the ability to associate them to applications and Configuration Item (CI) records within the CMDB. The mapping should update dynamically to reflect changes in the network and application infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
177	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 250	Changes to firewall rules, load balancer configurations, SDN policies, or API-based automation triggers should be captured and tracked via standard change workflows.	The Solution shall capture and track all changes to firewall rules. The solution must integrate with standard ITIL-based change management workflows to ensure that all modifications are logged, monitored, and audited for compliance and security requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
178	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 252	SD-WAN policy changes must trigger RFC generation and track approvals, rollback plans, and updates.	The Solution shall monitor and detect SD-WAN policy changes, automatically trigger the generation of a Request for Change (RFC), and integrate with the Change Management module to track approvals, rollback plans, and status updates in compliance with ITIL best practices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
179	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 302	The ability to define a catalog of service request types reflects what services are offered to internal or external customers.	The ability to define a catalog of service request types reflects what services are offered to internal customers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
180	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 330	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with offline capability for field technicians.	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with online capability for field technicians.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
181	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 319	The Solution should apply rules controlling the re-opening a service request	The Solution must support the configuration of rules and workflows to control the conditions under which a service request can be re-opened.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
182	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 336	The proposed service desk Solution must have a built-in workflow engine. The proposed service desk Solution must support Non-linear workflows with decision-based branching and the ability to perform parallel processing. It should also have a graphical workflow designer for workflow creation and updates.	The proposed ServiceDesk Plus solution shall include the following capabilities: 1.A built-in workflow engine to automate service desk processes. 2.Support for non-linear workflows with decision-based branching. 3.Ability to perform parallel processing of workflow actions. 4.A graphical workflow designer for simplified workflow	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
183	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 354	Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles)	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
184	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 366	Knowledge articles should be linked to repeated SD-WAN or interface-related faults, blocked traffic troubleshooting, and standard resolution steps for common overlay issues.	Knowledge article should be linked to repeated issues with standard resolution steps. Need more details what customer is expecting. Are we referring to creating an KB related to SD-WAN issue?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
185	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 347	Should be able to highlight the duplicate knowledge base article automatically.	The solution should automatically identify and highlight duplicate knowledge base articles to avoid redundancy.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
186	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 363	The knowledge component of the service desk should allow grouping and access control for knowledge articles based on user roles or security levels.	The knowledge base should support grouping of articles and control access based on user roles or defined security levels.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
187	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 370	The proposed service desk knowledge Solutions must provide grouping access to different security knowledge articles for different group of users.	The solution must support role-based access controls, allowing different user groups to access designated knowledge articles in accordance with their security permissions.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
188	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 386	The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service.	The product should facilitate linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service. Please check if we can remove Bi-directional linking of SLA	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
189	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 401	SLA breaches must trigger real-time escalations and dashboards must track compliance for each CI and traffic link.	SLA breaches must trigger real-time escalations and provide dashboard Real-time escalations are supported. Dashboards can show SLA compliance generally but not specific CI/traffic-link	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
190	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 395	Point 395: Ability to integrate with project management systems	The proposed IT Service Management solution must support integration with project management systems to enable seamless synchronization of service requests, incidents, and project tasks.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
191	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 408	Point 408: Each escalation policy must allow easy definition on multiple escalation levels and notification to different personnel via window GUI/console.	The solution must allow administrators to define and manage multi-level escalation policies through a graphical user interface or console. It should support automated notifications to different personnel at each escalation level via email, SMS, and in-console alerts.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
192	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 410	Point 410: Manage network compliance by comparing devices to defined, best- practice standards.	The proposed solution must enable automated network compliance management by comparing all monitored devices against predefined best-practice standards. The system should detect configuration deviations, generate compliance reports, and provide alerting mechanisms for non-compliant devices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
193	Annexure F: Technical Specification	Asset Management	Page No.122 Point - 422	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF, DHTML revisions of past report output can be archived	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF and XLS revisions of past report output can be archived Can we check if we can remove DHTML from the mentioned list?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
194	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 424	The Solution shall support corporate, VPN and internet connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network.	The solution must support users accessing the system from corporate networks, VPNs, and the internet without requiring the purchase or deployment of additional software or hardware for off-network access. Need to host the application over the internet as well as Secure gateway is required if need to discover the outside the office network.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
195	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 462	The System should be able to do automatic identification of the following software attributes (many more required) <ul style="list-style-type: none"> <input type="checkbox"/> Product name <input type="checkbox"/> Product version <input type="checkbox"/> Manufacturer <input type="checkbox"/> Language <input type="checkbox"/> File name <input type="checkbox"/> Directory file time <input type="checkbox"/> Executable type <input type="checkbox"/> Internal name <input type="checkbox"/> Known as <input type="checkbox"/> File description <input type="checkbox"/> File extension <input type="checkbox"/> File path <input type="checkbox"/> File date/time <input type="checkbox"/> File size 	The System should be able to do automatic identification of the following software attributes (many more required) Product Name Manufacturer Version Purchased Installed Allocated Available Compliance Type Software Type License Key License Types Expires in Expiry Date Workstation Installed On User Discovered Date Department Software name, Version, Manufacturer will only be checked, other does not fall in the scope of proposed	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
196	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 463	The Solution should maintain full audit trails of configuration changes, compare real-time device configurations with baselines, and support automated backups triggered by change detection.	The proposed solution must maintain comprehensive audit trails of all configuration changes, enable real-time comparison of device configurations against defined baselines, and support automated backups that are triggered upon detection of configuration changes.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
197	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 467	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning with color-coded difference views.	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning Can we remove color-coded option from this question.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
198	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 470	Admins should be able to configure backup retry attempts for failed devices within the same day and schedule configuration restorations from trusted snapshots.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
199	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 472	The system should log detailed user actions including session start, configuration changes, and authorization levels for audit and traceability.	This will be part of session recording in Endpoint Central. Please help to remove this pointer.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
200	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 482	The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	The Solution should support configuration backup successes/failures globally and regionally.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
201	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 465	The System should be able to Identify software installations which occur outside approved channels	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
202	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 445	The Solution should allow scanning of specific device/group of devices on demand	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
203	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 484	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
204	Annexure F: Technical Specification	Reports & Dashboards	Page No.143 Point - 803	The proposed Solution must have option of report wizard to add structured query language (SQL) type report with options like group by, order by, filters etc.	The proposed Solution must have option of report wizard with options like group by, order by, filters, custom reports etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
205	Annexure F: Technical Specification	Release Management	Page No.128 Point - 536	Point 536: Ability to create a real-time dashboard that allows the Release manager or any other approved user to quickly ascertain details on release management in one location.	The solution must provide the ability to create a real-time, role-based dashboard that enables Release Managers and other authorized users to view consolidated release management details—including release status, approvals, and deployment progress—within a single interface	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
206	Online Reverse Auction	Online Reverse Auction	29		Request LIC to remove the ORA and go for L1 Bid post technical evaluation.	Please adhere to the RFP clause
207	3. Technical Bid	3. Technical Bid	23	iii) LIC will be responsible to provide the hardware required for implementation of in-scope ITSM solution i.e. Servers/VMs; and will provide RHEL OS and Database – MySQL. Any other software, operating system and hardware if required should be provided by the bidder, included in BoQ and prices quoted for in the Commercial Bid Document.	Please confirm if Ubuntu pro and Postgres SQL license will be provided by LIC.	Please adhere to the RFP clause
208	2. Detailed Scope of Work		60	The Bidder should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation	Please clarify the details on payment schedule	Please adhere to the RFP clause
209	2. Detailed Scope of Work	Point No.4	87	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter.	we request LIC to consider payment for Onsite Services to be done as Monthly Arrear	Please adhere to the RFP clause
210	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 24	The Solution should be compatible with a wide range of protocols and interfaces for third-party integration, including REST APIs, SOAP, PowerShell, SNMP, SQL, FTP, SFTP, SSH and other standard methods	Proposed solution offers REST API to create or trigger any data within ServiceDesk Plus as well as 3rd party application.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
211	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 25	The Solution should provide orchestration features to automate common administrative tasks across connected systems.	Please provide more details on the expected automation using the solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
212	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
213	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide integration ability for the supported 3rd party applications using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
214	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	Ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
215	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 8	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
216	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 12	Solution should be able to provide real-time notification alerts via email/ SMS / API/ Whatsapp to notify respective users about any state or status change of a ticket	Solution should be able to provide real-time notification alerts via email to notify respective users about any state or status change of a ticket	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
217	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
218	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide ability to support 3rd party integration using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
219	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 34	The Solution should provide ability to support multiple levels of administrative delegation. It should be able to define multiple levels of administrative domains so that each administrator is assigned certain resources for which they are responsible.	The Solution should support multi-level administrative delegation by enabling the creation of distinct administrative domains. Each administrator should be assigned specific roles and resources, ensuring accountability within their defined scope of responsibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
220	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 35	The solution should provide ability to provide an event console for the entire environment for event monitoring. Events should be colour coded on the GUI based on severity.	The solution should provide a unified event console that enables centralized monitoring of events across the entire IT environment. The console presents events with intuitive color-coded indicators on the GUI, allowing administrators to quickly identify and prioritize issues based on their severity.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
221	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 39	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management.	The Solution must provide AIOps functionalities such as anomaly detection, trend forecasting, and event correlation, and these capabilities must extend beyond infrastructure components to deliver business service-level insights for proactive service management.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
222	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 41	The Solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from different OEM's and vendors of the components including Network, hardware, multiple-platform servers, database, etc.	The solution must provide the capability to correlate events across the complete IT infrastructure and support events generated from multiple OEMs and vendors, including network devices, hardware, multi-platform servers, databases, and other components.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
223	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 43	The solution should have reporting ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The proposed solution should support comprehensive reporting capabilities including event correlation, automated alerting to administrators, real-time and historical analysis, trend reporting, and ad-hoc report generation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
224	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 44	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Web, 3rd Party application, Monitoring Solution- NMS, ITOM, ITAM, etc.	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Monitoring Solution. ITAM , NMS --Need Use-case for creating ticket to check for the feasibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
225	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 48	The incident records separated from request, problem and change request records and should be able to convert, relate incident to problem, request, change, vice versa	The solution must maintain incident records separately from request, problem, and change records, while providing the capability to convert or relate an incident to a problem Converting not possible -- Creating new Problem Request or Change request is possible.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
226	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 50	Incident records linked to the caller should provide previous incident history of caller while adding the incident	Incident records linked to the caller should provide previous incident history of caller while adding the incident, using the existing Telephony integration. If Computer Telephony is integrated then we will be able to show the requester's open ticket details?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
227	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 54	The Solution should have predefined escalation matrix for each business service and there should also be an option to dynamically update the matrix for each Incident while working on the same	Will LIC provide the escalation matrices for pre-configuration, or is the vendor expected to enable dynamic matrix creation and modification by business users without backend support? <i>Need more details dynamic update of SIA Matrix!</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
228	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 55	The Solution should provide an option to admin/manager to pick and choose which users are to be notified (email / SMS) for which stage of the incident lifecycle. These configurations should be dynamic and can be changed by the manager as and when needed	The Solution should allow administrators/managers to configure notification rules across the incident lifecycle, with the ability to select specific users who should receive notifications (via email/SMS) at each stage. These configurations must be dynamic and modifiable by administrators/managers as required.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
229	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 58	Solution should allow user to search similar related incidents that have been previously logged in the system	The solution should enable users to search and retrieve previously logged incidents that are similar or related to the current issue.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
230	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 64	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician shift details, technician leaves, technician workload etc.	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician leaves, technician workload etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
231	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 70	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments.	Multiple SLA will get assigned but only the last will be considered for the escalation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
232	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 84	Ability to generate reports on incident history and trends, by type of incident and by user and by live dashboard.	Ability to generate reports on incident history and trends, by type of incident and by user.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
233	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 87	The system should support dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers.	The system should support static\dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers. Assignment routing will be applied only while creating the request based on site if auto assign is created as well as if technician has logged in.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
234	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 90	The proposed service desk Solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface, SMS etc.	The proposed solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
235	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 91	The service desk Solution shall provide the capability to identify duplicate tickets and allow for creating parent-child relationships that clubs all duplicate/repetitive tickets to a parent ticket.	The service desk Solution shall provide the capability to club all duplicate/repetitive tickets to a parent ticket. Duplicate ticket has to be filtered by the technician. Parent child ticket can be created.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
236	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 98	Problem records should have the below facilities but not limited to: 1.they can be linked to configuration items 2.Link to and routed to support partners or 3rd party Bidders 3. Have option to add multiple workarounds and Solutions 4. can be created from an incident record or linked with	Routing of problem request has to be taken care by the respective technician.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
237	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 100	Solution should have option to generate a single-click Root- Cause-Analysis report after problem closure	The solution should provide the capability to generate a comprehensive Root-Cause Analysis (RCA) report upon closure of a problem ticket. <i>Root Cause analysis can be key-in by the technician</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
238	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 102	Solution should have option to review major problem records separately	Additional Field can be created to check if this is a Major Problem	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
239	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 103	Solution should provide option to analyse the problem record.	Analysis has to be done internally and can be then added within the problem request	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
240	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 104	The Solution should have logs for approval of RCA, problem manager and engineer inputs.	Approvals is not feasible for problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
241	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 108	Ability to automate opening of a problem record from an incident record based on business rules and SLAs	Ability to open a problem record from an incident record based on business rules and SLAs <i>Based on the use-case we could determine automatic incident to problem request creation</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
242	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 109	Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
243	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 111	Ability to link problems/known error records to a CI, group of CIs or a service.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
244	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 112	Ability for authorized users to create new problem records and enforce data rules and required fields.	Ability for authorized users to create new problem records. <i>Cannot enforce data rules and required fields, can we check if this option to remove</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
245	Annexure F: Technical Specification	Change Management	Page No.109 Point - 141	There should be an option to add change advisory board (CAB) agenda meetings for every change, each meeting should have an agenda to have a discussion on scheduled time for each change, minutes and action plan should be able to add with in CAB agenda meeting and it should be recorded for reference purpose along with date, user, discussion Point	Meeting details and meeting recording can be added manually within the Change Request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
246	Annexure F: Technical Specification	Change Management	Page No.109 Point - 146	Ability to easily identify the affected CIs whenever a change is made to a particular CI.	After successful scan changes in hardware and software will get recorded with the ServiceDesk Plus solution via Endpoint Central solution. Realtime Changes cannot be recorded, There will be time delay.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
247	Annexure F: Technical Specification	Change Management	Page No.109 Point - 157	Ability to restrict desired deployment dates during RFC submission based on minimum lead times like month end, quarter end, year-end etc.	Deployments dates can be added while raising a request and if required to modify then only Change Manager could perform this activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
248	Annexure F: Technical Specification	Change Management	Page No.109 Point - 160	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted.	Manual Discover can be done by selecting the respective asset.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
249	Annexure F: Technical Specification	Change Management	Page No.109 Point - 161	Ability to provide proactive notification and approval workflow to stakeholders and change advisory committee members for changes with critical business impact, collisions and compliancy issues.	Are we referring to scheduled change maintenance request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
250	Annexure F: Technical Specification	Change Management	Page No.110 Point - 163	Ability to automatically create a change request for any changes to CIs.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
251	Annexure F: Technical Specification	Change Management	Page No.110 Point - 171	Each change request should contain a set of mandatory data fields by default to ensure complete documentation of the change process.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
252	Annexure F: Technical Specification	Change Management	Page No. 109 Point - 140	Custom fields, role-based access control on the fixed and custom fields, dynamic notifications, dynamic workflow rules option should be available so based on requirement its workflow should be change	The solution should support creation of custom fields, role-based access control for both fixed and custom fields, dynamic notifications, and configurable workflow rules. This should allow workflows to be easily modified based on changing business requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
253	Annexure F: Technical Specification	Change Management	Page No. 108 Point - 137	For Each change all the stakeholders should be able to communicate through Chat/offline Chat or any other option.	For Each change all the stakeholders should be able to add notes and record conversation via email	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
254	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 184	CIs stored in the Solution should have linking option with Customers, Incidents, Bidders and Locations	Need to know the use case of Customer/ Bidder info in CI.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
255	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 190	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: <input checked="" type="checkbox"/> Changes in software installations and business services/applications <input checked="" type="checkbox"/> Removal of software/applications <input checked="" type="checkbox"/> Unauthorized software installations as compared to an existing software white-list; <input checked="" type="checkbox"/> Changes to databases	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: <input checked="" type="checkbox"/> Changes in software installations and business services/applications <input checked="" type="checkbox"/> Removal of software/applications Unauthorized software installations as compared to an existing software white-list and Changes to databases is not supported	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
256	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements. It is Asset Management solution's capability.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
257	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 216	The CMDB must support automated discovery of IT asset in the LIC IT infrastructure.	The CMDB must support discovery of IT asset in the LIC IT infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
258	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 207	The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity.	The Solution shall provide monitoring of privilege changes and configuration modifications across Active Directory, ERP systems, databases, firewall rule bases, web servers, and other infrastructure components, with the capability to identify and alert on unauthorized or high-risk activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
259	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
260	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 224	Map ACI endpoint groups and bridge domains to application services.	The Solution shall provide the capability to discover and monitor Cisco ACI environments, including mapping of endpoint groups (EPGs) and bridge domains to application services, thereby enabling comprehensive visibility into application-centric network infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
261	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 231	Link NAC authentication results with device and user metadata.	The Solution shall support integration of Network Access Control (NAC) authentication results with device and user metadata, enabling correlation of authenticated sessions with specific endpoints and users for enhanced visibility, compliance, and security monitoring.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
262	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 237	Auto-discover and map ACI endpoint groups and bridge domains to applications and CI records.	The Solution shall provide auto-discovery and mapping of ACI endpoint groups and bridge domains, with the ability to associate them to applications and Configuration Item (CI) records within the CMDB. The mapping should update dynamically to reflect changes in the network and application infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
263	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 250	Changes to firewall rules, load balancer configurations, SDN policies, or API-based automation triggers should be captured and tracked via standard change workflows.	The Solution shall capture and track all changes to firewall rules. The solution must integrate with standard ITIL-based change management workflows to ensure that all modifications are logged, monitored, and audited for compliance and security requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
264	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 252	SD-WAN policy changes must trigger RFC generation and track approvals, rollback plans, and updates.	The Solution shall monitor and detect SD-WAN policy changes, automatically trigger the generation of a Request for Change (RFC), and integrate with the Change Management module to track approvals, rollback plans, and status updates in compliance with ITIL best practices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
265	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 302	The ability to define a catalog of service request types reflects what services are offered to internal or external customers.	The ability to define a catalog of service request types reflects what services are offered to internal customers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
266	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 330	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with offline capability for field technicians.	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with online capability for field technicians.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
267	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 319	The Solution should apply rules controlling the re-opening a service request	The Solution must support the configuration of rules and workflows to control the conditions under which a service request can be re-opened.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
268	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 336	The proposed service desk Solution must have a built-in workflow engine. The proposed service desk Solution must support Non-linear workflows with decision-based branching and the ability to perform parallel processing. It should also have a graphical workflow designer for workflow creation and updates.	The proposed ServiceDesk Plus solution shall include the following capabilities: 1.A built-in workflow engine to automate service desk processes. 2.Support for non-linear workflows with decision-based branching. 3.Ability to perform parallel processing of workflow actions. 4.A graphical workflow designer for simplified workflow	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
269	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 354	Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles)	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
270	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 366	Knowledge articles should be linked to repeated SD-WAN or interface-related faults, blocked traffic troubleshooting, and standard resolution steps for common overlay issues.	Knowledge article should be linked to repeated issues with standard resolution steps. Need more details what customer is expecting. ARE we referring to creating an KB related to SD-WAN issue?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
271	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 347	Should be able to highlight the duplicate knowledge base article automatically.	The solution should automatically identify and highlight duplicate knowledge base articles to avoid redundancy.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
272	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 363	The knowledge component of the service desk should allow grouping and access control for knowledge articles based on user roles or security levels.	The knowledge base should support grouping of articles and control access based on user roles or defined security levels.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
273	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 370	The proposed service desk knowledge Solutions must provide grouping access to different security knowledge articles for different group of users.	The solution must support role-based access controls, allowing different user groups to access designated knowledge articles in accordance with their security permissions.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
274	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 386	The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service.	The product should facilitate linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service. Please check if we can remove Bi-directional linking of SLA	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
275	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 401	SLA breaches must trigger real-time escalations and dashboards must track compliance for each CI and traffic link.	SLA breaches must trigger real-time escalations and provide dashboard Real-time escalations are supported. Dashboards can show SLA compliance generally but not specific CI/traffic-link	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
276	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 395	Point 395: Ability to integrate with project management systems	The proposed IT Service Management solution must support integration with project management systems to enable seamless synchronization of service requests, incidents, and project tasks.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
277	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 408	Point 408: Each escalation policy must allow easy definition on multiple escalation levels and notification to different personnel via window GUI/console.	The solution must allow administrators to define and manage multi-level escalation policies through a graphical user interface or console. It should support automated notifications to different personnel at each escalation level via email, SMS, and in-console alerts.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
278	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 410	Point 410: Manage network compliance by comparing devices to defined, best- practice standards.	The proposed solution must enable automated network compliance management by comparing all monitored devices against predefined best-practice standards. The system should detect configuration deviations, generate compliance reports, and provide alerting mechanisms for non-compliant devices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
279	Annexure F: Technical Specification	Asset Management	Page No.122 Point - 422	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF, DHTML revisions of past report output can be archived	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF and XLS revisions of past report output can be archived Can we check if we can remove DHTML from the mentioned point?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
280	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 424	The Solution shall support corporate, VPN and internet connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network.	The solution must support users accessing the system from corporate networks, VPNs, and the internet without requiring the purchase or deployment of additional software or hardware for off-network access. Need to host the application over the internet as well as Secure gateway is required if need to discover the outside the office network.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
281	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 462	The System should be able to do automatic identification of the following software attributes (many more required) <input type="checkbox"/> Product name <input type="checkbox"/> Product version <input type="checkbox"/> Manufacturer <input type="checkbox"/> Language <input type="checkbox"/> File name <input type="checkbox"/> Directory file time <input type="checkbox"/> Executable type <input type="checkbox"/> Internal name <input type="checkbox"/> Known as <input type="checkbox"/> File description <input type="checkbox"/> File extension <input type="checkbox"/> File path <input type="checkbox"/> File date/time <input type="checkbox"/> File size	The System should be able to do automatic identification of the following software attributes (many more required) Product Name Manufacturer Version Purchased Installed Allocated Available Compliance Type Software Type License Key License Types Expires in Expiry Date Workstation Installed On User Discovered Date Department Software name, Version, Manufacturer will only be fetched, other does not falls in the scope of proposed	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
282	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 463	The Solution should maintain full audit trails of configuration changes, compare real-time device configurations with baselines, and support automated backups triggered by change detection.	The proposed solution must maintain comprehensive audit trails of all configuration changes, enable real-time comparison of device configurations against defined baselines, and support automated backups that are triggered upon detection of configuration changes.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
283	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 467	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning with color-coded difference views.	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning Can we remove color-coded option from this question.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
284	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 470	Admins should be able to configure backup retry attempts for failed devices within the same day and schedule configuration restorations from trusted snapshots.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
285	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 472	The system should log detailed user actions including session start, configuration changes, and authorization levels for audit and traceability.	This will be part of session recording in Endpoint Central. Please help to remove this pointer.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
286	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 482	The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	The Solution should support configuration backup successes/failures globally and regionally.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
287	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 465	The System should be able to Identify software installations which occur outside approved channels	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
288	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 445	The Solution should allow scanning of specific device/group of devices on demand	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
289	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 484	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
290	Annexure F: Technical Specification	Reports & Dashboards	Page No.143 Point - 803	The proposed Solution must have option of report wizard to add structured query language (SQL) type report with options like group by, order by, filters etc.	The proposed Solution must have option of report wizard with options like group by, order by, filters, custom reports etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
291	Annexure F: Technical Specification	Release Management	Page No.128 Point - 536	Point 536: Ability to create a real-time dashboard that allows the Release manager or any other approved user to quickly ascertain details on release management in one location.	The solution must provide the ability to create a real-time, role-based dashboard that enables Release Managers and other authorized users to view consolidated release management details—including release status, approvals, and deployment progress—within a single interface	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
292	Section B: Invitation for Request for Proposal	9	18	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. <ul style="list-style-type: none"> 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 	Bidder understands that all deviations and the final proposal submitted by the Bidder shall form part of the Contract and the commencement of the Services shall begin only after a Contract with mutually accepted terms is signed.	Please adhere to the RFP clause
293	Section C: Instructions to Bidders (ITB)	2. Submission of Bids	22	Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document. Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP and subsequent mutually agreed modification(s) to this tender, if any.	Bidder understands that all deviations and the final proposal submitted by the Bidder shall form part of the Contract and the commencement of the Services shall begin only	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
294	Section C: Instructions to Bidders (ITB)	. Compliant Bids / Completeness of Response	24	. Rejection of non-compliant bid: ☑ LIC reserves the right to reject any or all bids on the basis of any deviation(s).	Bidder understands that all deviations and the final proposal submitted by the Bidder shall form part of the Contract and the commencement of the Services shall begin only	Please adhere to the RFP clause
295	Section C: Instructions to Bidders (ITB)	22. Patent Rights and other litigation costs:	34	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.	Bidder proposes the following modification to the clause. Please confirm: 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 defend LIC against such claim. If the Bidder fails to comply defend and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation amounts finally awarded by a court against LIC or included in a settlement approved by Bidder including all expenses (court costs and lawyer fees) . LIC will (i) give notice to the Bidder of such claim, if it is made, without delay as when received, ii) supply information requested by Bidder and iii) allow Bidder to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts. In no event shall LIC either party 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.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
296	Section C: Instructions to Bidders (ITB)	33. Limitation of Liability	37	<p>Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause i.e. infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC,, the Bidder 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.</p>	<p>Bidder proposes the following modification to the clause. Please confirm: Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause i.e. infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC,, The Bidder 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- amount of any actual direct damages incurred by Client up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim.</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
297	Section C: Instructions to Bidders (ITB)	35. Settlement of Disputes/Arbitration	38	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.	<p>Bidder understands the clause. For the purpose of clarity we propose to include the following to the clause. Please confirm.</p> <p>Any dispute arising out of or in connection with this Agreement, including any question regarding its existence, validity or termination (each a "Dispute") shall be referred to the Mumbai Centre for International Arbitration and finally resolved by arbitration in accordance with the Mumbai Centre for International Arbitration Rules (the "MCIA Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The language of the arbitration shall be English. The seat of arbitration shall be Mumbai. The arbitral tribunal shall consist of three arbitrators appointed in accordance with the MCIA Rules. The arbitrators so appointed: (i) shall be fluent in English; (ii) shall be a licensed and independent legal practitioner or retired judicial member with over 20 years' experience in handling commercial disputes in the IT/ITeS sector.</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
298	Section C: Instructions to Bidders (ITB)	36. Indemnifying LIC	39	<p>A. The Bidder shall indemnify LIC:</p> <p>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 Bidder's services to LIC.</p> <p>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 Bidder provided that this indemnity shall not apply to in the following cases:</p> <p>i) Modification of the Bidder 's deliverables provided hereunder by any person other than the Bidder or its personnel.</p> <p>ii) LIC's failure to use of any modification to the Bidder's deliverables made available by Bidder where use of such modification would have avoided the infringement.</p> <p>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 Bidder to use.</p> <p>iv) Use of the Bidder's deliverables in a manner not agreed to.</p> <p>c) Against all demands or responsibilities arising from accidents, bodily injury or loss of life as a result of Bidder's negligence or wilful default in performance or non-performance under the contract.</p> <p>d) Against all losses on account of damage to tangible</p>	<p>Bidder requests the following modifications. Bidder also wants to understand if LIC would consider defining "Gross Negligence" and "Wilful Misconduct" instead of "negligence and wilful default" in (c) and (d) below:</p> <p>A. The Bidder shall indemnify LIC:</p> <p>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 Bidder's services to LIC.</p> <p>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 Bidder provided that this indemnity shall not apply to in the following cases:</p> <p>i) Modification of the Bidder 's deliverables provided hereunder by any person other than the Bidder or its personnel.</p> <p>ii) LIC's failure to use of any modification to the Bidder's deliverables made available by Bidder where use of such modification would have avoided the infringement.</p> <p>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 Bidder to use.</p> <p>iv) Use of the Bidder's deliverables in a manner not agreed to.</p> <p>e) Against all demands or responsibilities arising from accidents, bodily injury or loss of life as a</p>	Please adhere to the RFP clause
299	Section C: Instructions to Bidders (ITB)	48. Terms of Assignment	44	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 Bidder without advance written consent of LIC and any such sale, lease, assignment or transfer otherwise made by the selected Bidder shall be void and of no effect whatsoever	Bidder seeks to clarify that Bidder's right to receive payment will not be restricted. Please confirm.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
300	Section E: Scope of Services	Right to Audit:	56	<p>It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled 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 Bidder shall submit such certification by such Auditors to LIC. The Bidder 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.</p> <p>o 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</p>	<p>Bidder proposes that prior to these audits LIC will provide a minimum 30 days notice to the Bidder. Audits will only be in relation to services provided by the Bidder under the contract in the preceding 12 months. Bidder shall not be liable to provide the Bidder's Confidential Information, pricing and costing data. The Audit shall take place only during normal business hours .</p>	<p>Please adhere to the RFP clause</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
301	Section Section F: General Terms & ConditionsF: General Terms & Conditions	Delivery & Installation Schedule	80	<p>Equipment/components not delivered/installed beyond mentioned timelines, from the date of the Purchase order, will be dealt with as follows:-</p> <p>i. LIC may cancel the purchase order placed which will be conveyed to the Bidder in writing.</p> <p>ii. The penalty clause as mentioned will be applicable.</p> <p>iii. Deductions of penalty will be made from any amount payable to the Bidder by LIC.</p> <p>iv. Any other amounts that may become recoverable from the Bidder will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.</p> <p>v. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai.</p> <p>vi. Termination of contract and blacklisting.</p> <p>e. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the Bidder 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 Bidder to make good of losses suffered by LIC in terms of business</p>	<p>Bidder requests that any LDs applicable in case of delay on part of Bidder shall be the sole remedy available to LIC. Termination, forfeiture of Bank Guarantees, and Penalties/LDs should not be applied together.</p>	<p>Please adhere to the RFP clause</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
302	Section F: General Terms & Conditions	8. Intellectual Property Rights	84	<p>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.</p> <p>LIC ownership of Intellectual Property Rights in Contract Material</p> <p>a. All Intellectual Property Rights in the Contract Material shall vest in LIC;</p> <p>b. to the extent that LIC needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder 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. ectual Property Rights</p> <p>IPR Warranty</p> <p>The Bidder will warrant that:</p> <p>a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and</p> <p>b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses.</p> <p>Remedy for breach of warranty</p> <p>If a third party lays a claim for any partial or full ownership of any software or its components</p>	<p>1. Bidder submits that the indemnity shall not apply to 3rd party products or software supplied by the Bidder. All OEM/Third Party products are provided as a pass through basis.</p> <p>2. Bidder requests to define Contract Material and Auxillary Materials.</p> <p>3. Intellectual Property Rights in Contract Material shall vest in LIC provided it does not include any pre-existing IP of the Bidder (which shall continue to be the Bidders IP).</p> <p>4. Bidder requests the following modifications:</p> <p>IPR Warranty</p> <p>The Bidder will warrant that-</p> <p>a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and</p> <p>b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses.-</p> <p><input checked="" type="checkbox"/> Patent Rights and other litigation costs</p> <p>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 Bidder will act expeditiously to extinguish defend LIC against such claim. If the Bidder fails to comply defend and LIC is required to pay compensation to a third party</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
303	Section F: General Terms & Conditions	9. Termination	84	<p>Termination and reduction for convenience. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.</p> <p>b. On receipt of a notice of termination or reduction of scope, the Bidder 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.</p> <p>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;</p> <p>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.</p> <p>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 Bidder under the contract, exceed the total Service Charges payable under the contract. The Bidder is not entitled to compensation for loss of prospective profits.</p> <p>f. The systems that are complete and ready for delivery within 30 days after the Bidder's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices.</p>	Bidder requests deletion of this clause. Please confirm.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
304	Section F: General Terms & Conditions	9. Termination	84	<p>Termination by LIC for default</p> <p>Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of 30 days of default sent to the Bidder, terminate the Contract in whole or part if the Bidder fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Bidder fails to perform any other Obligation(s) under the Contract.</p> <p>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 Bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Bidder shall continue the <u>performance of the Contract to the extent</u></p>	<p>1. Bidder requests that either party may terminate the contract if the other party breaches any material obligations under the Contract upon 60 days notice. Please confirm.</p> <p>2. The Bidder further submits that if this termination right is exercised, the Purchaser shall pay to the Bidder the applicable termination charges set forth in the SOW / Contract, unpaid charges and other sums due and payable in connection with such SOW.</p> <p>3. Bidder requests deletion of " 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 Bidder shall be liable to LIC for any excess costs for such similar systems or Services".</p>	Please adhere to the RFP clause
305	Section G: Payment Terms & Conditions	11) Warranties:	89	<p>iv) The Services will be complete, accurate and free from material faults.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>f) On-site warranty will start from the date of successful installation of the products subject to the acceptance of sign-off. If the Bidder 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.</p>	Warranties for any third party products will be as per the OEM terms. Bidder will pass through such warranty terms to LIC. Please confirm.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
306	Annexure Q: Non-Disclosure Agreement (NDA)	NDA	167	Annexure Q: Non-Disclosure Agreement (NDA)	<p>1. Bidder requests to make the NDA mutual. Please confirm</p> <p>2. Bidder submits that no trade secrets will be shared as part of this engagement. Therefore requests deletion of "Trade Secrets" from the definition of Confidential Information.</p> <p>3. Bidder requests deletion of the indemnity provision from the NDA. Indemnity will be covered in the Contract to be signed by the parties. Please confirm deletion of the following:</p> <p>"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 honour, 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."</p>	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
307	Bid Processing Fee	3.3	11	<p>. Activity Schedule g Fee Bid Processing Fee (Non Refundable) Non-Refundable fee of Rs 10000/- + GST (Currently 18% GST). Total Rs 11,800/- (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 VIRTUAL ACCOUNT NO.(VAN): LIC9DI00 IFSC Code: UBIN0902217 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.</p>		The query is not clear
308	Earnest Money deposit (EMD)	3.7		INR 1,00,00,000 (Rupees One Crore Only)	Bidder wishes to clarify that EMD will not be forfeited if deviations are submitted along with the bid	Please adhere to the RFP clause
309	9. Terms and Conditions	9	19	<p>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.</p> <p>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 Bidders from time to time as an outcome of this RFP Process</p>	Bidder wishes to clarify that the terms and conditons hsl be mutually discussed and agreement by both parties and submission of bid shall not be deemed as acceptance of Terms and conditions	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
310	Section C: Instructions to Bidders (ITB)	1(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 shortlisting 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.	Bidder wishes to clarify that the terms and conditons hsl be mutually discussed and agreement by both parties and submission of bid shall not be deemed as acceptance of Terms and conditions	Please adhere to the RFP clause
311	Section C: Instructions to Bidders (ITB)	2 (xx)		Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document.	Bidder wishes to clarify that the terms and conditons hsl be mutually discussed and agreement by both parties and submission of bid shall not be deemed as acceptance of Terms and conditions	Please adhere to the RFP clause
312	4. Commercial Bid			vii. The Bidder should have the capability to implement and maintain the project during the contract period of 5 years. The Bidder 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 for a maximum period of two years at the sole discretion of LIC of India on the same terms & conditions including the price component.	Bid clarifies any extension shall be mutually discussed and agreed by both parties	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
313	9. Pricing, Billing, Duties and Taxes		25	<p>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.</p> <p>b) Bidder will be entirely responsible for upfront payment of all applicable taxes, License fees, road permits and transit insurance etc. except GST, which 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 Bidder will not be eligible for any reimbursement on this count.</p> <p>c) Prices once fixed will be valid throughout the entire contract period. The Bidder 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.</p> <p>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.</p> <p>e) It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules/ tax laws/</p>	<p>Bidder clarifies If change in Scope or Additional requirement must be routed through RFC / PCR. And shall be subject to prices mutually agreed by both parties</p> <p>Bidder clarifies in case of increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes an equitable adjustment shall be allowed in the prices</p> <p>Bidder seeks deletion of lines strikethrough</p>	Please adhere to the RFP clause
314	10. Earnest Money Deposit (EMD)		25		Bidder wishes to clarify that EMD will not be forfeited if deviations are submitted along with the bid	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
315	17. Contracting		32	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. 1. LIC reserves the right at the time of award contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions. 2. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so. 3. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty/AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.	Bidder wishes to clarify any changes in Bill of materials and location will tenatamount to changes in the tender value .Bidder submits that such provisions shall be mutually discussed and agreed,	Please adhere to the RFP clause
316	24. Performance Bank Guarantee (PBG)		35	i) If Bidder 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 Bidder", LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and may blacklist them.	Bidder seeks relaxation on penalty clause & blacklisting provisions for non submission of PBG	Please adhere to the RFP clause
317	25. Placing of Orders and Making Payments		36	b) LIC reserves the right to place repeat orders for additional services/ reassessment on the same terms & conditions during the validity of the contract.	Bidder wishes to clarify that the prices provided under the RFP is for the given composite solution and any additional requirements need to be addressed separately thorough change control process	Please adhere to the RFP clause
318	27. Period of Validity of Bids		36	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.	Kyndryl requests Bid validity for 90 days from the date of submission of Bid	Please adhere to the RFP clause
319	27. Period of Validity of Bids		36	The prices discovered and approved under this RFP will be valid for a period of five years from the date of issue of first Purchase Order. The same approved price will be valid/applicable for any additional procurement of assets or user licences.	Bidder wishes to clarify that the prices provided under the RFP is for the given composite solution and any additional requirements need to be addressed separately thorough change control process	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
320	27. Period of Validity of Bids		36	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.	This clause is not acceptable; further, the bidder clarifies that charges will exclude taxes such as GST, and taxes will be charged at the invoicing.	Please adhere to the RFP clause
321	34. Force Majeure		38	<p>Termination</p> <p>If non-performance or diminished performance by the Affected Party due to the circumstances as above continues for a period of more than 30 consecutive days, the other party may terminate the Contract immediately by giving the Affected Party written notice of 90 days.</p> <p>Consequences of termination</p> <p>If the Contract is terminated:</p> <ol style="list-style-type: none"> 1. Each party will bear its own costs and neither party will incur further liability to the other, 2. Where the Bidder is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of termination of the contract. 	<p>Bidder requests the following clause in case of</p> <p>Either party may terminate this Agreement if the other materially breaches this Agreement; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Agreement shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Agreement, Client shall pay Kyndryl for all products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Kyndryl and any expenses Kyndryl incurs through termination. Non-payment is also a material breach</p>	Please adhere to the RFP clause
322	35. Settlement of Disputes/Arbitration		38	c) The Bidder 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.	Bidder wishes waiver of this clause	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
323	35. Settlement of Disputes/Arbitration		38	<p>The Arbitral Tribunal shall determine all matters in disputes other than EXCEPTED MATTERS as below: 1. Scope of Work 2. Technical and Function Specification 3. Discrepancies (varying or conflicting provisions among documents, agreement) Life Insurance Corporation of India – RFP/Tender for on-boarding System Integrator (SI) to Supply, Install, Implement and Maintain IT Service Management (ITSM) Solution LIC-CO/IT-DT/RFP/2025-2026/ITSM dated 25 August 2025 Page39 of 177 4. Suspension or discontinuation of work 5. Acceptance of deliverables In the above EXCEPTED MATTERS, the decision of Executive Director (IT) will be final, conclusive, and binding on the parties hereto and shall be without appeal. In all cases Arbitration shall give separate award for each dispute or differences referred. The Arbitration shall decide each dispute in accordance with term of the contract and give a reasoned award.</p>		The query is not clear
324	42. Rights reserved by LIC		41	<p>Recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking PBG, if any, under this contract.</p>		The query is not clear

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
325	47. Cancellation of Contract and Compensation		43	<p>A LIC may take all legal recourse such as, cancelling the contract, invoking the Performance Bank Guarantee, claiming damages etc. if the Bidder 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.</p> <p>B. Successful Bidder is expected to rectify breach/unsatisfactory progress during the notice period. In case the successful Bidder continues to fail on above counts even after expiry of 30 days' notice, LIC reserves the right to cancel the contract of the selected Bidder and recover related expenditure incurred by LIC. However, upon termination, Bidder will be paid for the services performed by Bidder as per the RFP till the date of termination.</p> <p>C. In case of termination/ cancellation of the order, the Bidder will not be entitled to or recover from LIC any amount by way of damages, loss or otherwise. In such a situation, Bidder will be paid charges towards services delivered till the date of termination of the contract.</p> <p>D. In the event of cancellation of agreement or termination of the order, the Bidder will assist in smooth migration to a new Bidder. If this condition is not adhered to, LIC will invoke the Performance Bank Guarantee.</p> <p>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.</p> <p>F. On receipt of a notice of termination or reduction of scope, the Successful bidder must stop work as specified</p>	<p>Bidder seeks relaxation/removal on lines which are strikethrough coloured in blue.</p> <p>Bidder seeks clarity what is meant by "recover related expenditure" as its quite wide and open</p> <p>Bidder clarifies bidder shall also have right to terminate the RFP for material breach by LIC</p> <p>Bidder also clarifies</p> <p>In any event of termination LIC shall pay Kyndryl for all products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Kyndryl and any expenses Kyndryl incurs through termination. Non-payment is also a material breach</p>	Please adhere to the RFP clause
326	48. Terms of Assignment		44			The query is not clear

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
327	55. Varying the Services		46	<p>Variations proposed by LIC – LIC reserves the right to initiate any change in the scope of contract. Bidders must factor in a maximum of 25% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 25% will be informed to the Bidder in writing. If LIC wants to vary the Services: a) LIC will request the Bidder in writing setting out the proposed variations. b) within 15 working days after receiving LIC's request or within another period mutually agreed, the Bidder 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 Bidder'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 Bidder's response, or within another period mutually agreed, LIC will give the Bidder a written notice accepting or rejecting the response. d) The contract maybe 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.</p>	<p>Bidder wishes to clarify to waive this clause as the scope of work would be fixed .Any change in the scope of work would also tentamount to changes in the price and shall be mutually discussed and agreed by both parties</p>	<p>Please adhere to the RFP clause</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
328	3. Sizing Requirements	IV	66	<p>RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE: There would be no change in the subscription charges for the initial 5 years other than the quoted subscription charges in the bid. Subscription charges post 5 years will be revised by applying same discount percentage as offered in this proposal to the published pricing by the OEM as available prior to the renewal date. However, any increase in the subscription charges post 5 years will be capped to maximum increase of 5% on annual basis. In case the published pricing by the OEM is not available, the revision will be based on mutual discussion subject to the following Maximum Price Change: Subscription fees upon renewal after the initial period of 5 years Not to exceed the maximum price change Maximum Price Change: percentage change equal to the annual change in the index 'Price Index' (calculated by averaging the annual change of the price index for the four(4) fiscal quarters immediately preceding the date of the applicable fee increase, provided that the maximum price change shall never be more than 5% five per cent . The increase would be linked to Consumer Price Index (CPI) for Industrial Workers (IW) (All India General Index: Base 2016 = 100). There may be an increase in subscription rate post the initial duration of 5 subscription years. Which will be based on CPI index at the endinitial contract period of 5 years over the previous year rate (i.e., difference in CPI of 4th and 5th year) during the extended period. The increment in subscription rate would be directly correlated to the increase in the Index over 12 months period of 4th and 5th year.</p>	Bidder seeks removal of this clause as the prices are dependent on OEMs to which bidder has no control	Please adhere to the RFP clause
329	8. Project Completion Timelines		72	A penalty of 0.5% of the total contract value will be levied for each week of delay from the timelines as defined in the signed agreement with the Bidder subject to maximum 10% of total contract value	Bidder request the LD shall be capped at 5% of the delayed value of services rather than 10% on TCV	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
330	9. Service Level Agreements (SLAs)		73	The penalty so calculated will either be adjusted with the payments or will be separately realized from the bidder. Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO). The liquidated damages (LD)/penalties shall be deducted / recovered by LIC from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to LIC s right to levy any other penalty were provided for under the contract.	Bidder request the LD/Implementation SLA shall be capped at 5% of the delayed value of services rather than 10% on TCO Bidder requests Penalty be be capped at 5% of monthly invoice value rather than 10% of TCO Biider seek clarity if TCV /TCO is same?	Please adhere to the RFP clause
331	9. Service Level Agreements (SLAs)		75	Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows: LIC may cancel the purchase order placed which will be conveyed to the vendor in writing The penalty clause as mentioned in point above will be applicable. Deductions of penalty will be made from any amount payable to the vendor by LIC. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance LIC Guarantees under this bid. Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai. Termination of contract and blacklisting. 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 to a maximum of 10% of the cost of that item(s)	Bidder seeks relaxation of this clause 1. Blacklisting the bidder & no future participation 2. Lump sum of PBG , is it additon to PBG invocation ? 3. Bidder seeks removal of penalty on business loss etc 4. Bidder seeks clarity on what will be the maximum penalty applicable here	Please adhere to the RFP clause
332	9. Service Level Agreements (SLAs)				Bidder seeks relaxation on SLA Penalty provisons Bidder clarifies Bidder requests SLA penalty cap of 5% of Monthly Billing value	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
333	9. Service Level Agreements (SLAs)			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.	Bidder seeks relaxation on SLA Penalty provisions Bidder clarifies Bidder request the LD/Implementation SLA shall be capped at 5% of the delayed value of services Bidder requests SLA penalty cap of 5% of Monthly Billing value	Please adhere to the RFP clause
334	Section F: General Terms & Conditions		80	e. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the Bidder 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 Bidder to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	Bidder seeks relaxation of this clause 1. Blacklisting the bidder & no future participation 2. Lump sum of PBG , is it additon to PBG invocation ? 3. Bidder seeks removal of penalty on business loss etc 4. Bidder seeks clarity on what wil be the maximum penalty applicable here	Please adhere to the RFP clause
335	Section F: General Terms & Conditions	9. Termination	84	☐ Right to terminate If Bidder 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 Bidder written notice of 15 days.	Bidder requests the follwing clause in case of Either party may terminate this Agreement if the other materially breaches this Agreement; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Agreement shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Agreement, Client shall pay Kyndryl for all products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Kyndryl and any expenses Kyndryl incurs through termination. Non-payment is also a material breach	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
336	Section F: General Terms & Conditions	9. Termination	84	<p>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 Bidder 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 Bidder under the contract, exceed the total Service Charges payable under the contract. The Bidder 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 Bidder'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 Bidder an amount mutually agreed for partially completed systems and for materials and parts previously procured by the Bidder.</p>	Bidder requests deletion of this clause	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
337	Section F: General Terms & Conditions	9. Termination		<p>Termination by LIC for default</p> <p>Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of 30 days of default sent to the Bidder, terminate the Contract in whole or part if the Bidder fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Bidder fails to perform any other Obligation(s) under the Contract.</p> <p>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 Bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Bidder shall continue the <u>performance of the Contract to the extent</u></p>	<p>Bidder requests the follwing clause in case of</p> <p>Either party may terminate this Agreement if the other materially breaches this Agreement; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Agreement shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Agreement, Client shall pay Kyndryl for all products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Kyndryl and any expenses Kyndryl incurs through termination. Non-payment is also a material breach</p>	Please adhere to the RFP clause
338	Section F: General Terms & Conditions	9. Termination		<p>ermination for Insolvency LIC may, at any time, terminate the Contract by giving written notice to the Bidder, if the 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. In case of termination under this clause LIC is liable to pay for all the services performed by the Bidder till the effective date of termination.</p>	<p>Bidder requests the follwing clause in case of</p> <p>Either party may terminate this Agreement if the other materially breaches this Agreement; provided that the party that is non-compliant is given a written notice by the other party and thirty (30) days' notice period to remedy such non-compliance, and the Agreement shall then be terminated when the defaulting party fails to remedy such non-compliance within such notice period. In the event of such termination of this Agreement, Client shall pay Kyndryl for all products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) and value of unamortized investments made by Kyndryl and any expenses Kyndryl incurs through termination. Non-payment is also a material breach</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
339	Section G: Payment Terms & Conditions				<p>Bidder proposes the below billing and Payment terms</p> <p>Sw Licences & Subscriptions Supply- Upon delivery of respective Licences/subscriptions In case of Hw Supply-Upon Shippment Implementation/Training- Upon each milestone basis On site Services - Quaterly in advance at the beginning of each quater</p> <p>Payments are due from the date of invoice and payable within thirty days of date of invoice. In the event of late payments, Kyndryl reserves the right to charge a late payment fee @ 2% permonth on the overdue amounts, in addition to the right of suspension of services, till the overdue amounts are paid</p>	Please adhere to the RFP clause
340	Section G: Payment Terms & Conditions			If an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Bidder, 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 Bidder under the contract in case of over payment	Bidder seeks deletion of said clause	Please adhere to the RFP clause
341		12) Maintenance during Warranty Period:		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	Bidder requests any extension shall be mutually discussed and agreed by both parties	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
342				<p>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 Bidder being discontinued for deficiency in service, the contract may be terminated, and the Bidder 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 asdeemed fit by LIC (within the limits of PBG) will be imposed as penalty on the Bidder 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 Bidder or procured from any other OEM. The entire responsibility will rest on the Bidder 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 Bidder at no extra cost to LIC.</p>	<p>Bidder seeks deletion of said clause</p>	<p>Please adhere to the RFP clause</p>
343	9. Pricing, Billing, Duties and Taxes	b)	25	<p>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 Bidder will not be eligible for any reimbursement on this count.</p>	<p>LIC can view the GST details in its From 2B on compliance by Kyndryl. Submission of actuals on every invoice is not feasible. Also, Kyndryl will submit payment for multiple Clients as per GSTR 1 requirements and details of invoices to other Clients of Kyndryl is Confidential.</p> <p>The clause should be amended to mention that LIC may seek proof of compliance by Kyndryl if the credit is not visible in its GSTR 2 B. In such cases, Kyndryl will obliged to provide proof within two months.</p>	<p>Please adhere to the RFP clause</p>
344	9. Pricing, Billing, Duties and Taxes	c)	25	<p>No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.</p>	<p>These tax variations are beyond Kyndryl's control and if the changes are in indirect tax rates, the impact is to be passed on to the Client as per the law.</p>	<p>Please adhere to the RFP clause</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
345	9. Pricing, Billing, Duties and Taxes	e)	25	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.	It will be the responsibility of the bidder to take care of all formalities mandated on the bidder by law (edit suggested) , 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.	Please adhere to the RFP clause
346	9. Pricing, Billing, Duties and Taxes	Deduction of Taxes at Source		The Bidder 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.	This cannot apply. In case of TDS, LIC withholds and remits to Government Treasury (which can be claimed as credit by Kyndryl). There cannot be a reverse liability from Kyndryl for LIC's obligations as per law. It is advisable to include a clause which states " <i>In case either party suffers loss of taxes, tax credits, refunds due to non-compliance, non-reporting, action or inaction of the other party, such party shall be entitled to claim the tax loss from the other party.</i> "	Please adhere to the RFP clause
347	Section G: Payment Terms & Conditions	6)	88	The Bidder 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, Bidder 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.	This cannot apply. In case of TDS, LIC withholds and remits to Government Treasury (which can be claimed as credit by Kyndryl). There cannot be a reverse liability from Kyndryl for LIC's obligations as per law. It is advisable to include a clause which states " <i>In case either party suffers loss of taxes, tax credits, refunds due to non-compliance, non-reporting, action or inaction of the other party, such party shall be entitled to claim the tax loss from the other party.</i> "	Please adhere to the RFP clause
348	The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in	Eligibility Criteria			Bidder will request to make this clause as, 'Bidder / OEM'..	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
349	During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.	Eligibility Criteria			Bidder will request to make this clause as, 'Bidder / OEM'..	Please refer to Corrigendum for Revised Eligibility Criteria
350	During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:	Eligibility Criteria			Bidder will request to make this clause as, 'Bidder / OEM'..	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
351	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 24	The Solution should be compatible with a wide range of protocols and interfaces for third-party integration, including REST APIs, SOAP, PowerShell, SNMP, SQL, FTP, SFTP, SSH and other standard methods	Proposed solution offers REST API to create or trigger any data within ServiceDesk Plus as well as 3rd party application.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
352	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 25	The Solution should provide orchestration features to automate common administrative tasks across connected systems.	Please provide more details on the expected automation using the solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
353	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
354	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide integration ability for the supported 3rd party applications using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
355	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	Ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
356	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 8	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
357	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 12	Solution should be able to provide real-time notification alerts via email/ SMS / API/ Whatsapp to notify respective users about any state or status change of a ticket	Solution should be able to provide real-time notification alerts via email to notify respective users about any state or status change of a ticket	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
358	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
359	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide ability to support 3rd party integration using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
360	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 34	The Solution should provide ability to support multiple levels of administrative delegation. It should be able to define multiple levels of administrative domains so that each administrator is assigned certain resources for which they are responsible.	The Solution should support multi-level administrative delegation by enabling the creation of distinct administrative domains. Each administrator should be assigned specific roles and resources, ensuring accountability within their defined scope of responsibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
361	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 35	The solution should provide ability to provide an event console for the entire environment for event monitoring. Events should be colour coded on the GUI based on severity.	The solution should provide a unified event console that enables centralized monitoring of events across the entire IT environment. The console presents events with intuitive color-coded indicators on the GUI, allowing administrators to quickly identify and prioritize issues based on their severity.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
362	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 39	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management.	The Solution must provide AIOps functionalities such as anomaly detection, trend forecasting, and event correlation, and these capabilities must extend beyond infrastructure components to deliver business service-level insights for proactive service management.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
363	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 41	The Solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from different OEM's and vendors of the components including Network, hardware, multiple-platform servers, database, etc.	The solution must provide the capability to correlate events across the complete IT infrastructure and support events generated from multiple OEMs and vendors, including network devices, hardware, multi-platform servers, databases, and other components.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
364	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 43	The solution should have reporting ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The proposed solution should support comprehensive reporting capabilities including event correlation, automated alerting to administrators, real-time and historical analysis, trend reporting, and ad-hoc report generation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
365	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 44	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Web, 3rd Party application, Monitoring Solution- NMS, ITOM, ITAM, etc.	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Monitoring Solution. ITAM , NMS --Need Use-case for creating ticket to check for the feasibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
366	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 48	The incident records separated from request, problem and change request records and should be able to convert, relate incident to problem, request, change, vice versa	The solution must maintain incident records separately from request, problem, and change records, while providing the capability to convert or relate an incident to a problem Converting not possible -- Creating new Problem Request or Change request is possible.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
367	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 50	Incident records linked to the caller should provide previous incident history of caller while adding the incident	Incident records linked to the caller should provide previous incident history of caller while adding the incident, using the existing Telephony integration. If Computer Telephony is integrated then we will be able to show the requester's open ticket details?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
368	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 54	The Solution should have predefined escalation matrix for each business service and there should also be an option to dynamically update the matrix for each Incident while working on the same	Will LIC provide the escalation matrices for pre-configuration, or is the vendor expected to enable dynamic matrix creation and modification by business users without backend support? <i>Need more details dynamic update of SLA Matrix</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
369	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 55	The Solution should provide an option to admin/manager to pick and choose which users are to be notified (email / SMS) for which stage of the incident lifecycle. These configurations should be dynamic and can be changed by the manager as and when needed	The Solution should allow administrators/managers to configure notification rules across the incident lifecycle, with the ability to select specific users who should receive notifications (via email/SMS) at each stage. These configurations must be dynamic and modifiable by administrators/managers as required.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
370	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 58	Solution should allow user to search similar related incidents that have been previously logged in the system	The solution should enable users to search and retrieve previously logged incidents that are similar or related to the current issue.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
371	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 64	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician shift details, technician leaves, technician workload etc.	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician leaves, technician workload etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
372	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 70	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments.	Multiple SLA will get assigned but only the last will be considered for the escalation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
373	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 84	Ability to generate reports on incident history and trends, by type of incident and by user and by live dashboard.	Ability to generate reports on incident history and trends, by type of incident and by user.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
374	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 87	The system should support dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers.	The system should support static\dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers. Assignment routing will be applied only while creating the request based on site if auto assign is created as well as if technician has logged in.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
375	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 90	The proposed service desk Solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface, SMS etc.	The proposed solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
376	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 91	The service desk Solution shall provide the capability to identify duplicate tickets and allow for creating parent-child relationships that clubs all duplicate/repetitive tickets to a parent ticket.	The service desk Solution shall provide the capability to club all duplicate/repetitive tickets to a parent ticket. Duplicate ticket has to be filtered by the technician. Parent child ticket can be created.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
377	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 98	Problem records should have the below facilities but not limited to: 1.they can be linked to configuration items 2.Link to and routed to support partners or 3rd party Bidders 3. Have option to add multiple workarounds and Solutions 4. can be created from an incident record or linked with	Routing of problem request has to be taken care by the respective technician.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
378	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 100	Solution should have option to generate a single-click Root- Cause-Analysis report after problem closure	The solution should provide the capability to generate a comprehensive Root-Cause Analysis (RCA) report upon closure of a problem ticket. <i>Root Cause analysis can be key-in by the technician</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
379	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 102	Solution should have option to review major problem records separately	Additional Field can be created to check if this is a Major Problem	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
380	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 103	Solution should provide option to analyse the problem record.	Analysis has to be done internally and can be then added within the problem request	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
381	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 104	The Solution should have logs for approval of RCA, problem manager and engineer inputs.	Approvals is not feasible for problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
382	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 108	Ability to automate opening of a problem record from an incident record based on business rules and SLAS	Ability to open a problem record from an incident record based on business rules and SLAS Based on the use-case we could determine automatic incident to problem request creation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
383	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 109	Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
384	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 111	Ability to link problems/known error records to a CI, group of CIs or a service.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
385	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 112	Ability for authorized users to create new problem records and enforce data rules and required fields.	Ability for authorized users to create new problem records. Cannot enforce data rules and required fields, can we check if this option to remove	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
386	Annexure F: Technical Specification	Change Management	Page No.109 Point - 141	There should be an option to add change advisory board (CAB) agenda meetings for every change, each meeting should have an agenda to have a discussion on scheduled time for each change, minutes and action plan should be able to add with in CAB agenda meeting and it should be recorded for reference purpose along with date, user, discussion Point	Meeting details and meeting recording can be added manually within the Change Request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
387	Annexure F: Technical Specification	Change Management	Page No.109 Point - 146	Ability to easily identify the affected CIs whenever a change is made to a particular CI.	After successful scan changes in hardware and software will get recorded with the ServiceDesk Plus solution via Endpoint Central solution. Realtime Changes cannot be recorded, There will be time delay.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
388	Annexure F: Technical Specification	Change Management	Page No.109 Point - 157	Ability to restrict desired deployment dates during RFC submission based on minimum lead times like month end, quarter end, year-end etc.	Deployments dates can be added while raising a request and if required to modify then only Change Manager could perform this activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
389	Annexure F: Technical Specification	Change Management	Page No.109 Point - 160	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted.	Manual Discover can be done by selecting the respective asset.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
390	Annexure F: Technical Specification	Change Management	Page No.109 Point - 161	Ability to provide proactive notification and approval workflow to stakeholders and change advisory committee members for changes with critical business impact, collisions and compliancy issues.	Are we referring to scheduled change maintenance request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
391	Annexure F: Technical Specification	Change Management	Page No.110 Point - 163	Ability to automatically create a change request for any changes to CIs.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
392	Annexure F: Technical Specification	Change Management	Page No.110 Point - 171	Each change request should contain a set of mandatory data fields by default to ensure complete documentation of the change process.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
393	Annexure F: Technical Specification	Change Management	Page No. 109 Point - 140	Custom fields, role-based access control on the fixed and custom fields, dynamic notifications, dynamic workflow rules option should be available so based on requirement its workflow should be change	The solution should support creation of custom fields, role-based access control for both fixed and custom fields, dynamic notifications, and configurable workflow rules. This should allow workflows to be easily modified based on changing business requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
394	Annexure F: Technical Specification	Change Management	Page No. 108 Point - 137	For Each change all the stakeholders should be able to communicate through Chat/offline Chat or any other option.	For Each change all the stakeholders should be able to add notes and record conversation via email	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
395	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 184	CIs stored in the Solution should have linking option with Customers, Incidents, Bidders and Locations	Need to know the use case of Customer/ Bidder info in CI.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
396	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 190	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☑ Changes in software installations and business services/applications ☑ Removal of software/applications ☑ Unauthorized software installations as compared to an existing software white-list; ☑ Changes to databases	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☑ Changes in software installations and business services/applications ☑ Removal of software/applications Unauthorized software installations as compared to an existing software white-list and Changes to databases is not supported	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
397	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements. It is Asset Management solution's capability.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
398	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 216	The CMDB must support automated discovery of IT asset in the LIC IT infrastructure.	The CMDB must support discovery of IT asset in the LIC IT infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
399	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 207	The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity.	The Solution shall provide monitoring of privilege changes and configuration modifications across Active Directory, ERP systems, databases, firewall rule bases, web servers, and other infrastructure components, with the capability to identify and alert on unauthorized or high-risk activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
400	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
401	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 224	Map ACI endpoint groups and bridge domains to application services.	The Solution shall provide the capability to discover and monitor Cisco ACI environments, including mapping of endpoint groups (EPGs) and bridge domains to application services, thereby enabling comprehensive visibility into application-centric network infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
402	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 231	Link NAC authentication results with device and user metadata.	The Solution shall support integration of Network Access Control (NAC) authentication results with device and user metadata, enabling correlation of authenticated sessions with specific endpoints and users for enhanced visibility, compliance, and security monitoring.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
403	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 237	Auto-discover and map ACI endpoint groups and bridge domains to applications and CI records.	The Solution shall provide auto-discovery and mapping of ACI endpoint groups and bridge domains, with the ability to associate them to applications and Configuration Item (CI) records within the CMDB. The mapping should update dynamically to reflect changes in the network and application infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
404	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 250	Changes to firewall rules, load balancer configurations, SDN policies, or API-based automation triggers should be captured and tracked via standard change workflows.	The Solution shall capture and track all changes to firewall rules. The solution must integrate with standard ITIL-based change management workflows to ensure that all modifications are logged, monitored, and audited for compliance and security requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
405	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 252	SD-WAN policy changes must trigger RFC generation and track approvals, rollback plans, and updates.	The Solution shall monitor and detect SD-WAN policy changes, automatically trigger the generation of a Request for Change (RFC), and integrate with the Change Management module to track approvals, rollback plans, and status updates in compliance with ITIL best practices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
406	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 302	The ability to define a catalog of service request types reflects what services are offered to internal or external customers.	The ability to define a catalog of service request types reflects what services are offered to internal customers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
407	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 330	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with offline capability for field technicians.	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with online capability for field technicians.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
408	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 319	The Solution should apply rules controlling the re-opening a service request	The Solution must support the configuration of rules and workflows to control the conditions under which a service request can be re-opened.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
409	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 336	The proposed service desk Solution must have a built-in workflow engine. The proposed service desk Solution must support Non-linear workflows with decision-based branching and the ability to perform parallel processing. It should also have a graphical workflow designer for workflow creation and updates.	The proposed ServiceDesk Plus solution shall include the following capabilities: 1.A built-in workflow engine to automate service desk processes. 2.Support for non-linear workflows with decision-based branching. 3.Ability to perform parallel processing of workflow actions. 4.A graphical workflow designer for simplified workflow	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
410	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 354	Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles)	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
411	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 366	Knowledge articles should be linked to repeated SD-WAN or interface-related faults, blocked traffic troubleshooting, and standard resolution steps for common overlay issues.	Knowledge article should be linked to repeated issues with standard resolution steps. Need more details what customer is expecting. Are we referring to creating an KB related to SD-WAN issue?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
412	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 347	Should be able to highlight the duplicate knowledge base article automatically.	The solution should automatically identify and highlight duplicate knowledge base articles to avoid redundancy.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
413	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 363	The knowledge component of the service desk should allow grouping and access control for knowledge articles based on user roles or security levels.	The knowledge base should support grouping of articles and control access based on user roles or defined security levels.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
414	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 370	The proposed service desk knowledge Solutions must provide grouping access to different security knowledge articles for different group of users.	The solution must support role-based access controls, allowing different user groups to access designated knowledge articles in accordance with their security permissions.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
415	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 386	The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service.	The product should facilitate linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service. Please check if we can remove Bi-directional linking of CIA	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
416	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 401	SLA breaches must trigger real-time escalations and dashboards must track compliance for each CI and traffic link.	SLA breaches must trigger real-time escalations and provide dashboard Real-time escalations are supported. Dashboards can show SLA compliance generally but not specific CI/traffic-link	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
417	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 395	Point 395: Ability to integrate with project management systems	The proposed IT Service Management solution must support integration with project management systems to enable seamless synchronization of service requests, incidents, and project tasks.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
418	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 408	Point 408: Each escalation policy must allow easy definition on multiple escalation levels and notification to different personnel via window GUI/console.	The solution must allow administrators to define and manage multi-level escalation policies through a graphical user interface or console. It should support automated notifications to different personnel at each escalation level via email, SMS, and in-console alerts.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
419	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 410	Point 410: Manage network compliance by comparing devices to defined, best- practice standards.	The proposed solution must enable automated network compliance management by comparing all monitored devices against predefined best-practice standards. The system should detect configuration deviations, generate compliance reports, and provide alerting mechanisms for non-compliant devices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
420	Annexure F: Technical Specification	Asset Management	Page No.122 Point - 422	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF, DHTML revisions of past report output can be archived	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF and XLS revisions of past report output can be archived Can we check if we can remove DHTML from the mentioned asset?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
421	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 424	The Solution shall support corporate, VPN and internet connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network.	The solution must support users accessing the system from corporate networks, VPNs, and the internet without requiring the purchase or deployment of additional software or hardware for off-network access. Need to host the application over the internet as well as Secure gateway is required if need to discover the outside the office network.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
422	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 462	The System should be able to do automatic identification of the following software attributes (many more required) <input type="checkbox"/> Product name <input type="checkbox"/> Product version <input type="checkbox"/> Manufacturer <input type="checkbox"/> Language <input type="checkbox"/> File name <input type="checkbox"/> Directory file time <input type="checkbox"/> Executable type <input type="checkbox"/> Internal name <input type="checkbox"/> Known as <input type="checkbox"/> File description <input type="checkbox"/> File extension <input type="checkbox"/> File path <input type="checkbox"/> File date/time <input type="checkbox"/> File size	The System should be able to do automatic identification of the following software attributes (many more required) Product Name Manufacturer Version Purchased Installed Allocated Available Compliance Type Software Type License Key License Types Expires in Expiry Date Workstation Installed On User Discovered Date Department Software name, Version, Manufacturer will only be fetched, other does not fall in the scope of proposed	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
423	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 463	The Solution should maintain full audit trails of configuration changes, compare real-time device configurations with baselines, and support automated backups triggered by change detection.	The proposed solution must maintain comprehensive audit trails of all configuration changes, enable real-time comparison of device configurations against defined baselines, and support automated backups that are triggered upon detection of configuration changes.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
424	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 467	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning with color-coded difference views.	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning Can we remove color-coded option from this question.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
425	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 470	Admins should be able to configure backup retry attempts for failed devices within the same day and schedule configuration restorations from trusted snapshots.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
426	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 472	The system should log detailed user actions including session start, configuration changes, and authorization levels for audit and traceability.	This will be part of session recording in Endpoint Central. Please help to remove this pointer.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
427	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 482	The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	The Solution should support configuration backup successes/failures globally and regionally.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
428	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 465	The System should be able to Identify software installations which occur outside approved channels	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
429	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 445	The Solution should allow scanning of specific device/group of devices on demand	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
430	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 484	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
431	Annexure F: Technical Specification	Reports & Dashboards	Page No.143 Point - 803	The proposed Solution must have option of report wizard to add structured query language (SQL) type report with options like group by, order by, filters etc.	The proposed Solution must have option of report wizard with options like group by, order by, filters, custom reports etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
432	Annexure F: Technical Specification	Release Management	Page No.128 Point - 536	Point 536: Ability to create a real-time dashboard that allows the Release manager or any other approved user to quickly ascertain details on release management in one location.	The solution must provide the ability to create a real-time, role-based dashboard that enables Release Managers and other authorized users to view consolidated release management details—including release status, approvals, and deployment progress—within a single interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
433	3. Technical Bid	3. Technical Bid	23	iii) LIC will be responsible to provide the hardware required for implementation of in-scope ITSM solution i.e. Servers/VMs; and will provide RHEL OS and Database – MySQL. Any other software, operating system and hardware if required should be provided by the bidder, included in BoQ and prices quoted for in the Commercial Bid Document	Please confirm if Ubuntu pro and Postgres SQL license will be provided by LIC.	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
434	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 24	The Solution should be compatible with a wide range of protocols and interfaces for third-party integration, including REST APIs, SOAP, PowerShell, SNMP, SQL, FTP, SFTP, SSH and other standard methods	Proposed solution offers REST API to create or trigger any data within ServiceDesk Plus as well as 3rd party application.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
435	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 25	The Solution should provide orchestration features to automate common administrative tasks across connected systems.	Please provide more details on the expected automation using the solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
436	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
437	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide integration ability for the supported 3rd party applications using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
438	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	Ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
439	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 8	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
440	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 12	Solution should be able to provide real-time notification alerts via email/ SMS / API/ Whatsapp to notify respective users about any state or status change of a ticket	Solution should be able to provide real-time notification alerts via email to notify respective users about any state or status change of a ticket	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
441	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 32	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
442	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 33	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide ability to support 3rd party integration using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
443	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 34	The Solution should provide ability to support multiple levels of administrative delegation. It should be able to define multiple levels of administrative domains so that each administrator is assigned certain resources for which they are responsible.	The Solution should support multi-level administrative delegation by enabling the creation of distinct administrative domains. Each administrator should be assigned specific roles and resources, ensuring accountability within their defined scope of responsibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
444	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 35	The solution should provide ability to provide an event console for the entire environment for event monitoring. Events should be colour coded on the GUI based on severity.	The solution should provide a unified event console that enables centralized monitoring of events across the entire IT environment. The console presents events with intuitive color-coded indicators on the GUI, allowing administrators to quickly identify and prioritize issues based on their severity.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
445	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 39	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management.	The Solution must provide AIOps functionalities such as anomaly detection, trend forecasting, and event correlation, and these capabilities must extend beyond infrastructure components to deliver business service-level insights for proactive service management.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
446	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 41	The Solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from different OEM's and vendors of the components including Network, hardware, multiple-platform servers, database, etc.	The solution must provide the capability to correlate events across the complete IT infrastructure and support events generated from multiple OEMs and vendors, including network devices, hardware, multi-platform servers, databases, and other components.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
447	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 43	The solution should have reporting ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting.	The proposed solution should support comprehensive reporting capabilities including event correlation, automated alerting to administrators, real-time and historical analysis, trend reporting, and ad-hoc report generation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
448	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 44	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Web, 3rd Party application, Monitoring Solution- NMS, ITOM, ITAM, etc.	The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Monitoring Solution. ITAM , NMS --Need Use-case for creating ticket to check for the feasibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
449	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 48	The incident records separated from request, problem and change request records and should be able to convert, relate incident to problem, request, change, vice versa	The solution must maintain incident records separately from request, problem, and change records, while providing the capability to convert or relate an incident to a problem Converting not possible -- Creating new Problem Request or Change request is possible.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
450	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 50	Incident records linked to the caller should provide previous incident history of caller while adding the incident	Incident records linked to the caller should provide previous incident history of caller while adding the incident, using the existing Telephony integration. If Computer Telephony is integrated then we will be able to show the requester's open ticket details?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
451	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 54	The Solution should have predefined escalation matrix for each business service and there should also be an option to dynamically update the matrix for each Incident while working on the same	Will LIC provide the escalation matrices for pre-configuration, or is the vendor expected to enable dynamic matrix creation and modification by business users without backend support? <i>Need more details dynamic update of SLA Matrix</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
452	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 55	The Solution should provide an option to admin/manager to pick and choose which users are to be notified (email / SMS) for which stage of the incident lifecycle. These configurations should be dynamic and can be changed by the manager as and when needed	The Solution should allow administrators/managers to configure notification rules across the incident lifecycle, with the ability to select specific users who should receive notifications (via email/SMS) at each stage. These configurations must be dynamic and modifiable by administrators/managers as required.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
453	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 58	Solution should allow user to search similar related incidents that have been previously logged in the system	The solution should enable users to search and retrieve previously logged incidents that are similar or related to the current issue.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
454	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 64	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician shift details, technician leaves, technician workload etc.	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician leaves, technician workload etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
455	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 70	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments.	Multiple SLA will get assigned but only the last will be considered for the escalation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
456	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 84	Ability to generate reports on incident history and trends, by type of incident and by user and by live dashboard.	Ability to generate reports on incident history and trends, by type of incident and by user.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
457	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 87	The system should support dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers.	The system should support static\dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers. Assignment routing will be applied only while creating the request based on site if auto assign is created as well as if technician has logged in.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
458	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 90	The proposed service desk Solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface, SMS etc.	The proposed solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
459	Annexure F: Technical Specification	Incident Management	Page No.106 Point - 91	The service desk Solution shall provide the capability to identify duplicate tickets and allow for creating parent-child relationships that clubs all duplicate/repetitive tickets to a parent ticket.	The service desk Solution shall provide the capability to club all duplicate/repetitive tickets to a parent ticket. Duplicate ticket has to be filtered by the technician. Parent child ticket can be created.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
460	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 98	Problem records should have the below facilities but not limited to: 1.they can be linked to configuration items 2.Link to and routed to support partners or 3rd party Bidders 3. Have option to add multiple workarounds and Solutions 4. can be created from an incident record or linked with	Routing of problem request has to be taken care by the respective technician.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
461	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 100	Solution should have option to generate a single-click Root- Cause-Analysis report after problem closure	The solution should provide the capability to generate a comprehensive Root-Cause Analysis (RCA) report upon closure of a problem ticket. <i>Root Cause analysis can be key-in by the technician</i>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
462	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 102	Solution should have option to review major problem records separately	Additional Field can be created to check if this is a Major Problem	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
463	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 103	Solution should provide option to analyse the problem record.	Analysis has to be done internally and can be then added within the problem request	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
464	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 104	The Solution should have logs for approval of RCA, problem manager and engineer inputs.	Approvals is not feasible for problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
465	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 108	Ability to automate opening of a problem record from an incident record based on business rules and SLAS	Ability to open a problem record from an incident record based on business rules and SLAS Based on the use-case we could determine automatic incident to problem request creation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
466	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 109	Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
467	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 111	Ability to link problems/known error records to a CI, group of CIs or a service.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
468	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 112	Ability for authorized users to create new problem records and enforce data rules and required fields.	Ability for authorized users to create new problem records. Cannot enforce data rules and required fields, can we check if this option to remove	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
469	Annexure F: Technical Specification	Change Management	Page No.109 Point - 141	There should be an option to add change advisory board (CAB) agenda meetings for every change, each meeting should have an agenda to have a discussion on scheduled time for each change, minutes and action plan should be able to add with in CAB agenda meeting and it should be recorded for reference purpose along with date, user, discussion Point	Meeting details and meeting recording can be added manually within the Change Request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
470	Annexure F: Technical Specification	Change Management	Page No.109 Point - 146	Ability to easily identify the affected CIs whenever a change is made to a particular CI.	After successful scan changes in hardware and software will get recorded with the ServiceDesk Plus solution via Endpoint Central solution. Realtime Changes cannot be recorded, There will be time delay.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
471	Annexure F: Technical Specification	Change Management	Page No.109 Point - 157	Ability to restrict desired deployment dates during RFC submission based on minimum lead times like month end, quarter end, year-end etc.	Deployments dates can be added while raising a request and if required to modify then only Change Manager could perform this activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
472	Annexure F: Technical Specification	Change Management	Page No.109 Point - 160	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted.	Manual Discover can be done by selecting the respective asset.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
473	Annexure F: Technical Specification	Change Management	Page No.109 Point - 161	Ability to provide proactive notification and approval workflow to stakeholders and change advisory committee members for changes with critical business impact, collisions and compliancy issues.	Are we referring to scheduled change maintenance request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
474	Annexure F: Technical Specification	Change Management	Page No.110 Point - 163	Ability to automatically create a change request for any changes to CIs.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
475	Annexure F: Technical Specification	Change Management	Page No.110 Point - 171	Each change request should contain a set of mandatory data fields by default to ensure complete documentation of the change process.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
476	Annexure F: Technical Specification	Change Management	Page No. 109 Point - 140	Custom fields, role-based access control on the fixed and custom fields, dynamic notifications, dynamic workflow rules option should be available so based on requirement its workflow should be change	The solution should support creation of custom fields, role-based access control for both fixed and custom fields, dynamic notifications, and configurable workflow rules. This should allow workflows to be easily modified based on changing business requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
477	Annexure F: Technical Specification	Change Management	Page No. 108 Point - 137	For Each change all the stakeholders should be able to communicate through Chat/offline Chat or any other option.	For Each change all the stakeholders should be able to add notes and record conversation via email	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
478	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 184	Clis stored in the Solution should have linking option with Customers, Incidents, Bidders and Locations	Need to know the use case of Customer/ Bidder info in CI.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
479	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 190	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☒ Changes in software installations and business services/applications ☒ Removal of software/applications ☒ Unauthorized software installations as compared to an existing software white-list; ☒ Changes to databases	The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☒ Changes in software installations and business services/applications ☒ Removal of software/applications Unauthorized software installations as compared to an existing software white-list and Changes to databases is not supported	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
480	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements. It is Asset Management solution's capability.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
481	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 216	The CMDB must support automated discovery of IT asset in the LIC IT infrastructure.	The CMDB must support discovery of IT asset in the LIC IT infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
482	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 207	The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity.	The Solution shall provide monitoring of privilege changes and configuration modifications across Active Directory, ERP systems, databases, firewall rule bases, web servers, and other infrastructure components, with the capability to identify and alert on unauthorized or high-risk activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
483	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 212	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
484	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 224	Map ACI endpoint groups and bridge domains to application services.	The Solution shall provide the capability to discover and monitor Cisco ACI environments, including mapping of endpoint groups (EPGs) and bridge domains to application services, thereby enabling comprehensive visibility into application-centric network infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
485	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 231	Link NAC authentication results with device and user metadata.	The Solution shall support integration of Network Access Control (NAC) authentication results with device and user metadata, enabling correlation of authenticated sessions with specific endpoints and users for enhanced visibility, compliance, and security monitoring.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
486	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 113 Point - 237	Auto-discover and map ACI endpoint groups and bridge domains to applications and CI records.	The Solution shall provide auto-discovery and mapping of ACI endpoint groups and bridge domains, with the ability to associate them to applications and Configuration Item (CI) records within the CMDB. The mapping should update dynamically to reflect changes in the network and application infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
487	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 250	Changes to firewall rules, load balancer configurations, SDN policies, or API-based automation triggers should be captured and tracked via standard change workflows.	The Solution shall capture and track all changes to firewall rules. The solution must integrate with standard ITIL-based change management workflows to ensure that all modifications are logged, monitored, and audited for compliance and security requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
488	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 114 Point - 252	SD-WAN policy changes must trigger RFC generation and track approvals, rollback plans, and updates.	The Solution shall monitor and detect SD-WAN policy changes, automatically trigger the generation of a Request for Change (RFC), and integrate with the Change Management module to track approvals, rollback plans, and status updates in compliance with ITIL best practices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
489	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 302	The ability to define a catalog of service request types reflects what services are offered to internal or external customers.	The ability to define a catalog of service request types reflects what services are offered to internal customers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
490	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 330	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with offline capability for field technicians.	Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with online capability for field technicians.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
491	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 319	The Solution should apply rules controlling the re-opening a service request	The Solution must support the configuration of rules and workflows to control the conditions under which a service request can be re-opened.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
492	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 336	The proposed service desk Solution must have a built-in workflow engine. The proposed service desk Solution must support Non-linear workflows with decision-based branching and the ability to perform parallel processing. It should also have a graphical workflow designer for workflow creation and updates.	The proposed ServiceDesk Plus solution shall include the following capabilities: 1.A built-in workflow engine to automate service desk processes. 2.Support for non-linear workflows with decision-based branching. 3.Ability to perform parallel processing of workflow actions. 4.A graphical workflow designer for simplified workflow	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
493	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 354	Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles)	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
494	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 366	Knowledge articles should be linked to repeated SD-WAN or interface-related faults, blocked traffic troubleshooting, and standard resolution steps for common overlay issues.	Knowledge article should be linked to repeated issues with standard resolution steps. Need more details what customer is expecting. Are we referring to creating an KB related to SD-WAN issue?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
495	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 347	Should be able to highlight the duplicate knowledge base article automatically.	The solution should automatically identify and highlight duplicate knowledge base articles to avoid redundancy.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
496	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 363	The knowledge component of the service desk should allow grouping and access control for knowledge articles based on user roles or security levels.	The knowledge base should support grouping of articles and control access based on user roles or defined security levels.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
497	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 370	The proposed service desk knowledge Solutions must provide grouping access to different security knowledge articles for different group of users.	The solution must support role-based access controls, allowing different user groups to access designated knowledge articles in accordance with their security permissions.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
498	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 386	The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service.	The product should facilitate linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service. Please check if we can remove Bi-directional linking of CIA	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
499	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 401	SLA breaches must trigger real-time escalations and dashboards must track compliance for each CI and traffic link.	SLA breaches must trigger real-time escalations and provide dashboard Real-time escalations are supported. Dashboards can show SLA compliance generally but not specific CI/traffic-link	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
500	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 395	Point 395: Ability to integrate with project management systems	The proposed IT Service Management solution must support integration with project management systems to enable seamless synchronization of service requests, incidents, and project tasks.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
501	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 408	Point 408: Each escalation policy must allow easy definition on multiple escalation levels and notification to different personnel via window GUI/console.	The solution must allow administrators to define and manage multi-level escalation policies through a graphical user interface or console. It should support automated notifications to different personnel at each escalation level via email, SMS, and in-console alerts.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
502	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 410	Point 410: Manage network compliance by comparing devices to defined, best- practice standards.	The proposed solution must enable automated network compliance management by comparing all monitored devices against predefined best-practice standards. The system should detect configuration deviations, generate compliance reports, and provide alerting mechanisms for non-compliant devices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
503	Annexure F: Technical Specification	Asset Management	Page No.122 Point - 422	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF, DHTML revisions of past report output can be archived	It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF and XLS revisions of past report output can be archived Can we check if we can remove DHTML from the mentioned asset?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
504	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 424	The Solution shall support corporate, VPN and internet connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network.	The solution must support users accessing the system from corporate networks, VPNs, and the internet without requiring the purchase or deployment of additional software or hardware for off-network access. Need to host the application over the internet as well as Secure gateway is required if need to discover the outside the office network.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
505	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 462	The System should be able to do automatic identification of the following software attributes (many more required) <input type="checkbox"/> Product name <input type="checkbox"/> Product version <input type="checkbox"/> Manufacturer <input type="checkbox"/> Language <input type="checkbox"/> File name <input type="checkbox"/> Directory file time <input type="checkbox"/> Executable type <input type="checkbox"/> Internal name <input type="checkbox"/> Known as <input type="checkbox"/> File description <input type="checkbox"/> File extension <input type="checkbox"/> File path <input type="checkbox"/> File date/time <input type="checkbox"/> File size	The System should be able to do automatic identification of the following software attributes (many more required) Product Name Manufacturer Version Purchased Installed Allocated Available Compliance Type Software Type License Key License Types Expires in Expiry Date Workstation Installed On User Discovered Date Department Software name, Version, Manufacturer will only be fetched, other does not fall in the scope of proposed	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
506	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 463	The Solution should maintain full audit trails of configuration changes, compare real-time device configurations with baselines, and support automated backups triggered by change detection.	The proposed solution must maintain comprehensive audit trails of all configuration changes, enable real-time comparison of device configurations against defined baselines, and support automated backups that are triggered upon detection of configuration changes.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
507	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 467	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning with color-coded difference views.	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning Can we remove color-coded option from this question.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
508	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 470	Admins should be able to configure backup retry attempts for failed devices within the same day and schedule configuration restorations from trusted snapshots.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
509	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 472	The system should log detailed user actions including session start, configuration changes, and authorization levels for audit and traceability.	This will be part of session recording in Endpoint Central. Please help to remove this pointer.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
510	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 482	The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	The Solution should support configuration backup successes/failures globally and regionally.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
511	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 465	The System should be able to Identify software installations which occur outside approved channels	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
512	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 445	The Solution should allow scanning of specific device/group of devices on demand	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
513	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 484	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
514	Annexure F: Technical Specification	Reports & Dashboards	Page No.143 Point - 803	The proposed Solution must have option of report wizard to add structured query language (SQL) type report with options like group by, order by, filters etc.	The proposed Solution must have option of report wizard with options like group by, order by, filters, custom reports etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
515	Annexure F: Technical Specification	Release Management	Page No.128 Point - 536	Point 536: Ability to create a real-time dashboard that allows the Release manager or any other approved user to quickly ascertain details on release management in one location.	The solution must provide the ability to create a real-time, role-based dashboard that enables Release Managers and other authorized users to view consolidated release management details—including release status, approvals, and deployment progress—within a single interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
516	Annexure F: Technical Specification	CMDB & Configuration Management	238	NSX logical segments and distributed firewall rules must be discovered and mapped to workloads.	We Humbly request LIC to modify this clause as below. NSX logical segments and distributed firewall devices must be discovered and mapped to workloads.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
517	Annexure F: Technical Specification	CMDB & Configuration Management	476	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	We request LIC to remove this clause as only 1 point mentioned for server automation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
518	Annexure F: Technical Specification	Network Management System	686	System should have ability to ingest data from various systems (eg. Cisco ACI, SDWAN, etc.) and store in unified Data Lake for further analysis from inbuilt portal. Support auto aggregation such as hourly, daily roll-up for metrics such as min, max, avg.	This is a more of reporting functionality, hence should be removed from Network Management Section. There should be a common analytics tool which will ingest data from various system and provide reporting functionality	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
519	Annexure F: Technical Specification	Reports & Dashboards	801	Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV) and .doc formats	We Humbly request LIC team to modify the clause as below Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV) formats	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
520	Annexure F: Technical Specification	Reports & Dashboards	822	Dashboards must show overlay tunnel status, underlay path availability, firewall policy hit count, traffic latency trends, and load balancer pool health.	We Humbly request LIC to modify the clause as below. Dashboards must show overlay tunnel status, underlay path availability, traffic latency trends, and load balancer pool health.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
521	1. Brief Scope of Work	Movement to production environment (Deployment)	54	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.	As per the clause, OEM audits are to be conducted post-initial deployment and at the end of both the first and second years. Since the OEM is already involved in critical aspects such as solution design, architecture, configuration review, and governance, and there are no expected changes to the overall solution or design post-deployment, we believe multiple audits may not be necessary. Therefore, we respectfully request LIC to restrict the OEM deployment audit to just one audit — post-initial deployment. This will help avoid redundancy, reduce cost and administrative overhead, while still ensuring solution	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
522	3. Sizing Requirements	IV. RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE:	67	<p>Maximum Price Change: percentage change equal to the annual change in the index 'Price Index' (calculated by averaging the annual change of the price index for the four(4) fiscal quarters immediately preceding the date of the applicable fee increase, provided that the maximum price change shall never be more than 5% five per cent . The increase would be linked to Consumer Price Index (CPI) for Industrial Workers (IW) (All India General Index: Base 2016 = 100). There may be an increase in subscription rate post the initial duration of 5 subscription years. Which will be based on CPI index at the end initial contract period of 5 years over the previous year rate (i.e., difference in CPI of 4th and 5th year) during the extended period. The increment in subscription rate would be directly correlated to the increase in the Index over 12 months period of 4th and 5th year.</p> <p>For example, if the Index value are 120 at beginning of the year which increases to 123 at the end, thereby representing a 2.5% increase. The AMC rate would increase proportionately. However, if the Index value increases beyond 5%, the increase in payment of subscription rate would be capped at increase of 5% only</p>	<p>We humbly request LIC to kindly consider revising the clause to allow mutual agreement on subscription fee revision at the time of renewal after the initial 5-year contract period.</p> <p>While we understand and appreciate the intent of linking price changes to CPI with a 5% cap, we believe a mutually agreed renewal price — taking into account various factors such as OEM pricing policies, inflation trends, support costs, and overall commercial sustainability — would be more appropriate and practical.</p> <p>We therefore request LIC to modify the clause to state:</p> <p>“Any price revision in subscription charges post the initial 5-year term shall be mutually agreed upon between LIC and the bidder at the time of renewal.”</p>	Please adhere to the RFP clause
523	Technical Requirements Clarification	Security Integration Requirements			What specific IRDAI security guidelines need to be implemented beyond standard compliance?	Details will be shared with successful bidder
524	Commercial and Contractual Clarifications	Pricing and Contract Terms			The RFP mentions a 5% cap on annual increases post-5-years. Is this negotiable based on CPI variations?	Please adhere to the RFP clause
525	Commercial and Contractual Clarifications	Pricing and Contract Terms			Are there any budget constraints or approval limits that could impact solution design?	Please adhere to the RFP clause
526	Commercial and Contractual Clarifications	Pricing and Contract Terms			What is the preferred payment schedule (milestone-based, annual, etc.)?	Please adhere to the RFP clause
527	Commercial and Contractual Clarifications	Support Model Expectations			Are the specified resource numbers (9 L1 + 5 L2 onsite) based on analysis or can they be optimized based on workload assessment?	Details will be shared with successful bidder
528	Commercial and Contractual Clarifications	Support Model Expectations			What specific activities are expected from the offsite L3 support beyond the standard support hours?	Details will be shared with successful bidder

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
529	Commercial and Contractual Clarifications	Support Model Expectations			How will support transition be managed if there are changes in the support team composition?	Details will be shared with successful bidder
530	Success Metrics and Acceptance Criteria	Acceptance Testing Scope			What security testing and certification processes must be completed before go-live?	Details will be shared with successful bidder
531	Success Metrics and Acceptance Criteria	Go-Live Readiness			What are the specific criteria that must be met before production deployment approval?	Details will be shared with successful bidder
532	Additional Considerations	Scalability Planning			How important is multi-tenancy capability if LIC subsidiaries need to use the system?	Details will be shared with successful bidder
533	Additional Considerations	Technology Evolution			What emerging technologies (AI, automation, etc.) should be considered in the solution design?	Please adhere to the RFP clause
534	Additional Considerations	Knowledge Transfer and Dependency			What level of knowledge transfer is expected to reduce dependency on the vendor over time?	Please adhere to the RFP clause
535	Additional Considerations	Knowledge Transfer and Dependency			Are there specific skill development goals for LIC staff during the contract period?	Please adhere to the RFP clause
536	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 8	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations. Please provide more details on the DC, DR setup. Need High Availability on DC as well as DR or just DC DR setup is	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
537	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 24"	"The Solution should be compatible with a wide range of protocols and interfaces for third-party integration, including REST APIs, SOAP, PowerShell, SNMP, SQL, FTP, SFTP, SSH, and other standard methods."	Proposed solution offers REST API to create or trigger any data within ServiceDesk Plus as well as 3rd party application.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
538	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 25"	The Solution should provide orchestration features to automate common administrative tasks across connected systems.	Please provide more details on the expected automation using the solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
539	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 32"	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
540	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 33"	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide integration ability for the supported 3rd party applications using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
541	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.104 Point - 38"	"Ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting."	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
542	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.102 Point - 8"	"The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations."	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations .	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
543	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.102 Point - 12"	"Solution should be able to provide real-time notification alerts via email/ SMS / API/ Whatsapp to notify respective users about any state or status change of a ticket"	"Solution should be able to provide real-time notification alerts via email to notify respective users about any state or status change of a ticket"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
544	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 32"	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.	Please provide more details on the modules to be added.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
545	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 33"	The Solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	The solution should provide ability to support 3rd party integration using REST API.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
546	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 34"	The Solution should provide ability to support multiple levels of administrative delegation. It should be able to define multiple levels of administrative domains so that each administrator is assigned certain resources for which they are responsible.	The Solution should support multi-level administrative delegation by enabling the creation of distinct administrative domains. Each administrator should be assigned specific roles and resources, ensuring accountability within their defined scope of responsibility.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
547	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 35"	"The solution should provide ability to provide an event console for the entire environment for event monitoring. Events should be colour coded on the GUI based on severity."	The solution should provide a unified event console that enables centralized monitoring of events across the entire IT environment. The console presents events with intuitive color-coded indicators on the GUI, allowing administrators to quickly identify and prioritize issues based on their severity.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
548	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.104 Point - 39"	"All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management."	The Solution must provide AIOps functionalities such as anomaly detection, trend forecasting, and event correlation, and these capabilities must extend beyond infrastructure components to deliver business service-level insights for proactive service management.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
549	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.104 Point - 41"	"The Solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from different OEM's and vendors of the components including Network, hardware, multiple-platform servers, database, etc."	The solution must provide the capability to correlate events across the complete IT infrastructure and support events generated from multiple OEMs and vendors, including network devices, hardware, multi-platform servers, databases, and other components.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
550	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.104 Point - 43"	"The solution should have reporting ability to perform event correlation, sending alerts to administrators, real-time and historical analysis with trend and ad-hoc reporting."	The proposed solution should support comprehensive reporting capabilities including event correlation, automated alerting to administrators, real-time and historical analysis, trend reporting, and ad-hoc report generation	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
551	Annexure F: Technical Specification	Incident Management	"Page No.104 Point - 44"	"The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Web, 3rd Party application, Monitoring Solution- NMS, ITOM, ITAM, etc."	"The Solution should support multi-channel different methodology to raise incidents, for example through self-service web portal, email, phone-call to IT support team, mobile app, Monitoring Solution. ITAM , NMS --Need Use-case for creating ticket to check for the feasibility."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
552	Annexure F: Technical Specification	Incident Management	"Page No.104 Point - 48"	The incident records separated from request, problem and change request records and should be able to convert, relate incident to problem, request, change, vice versa	"The solution must maintain incident records separately from request, problem, and change records, while providing the capability to convert or relate an incident to a problem Converting not possible -- Creating new Problem Request or Change request is possible."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
553	Annexure F: Technical Specification	Incident Management	"Page No.104 Point - 50"	Incident records linked to the caller should provide previous incident history of caller while adding the incident	"Incident records linked to the caller should provide previous incident history of caller while adding the incident, using the existing Telephony integration. If Computer Telephony is integrated then we will be able to show the requester's open ticket details?"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
554	Annexure F: Technical Specification	Incident Management	"Page No.104 Point - 54"	The Solution should have predefined escalation matrix for each business service and there should also be an option to dynamically update the matrix for each Incident while working on the same	"Will LIC provide the escalation matrices for pre-configuration, or is the vendor expected to enable dynamic matrix creation and modification by business users without backend support? Need more details dynamic update of SLA Matrix!"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
555	Annexure F: Technical Specification	Incident Management	"Page No.104 Point - 55"	"The Solution should provide an option to admin/ manager to pick and choose which users are to be notified (email / SMS) for which stage of the incident lifecycle. These configurations should be dynamic and can be changed by the manager as and when needed"	The Solution should allow administrators/managers to configure notification rules across the incident lifecycle, with the ability to select specific users who should receive notifications (via email/SMS) at each stage. These configurations must be dynamic and modifiable by administrators/managers as required.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
556	Annexure F: Technical Specification	Incident Management	"Page No.105 Point - 58"	"Solution should allow user to search similar related incidents that have been previously logged in the system"	The solution should enable users to search and retrieve previously logged incidents that are similar or related to the current issue.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
557	Annexure F: Technical Specification	Incident Management	"Page No.105 Point - 64"	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician shift details, technician leaves, technician workload etc.	The proposed Solution must support auto-assignment of incidents to team/group/sub-group/engineer based on pre- defined rules configured from the Solution GUI with intelligence to ensure incidents are assigned to technicians based on services, technician leaves, technician workload etc.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
558	Annexure F: Technical Specification	Incident Management	"Page No.105 Point - 70"	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments.	Multiple SLA will get assigned but only the last will be considered for the escalation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
559	Annexure F: Technical Specification	Incident Management	"Page No.106 Point - 84"	Ability to generate reports on incident history and trends, by type of incident and by user and by live dashboard.	Ability to generate reports on incident history and trends, by type of incident and by user.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
560	Annexure F: Technical Specification	Incident Management	"Page No.106 Point - 87"	The system should support dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers.	"The system should support static\dynamic incident routing by evaluating parameters like technician availability, location, time of day, and service tiers. Assignment routing will be applied only while creating the request based on site if auto assign is created as well as if technician has logged in."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
561	Annexure F: Technical Specification	Incident Management	"Page No.106 Point - 90"	The proposed service desk Solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface, SMS etc.	The proposed solution must also provide flexibility of logging, assigning, viewing, updating and closing incident manually via web interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
562	Annexure F: Technical Specification	Incident Management	"Page No.106 Point - 91"	The service desk Solution shall provide the capability to identify duplicate tickets and allow for creating parent-child relationships that clubs all duplicate/repetitive tickets to a parent ticket.	"The service desk Solution shall provide the capability to club all duplicate/repetitive tickets to a parent ticket. Duplicate ticket has to be filtered by the technician. Parent child ticket can be created. "	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
563	Annexure F: Technical Specification	Problem Management	"Page No.106 Point - 98"	"Problem records should have the below facilities but not limited to: 1.they can be linked to configuration items 2.Linked to and routed to support partners or 3rd party Bidders 3. Have option to add multiple workarounds and Solutions 4. can be created from an incident record or linked with one or more incidents."	Routing of problem request has to be taken care by the respective technician.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
564	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 100"	Solution should have option to generate a single-click Root- Cause-Analysis report after problem closure	"The solution should provide the capability to generate a comprehensive Root-Cause Analysis (RCA) report upon closure of a problem ticket. Root Cause analysis can be key-in by the technician."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
565	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 102"	Solution should have option to review major problem records separately	Additional Field can be created to check if this is a Major Problem	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
566	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 103"	Solution should provide option to analyse the problem record.	Analysis has to be done internally and can be then added within the problem request	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
567	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 104"	The Solution should have logs for approval of RCA, problem manager and engineer inputs.	Approvals is not feasible for problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
568	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 108"	Ability to automate opening of a problem record from an incident record based on business rules and SLAs	"Ability to open a problem record from an incident record based on business rules and SLAs Based on the use-case we could determine automatic incident to problem request creation."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
569	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 109"	Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
570	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 111"	Ability to link problems/known error records to a CI, group of CIs or a service.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
571	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 112"	Ability for authorized users to create new problem records and enforce data rules and required fields.	"Ability for authorized users to create new problem records. Cannot enforce data rules and required fields, can we check if this option to remove"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
572	Annexure F: Technical Specification	Change Management	"Page No.109 Point - 141"	There should be an option to add change advisory board (CAB) agenda meetings for every change, each meeting should have an agenda to have a discussion on scheduled time for each change, minutes and action plan should be able to add with in CAB agenda meeting and it should be recorded for reference purpose along with date, user, discussion Point	Meeting details and meeting recording can be added manually within the Change Request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
573	Annexure F: Technical Specification	Change Management	"Page No.109 Point - 146"	Ability to easily identify the affected CIs whenever a change is made to a particular CI.	"After successful scan changes in hardware and software will get recorded with the ServiceDesk Plus solution via Endpoint Central solution. Realtime Changes cannot be recorded, There will be time delay"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
574	Annexure F: Technical Specification	Change Management	"Page No.109 Point - 157"	Ability to restrict desired deployment dates during RFC submission based on minimum lead times like month end, quarter end, year-end etc.	Deployments dates can be added while raising a request and if required to modify then only Change Manager could perform this activities.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
575	Annexure F: Technical Specification	Change Management	"Page No.109 Point - 160"	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted.	Manual Discover can be done by selecting the respective asset.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
576	Annexure F: Technical Specification	Change Management	"Page No.109 Point - 161"	Ability to provide proactive notification and approval workflow to stakeholders and change advisory committee members for changes with critical business impact, collisions and compliancy issues.	Are we referring to scheduled change maintenance request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
577	Annexure F: Technical Specification	Change Management	"Page No.110 Point - 163"	Ability to automatically create a change request for any changes to CIs.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
578	Annexure F: Technical Specification	Change Management	"Page No.110 Point - 171"	Each change request should contain a set of mandatory data fields by default to ensure complete documentation of the change process.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
579	Annexure F: Technical Specification	Change Management	"Page No. 109 Point - 140"	"Custom fields, role-based access control on the fixed and custom fields, dynamic notifications, dynamic workflow rules option should be available so based on requirement its workflow should be change"	The solution should support creation of custom fields, role-based access control for both fixed and custom fields, dynamic notifications, and configurable workflow rules. This should allow workflows to be easily modified based on changing business requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
580	Annexure F: Technical Specification	Change Management	"Page No. 108 Point - 137"	For Each change all the stakeholders should be able to communicate through Chat/offline Chat or any other option.	For Each change all the stakeholders should be able to add notes and record conversation via email	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
581	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 111 Point - 184"	CIs stored in the Solution should have linking option with Customers, Incidents, Bidders and Locations	Need to know the use case of Customer/ Bidder info in CI.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
582	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 111 Point - 190"	"The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☑ Changes in software installations and business services/applications ☑ Removal of software/applications ☑ Unauthorized software installations as compared to an existing software white-list; ☑ Changes to databases"	"The Solution must have the ability to encompass the applications and establish the relationship with different types of underlying infrastructure assets. Ability to add or delete Configuration Item (CI) Types and their corresponding fields. Monitor the environments under scope to identify: ☑ Changes in software installations and business services/applications ☑ Removal of software/applications Unauthorized software installations as compared to an existing software white-list and Changes to databases is not supported"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
583	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 112 Point - 212"	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	"The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements. It is Asset Management solution's capability."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
584	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 112 Point - 216"	The CMDB must support automated discovery of IT asset in the LIC IT infrastructure.	The CMDB must support discovery of IT asset in the LIC IT infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
585	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 112 Point - 207"	"The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity."	The Solution shall provide monitoring of privilege changes and configuration modifications across Active Directory, ERP systems, databases, firewall rule bases, web servers, and other infrastructure components, with the capability to identify and alert on unauthorized or high-risk activities	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
586	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 112 Point - 212"	The Solution should support configuration compliance against golden image standards defined by ITSM or security teams, with test specs and comparison automation.	The Solution shall support configuration compliance by enabling comparison of device configurations against predefined golden image standards defined by ITSM or security teams. The Solution shall provide automated compliance checks, test specifications, deviation detection, and detailed reports to ensure adherence to organizational and regulatory requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
587	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 112 Point - 224"	Map ACI endpoint groups and bridge domains to application services.	The Solution shall provide the capability to discover and monitor Cisco ACI environments, including mapping of endpoint groups (EPGs) and bridge domains to application services, thereby enabling comprehensive visibility into application-centric network infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
588	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 113 Point - 231"	Link NAC authentication results with device and user metadata.	The Solution shall support integration of Network Access Control (NAC) authentication results with device and user metadata, enabling correlation of authenticated sessions with specific endpoints and users for enhanced visibility, compliance, and security monitoring.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
589	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 113 Point - 237"	Auto-discover and map ACI endpoint groups and bridge domains to applications and CI records.	The Solution shall provide auto-discovery and mapping of ACI endpoint groups and bridge domains, with the ability to associate them to applications and Configuration Item (CI) records within the CMDB. The mapping should update dynamically to reflect changes in the network and application infrastructure.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
590	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 114 Point - 250"	"Changes to firewall rules, load balancer configurations, SDN policies, or API-based automation triggers should be captured and tracked via standard change workflows."	The Solution shall capture and track all changes to firewall rules. The solution must integrate with standard ITIL-based change management workflows to ensure that all modifications are logged, monitored, and audited for compliance and security requirements.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
591	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 114 Point - 252"	SD-WAN policy changes must trigger RFC generation and track approvals, rollback plans, and updates.	The Solution shall monitor and detect SD-WAN policy changes, automatically trigger the generation of a Request for Change (RFC), and integrate with the Change Management module to track approvals, rollback plans, and status updates in compliance with ITIL best practices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
592	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No.117 Point - 302"	The ability to define a catalog of service request types reflects what services are offered to internal or external customers.	The ability to define a catalog of service request types reflects what services are offered to internal customers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
593	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No.118 Point - 330"	"Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with offline capability for field technicians."	"Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with online capability for field technicians."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
594	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No:118 Point - 319"	The Solution should apply rules controlling the re-opening a service request	The Solution must support the configuration of rules and workflows to control the conditions under which a service request can be re-opened.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
595	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No:118 Point - 336"	"The proposed service desk Solution must have a built-in workflow engine. The proposed service desk Solution must support Non-linear workflows with decision-based branching and the ability to perform parallel processing. It should also have a graphical workflow designer for workflow creation and updates."	"The proposed ServiceDesk Plus solution shall include the following capabilities: 1.A built-in workflow engine to automate service desk processes. 2.Support for non-linear workflows with decision-based branching. 3.Ability to perform parallel processing of workflow actions. 4.A graphical workflow designer for simplified workflow creation, customization, and updates."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
596	Annexure F: Technical Specification	Knowledge Management	"Page No:119 Point - 354"	"Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles)"	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
597	Annexure F: Technical Specification	Knowledge Management	"Page No:120 Point - 366"	"Knowledge articles should be linked to repeated SD-WAN or interface-related faults, blocked traffic troubleshooting, and standard resolution steps for common overlay issues."	"Knowledge article should be linked to repeated issues with standard resolution steps. Need more details what customer is expecting. Are we referring to creating a KB related to SD-WAN issue?"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
598	Annexure F: Technical Specification	Knowledge Management	"Page No:119 Point - 347"	Should be able to highlight the duplicate knowledge base article automatically.	The solution should automatically identify and highlight duplicate knowledge base articles to avoid redundancy.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
599	Annexure F: Technical Specification	Knowledge Management	"Page No:120 Point - 363"	"The knowledge component of the service desk should allow grouping and access control for knowledge articles based on user roles or security levels."	The knowledge base should support grouping of articles and control access based on user roles or defined security levels.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
600	Annexure F: Technical Specification	Knowledge Management	"Page No:120 Point - 370"	The proposed service desk knowledge Solutions must provide grouping access to different security knowledge articles for different group of users.	The solution must support role-based access controls, allowing different user groups to access designated knowledge articles in accordance with their security permissions.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
601	Annexure F: Technical Specification	Service Level Management	"Page No.121 Point - 386"	The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service.	"The product should facilitate linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service. Please check if we can remove Bi-directional linking of SLA "	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
602	Annexure F: Technical Specification	Service Level Management	"Page No.121 Point - 401"	SLA breaches must trigger real-time escalations and dashboards must track compliance for each CI and traffic link.	"SLA breaches must trigger real-time escalations and provide dashboard Real-time escalations are supported. Dashboards can show SLA compliance generally but not specific CI/traffic-link"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
603	Annexure F: Technical Specification	Service Level Management	"Page No.121 Point - 395"	Point 395: Ability to integrate with project management systems	The proposed IT Service Management solution must support integration with project management systems to enable seamless synchronization of service requests, incidents, and project tasks.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
604	Annexure F: Technical Specification	Service Level Management	"Page No.122 Point - 408"	"Point 408: Each escalation policy must allow easy definition on multiple escalation levels and notification to different personnel via window GUI/console."	The solution must allow administrators to define and manage multi-level escalation policies through a graphical user interface or console. It should support automated notifications to different personnel at each escalation level via email, SMS, and in-console alerts.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
605	Annexure F: Technical Specification	Service Level Management	"Page No.122 Point - 410"	Point 410: Manage network compliance by comparing devices to defined, best- practice standards.	The proposed solution must enable automated network compliance management by comparing all monitored devices against predefined best-practice standards. The system should detect configuration deviations, generate compliance reports, and provide alerting mechanisms for non-compliant devices.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
606	Annexure F: Technical Specification	Asset Management	"Page No.122 Point - 422"	"It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF, DHTML revisions of past report output can be archived"	"It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF and XLS revisions of past report output can be archived Can we check if we can remove DHTML from the mentioned point?"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
607	Annexure F: Technical Specification	Asset Management	"Page No.123 Point - 424"	The Solution shall support corporate, VPN and internet connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network.	"The solution must support users accessing the system from corporate networks, VPNs, and the internet without requiring the purchase or deployment of additional software or hardware for off-network access. Need to host the application over the internet as well as Secure gateway is required if need to discover the outside the office network."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
608	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 462"	"The System should be able to do automatic identification of the following software attributes (many more required) ☐ Product name ☐ Product version ☐ Manufacturer ☐ Language ☐ File name ☐ Directory file time ☐ Executable type ☐ Internal name ☐ Known as ☐ File description ☐ File extension ☐ File path ☐ File date/time ☐ File size"	"The System should be able to do automatic identification of the following software attributes (many more required) Product Name Manufacturer Version Purchased Installed Allocated Available Compliance Type Software Type License Key License Types Expires in Expiry Date Workstation Installed On User Discovered Date Department Software name, Version, Manufacturer will only be fetched other does not falls in the scope of proposed solution."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
609	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 463"	"The Solution should maintain full audit trails of configuration changes, compare real-time device configurations with baselines, and support automated backups triggered by change detection."	The proposed solution must maintain comprehensive audit trails of all configuration changes, enable real-time comparison of device configurations against defined baselines, and support automated backups that are triggered upon detection of configuration changes.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
610	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 467"	The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning with color-coded difference views.	"The system should support dynamic grouping of devices by location, model, or type and allow configuration versioning Can we remove color-coded option from this question."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
611	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 470"	Admins should be able to configure backup retry attempts for failed devices within the same day and schedule configuration restorations from trusted snapshots.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
612	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 472"	"The system should log detailed user actions including session start, configuration changes, and authorization levels for audit and traceability."	This will be part of session recording in Endpoint Central. Please help to remove this pointer.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
613	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 482"	The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	The Solution should support configuration backup successes/failures globally and regionally.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
614	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 465"	The System should be able to Identify software installations which occur outside approved channels	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
615	Annexure F: Technical Specification	Asset Management	"Page No.124 Point - 445"	The Solution should allow scanning of specific device/group of devices on demand	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
616	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 484"	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
617	Annexure F: Technical Specification	Reports & Dashboards	"Page No.143 Point - 803"	"The proposed Solution must have option of report wizard to add structured query language (SQL) type report with options like group by, order by, filters etc."	"The proposed Solution must have option of report wizard with options like group by, order by, filters, custom reports etc."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
618	Annexure F: Technical Specification	Release Management	"Page No.128 Point - 536"	"Point 536: Ability to create a real-time dashboard that allows the Release manager or any other approved user to quickly ascertain details on release management in one location."	The solution must provide the ability to create a real-time, role-based dashboard that enables Release Managers and other authorized users to view consolidated release management details—including release status, approvals, and deployment progress—within a single interface.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
619	33. Limitation of Liability		37	Missing Clause	We request to cap the Limitation of Liability at 10% of the charges applicable to the SOW.	Please adhere to the RFP clause
620	3. Technical Bid	3. Technical Bid	23	iii) LIC will be responsible to provide the hardware required for implementation of in-scope ITSM solution i.e. Servers/VMs; and will provide RHEL OS and Database – MySQL. Any other software, operating system and hardware if required should be provided by the bidder, included in BoQ and prices quoted for in the Commercial Bid Document	Please confirm if Ubuntu pro and Postgres SQL license will be provided by LIC.	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
621	Section -G	Payment Terms and Conditions	Pg No 87 of 177	Delivery and implementation of software and subscriptions at the designated sites, endpoints of LIC for the project. Estimated Helpdesk /resolver/Service-desk: 195 Named user licenses 205 Concurrent user licenses Discovery of Estimated Endpoint: 65000 Endpoints 5000 Servers 15000 network devices Monitoring of Estimated Endpoint: 5000 servers 15000 Network devices Payment will be for actual count at the time of Go Live on per count/prorata basis 100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.	Request to Amend the Payment Terms- Delivery and implementation of software and subscriptions at the designated sites, endpoints of LIC for the project. Estimated Helpdesk /resolver/Service-desk: 195 Named user licenses 205 Concurrent user licenses Discovery of Estimated Endpoint: 65000 Endpoints 5000 Servers 15000 network devices Monitoring of Estimated Endpoint: 5000 servers 15000 Network devices Payment will be for actual count at the time of Go Live on per count/prorata basis 100 95 % of the cost of the software subscriptions /Licenses upon Delivery 5 % against Go Live and 30 days of successful operation for	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
622	Section B- 6 eligibility criteria	5	14	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>Request for change in Eligibility criteria: During the preceding the date of this RFP, the bidder/ OEM should have supplied, implemented or managed on premises dedicated instance in-scope solutions for at least two (2) entities in India that are regulated by IRDAI/RBI/SEBI or are Government/PSU entities. Further the bidder/ OEM must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 1500 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI/SEBI or Government/PSU entity</p> <p>Reason for change - As ServiceNow is primarily a cloud based service provider, we do have 2 on premise implementations in Public sector (RBI and SEBI) and rest of the top banks in India are on cloud, one of the largest banks in India is on ServiceNow dedicated instance</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
623	Section B- 6 eligibility criteria	9	16	During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India	<p>Request for change in Eligibility criteria:</p> <p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI/SEBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 1500 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 1500 servers 4. Proposed Network management solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India</p> <p>Reason for change - As ServiceNow is primarily a cloud based service provider, we do have 2 on premise implementations in Public sector (RBI and SEBI) and rest of the top banks in India are on cloud, one of the largest banks in India is on ServiceNow dedicated instance deployment (similar to on premise set up) and we request you to allow us to consider the same as reference too as part of the bid to comply to the eligibility criteria. In addition, most of our customers use existing end point management solutions in their architecture to discover end points and hence take the data into CMDB and do not discover all the endpoints via ServiceNow discovery. This has helped our clients in optimising the cost of the project. This is one of our unique features and request you to reduce the count of end points being discovered via</p>	Please refer to Corrigendum for Revised Eligibility Criteria
624	Annexure F - technical specification	16	102	The proposed Solution must have option to define announcements for notifying end users / requesters about any important information with option to schedule it for certain time period	<p>Request for changing this to mandatory functionality due to the following reason:</p> <p>This is a critical requirement within a ITSM solution and is currently called out as Non Mandatory in the RFP. The importance of the feature is as follows for LIC: Announcement based notifications for System downtime for maintenance can be proactive in nature and will help business users to plan their activities accordingly and also optimize the no. of tickets coming in during the maintenance window and hence will result in improved Employee satisfaction and improve business outcome with direct cost reduction as inflow of tickets will come down by more than 95% during the maintenance window period. Considering the above, we request you to consider this functionality as Mandatory for LIC solution success</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
625	Annexure F - technical specification	70	105	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments.	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature ensures incidents are dynamically linked to the correct SLA/OLA based on context, automatically monitored for compliance, and continuously analyzed to identify bottlenecks, inefficiencies, and improvement opportunities. With real-time SLA tracking, predictive breach alerts, workflow automation, and AI-driven process mining, IT leaders can enforce accountability and also drive ongoing service improvement across the enterprise. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
626	Annexure F - technical specification	92	106	The system must deduce the root cause of the problem and in topology it should visually pinpoint single impacting device as well as other impacted devices through various colours.	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature will help reduce noise from events coming in from monitoring tools and hence pin point the exact problem to be solved in the topology. This will have a direct impact on incident resolution TAT and system uptime and performance. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
627	Annexure F - technical specification	178	110	The self-service interface should allow end users to search and utilize a knowledge base to resolve common issues without assistance.	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: With Virtual agent enabled knowledge base, users will be able to solve L0 category tickets via self service. This is one of the critical components to move tickets from L1 to L0 and hence will have a direct impact on cost of resolution of per ticket for LIC. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
628	Eligibility Criteria	Eligibility Criteria 5	15	2.Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities	Can this clause be relaxed and allow to refer clients where the bidder has implemented this solution with lesser count(bidder implemented max count) than mentioned in this clause.	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
629	Eligibility Criteria	Eligibility Criteria 5	15	3.Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities.	Can this clause be relaxed and allow to refer clients where the bidder has implemented this solution with lesser count (bidder implemented max count) than mentioned in this clause.	Please refer to Corrigendum for Revised Eligibility Criteria
630	Section E: Scope of Services	2. Detailed Scope of Work	59	1. General Requirements: ii. Integration of each Solution with other in scope Solutions and other Network and Security Solutions currently deployed in the environment as decided by the LIC	Consolidated List of Integrations to be executed in the implementation phase	Details will be shared with successful bidder
631	Section E: Scope of Services	2. Detailed Scope of Work	59	1. General Requirements p. All the Solutions should be seamlessly integrated with the LIC's NTP Solution and must be compatible with any provided NTP version.	What is NTP solution.Kindly provide the use case	The solution is expected to integrate with the organization's Network Time Protocol (NTP) infrastructure to ensure all systems involved in the proposed solution are synchronized to a common, accurate time source. Time synchronization is critical for maintaining accurate logs, ensuring secure communications (e.g., certificate validation), and correlating events across systems.
632	Annexure F: Technical Specification	Incident Management	104	51. The proposed Solution must have option to route incident records to technicians, third party Vendors.	What is expected by routing incident ticket to third party vendors, kindly provide a use case	If the issue/incident cant be resolved by the Inhouse technician- System should have the capability to route the ticket to third party service provider (E.g. If a User laptop issue is not rectified by the inhouse technician then it can be routed to a third party service provider to resolve the issue)
633	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	102	8. The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations	are you expecting DR at multiple geographic location? If Yes, How many Locations and if you name the Locations.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
634	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	102	9. The Solution should support scalability to support larger and Geographically separated infrastructure to be managed centrally without having to replace current hardware/software and only via addition of relevant modules	Can you please elaborate on expected geographically separated infrastructure w.r.t. Centralized System and DR system.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
635	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	103	20. The Solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous Solution. It should be able to track logged calls.	Kindly mention existing/ current solution in use at LIC?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
636	Annexure F: Technical Specification	Incident Management	106	89. The Solution shall be integrated with existing LIC - IT infrastructure for automatic ticket logging, assigning, updating, closing etc.	Which existing LIC - IT Infrastructure is expected to integrate here?	Details will be shared with successful bidder
637	Annexure F: Technical Specification	Incident Management	106	93. Each incident must be able to associate multiple activity logs entries via manual update or automatic update from other enterprise management Solutions	Which enterprise management solutions expected to integrate and what kind of automatic updates expected into an Incident ticket.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
638	Annexure F: Technical Specification	Knowledge Management	120	362. Solution should be able to communicate with multiple sources service desk discussion forums, internet for knowledge search.	Do you expect that suggested solution should search over the internet for knowledge articles? If yes, what type of solutions it will look for and how do you expect this should work	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
639	General				What will be the Implementation location.	Implementation location will be Mumbai
640					Will there be possible travel required for the implementation team at multiple sites of LIC. If, Yes; kindly provide those sites, and frequency of travel.	Travel requirement will be need based
641					Referring to the RFP, we assum DR location is only at Bangalore. Kindly confirm. Also confirm the DR setup will be done onsite or from LICs DC location.	Details will be shared with successful bidder
642					Will the bidder be doing container setup for entire on-prem setup or LIC will do it.	Please adhere to the RFP clause
643					If bidder will be doing container setup, will the bidder be responsible for the support of the containerization done (Kubernets support). If yes, what will be the tenure of the support	Please adhere to the RFP clause
644					If we have to add additional efforts in the cost sheet for the addition components like Kubernets support consultant cost, the cost sheet is non-editable to add additional line items, please suggest how can this be handled	Please adhere to the RFP clause
645	Annexure F: Technical Specification	CMDB & Configuration Management	197	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	What does it mean by unauthorized state	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation
646	Annexure F: Technical Specification	CMDB & Configuration Management	207	The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity.	We Humbly request LIC to remove this clause as this requires additional solution relevant to DAM solution and should not be part of ITSM, ITOM & ITAM RFP	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
647	Annexure F: Technical Specification	CMDB & Configuration Management	222	Track overlay tunnel configurations and associated traffic flows.	What kind of traffic flow e.g. S-FLOW, J-FLOW? How will be the tunnel configuration will be exposed?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
648	Annexure F: Technical Specification	CMDB & Configuration Management	223	Ingest SDN topology and configuration using APIs and model flow paths.	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
649	Annexure F: Technical Specification	CMDB & Configuration Management	484	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	We request to clarify is the requirement is only for Desktops/Laptops & Neyworks and for servers it will be taken care by existing server patch management solution	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
650	Annexure F: Technical Specification	Availability Management	556	The Solution should provide functions for tracking Availability and Continuity exercise schedule and status	We request you to provide details on the exact use case requirement	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
651	Annexure F: Technical Specification	Network Management System	625	The topology of the entire Network should be available in a single map along with a Network state poller with aggressive/customizable polling intervals.	The solution is capable to show the topology in single map and also have the functionality to customize the polling intervals separately and not on the maps. Kindly confirm if this meets your requirement	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
652	Annexure F: Technical Specification	Network Management System	631	Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	Tool can provide VLAN topology separately. This is will meet the objective. Kindly confirm	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
653	Annexure F: Technical Specification	Network Management System	638	Should be able to generate a graphical representation of the network. Identify which devices are inactive or out of compliance. Use filters to immediately view isolated specific network segments. Capture a snapshot of the current state of the network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC and IP address and host name.	Need clarity on out of compliance and Capture a snapshot of current state of the network use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
654	Annexure F: Technical Specification	Network Management System	681	Solution should adhere to Micro services and thus be built on modern container technologies (like Docker, Kubernetes) mode. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK, CNCF certified) platform provided by the bidder.	We Humbly request LIC to remove this clause as NMS is light weight tools and can be installed on VM based solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
655	Annexure F: Technical Specification	Network Management System	690	Proposed NMS solution must support Network Telemetry collector-based monitoring of Network infra to reduce overhead of data gathering from network nodes.	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
656	Annexure F: Technical Specification	Network Management System	704	Solution should identify underutilized servers – both physical and virtual – providing the necessary metrics to assess utilization. Metrics should include server name, management IP, CPU utilization, Used Memory, network traffic, number of processes, number of users, and a normalized average ranking.	We Humbly request LIC to remove this clause as not related to Network Management System	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
657	Annexure F: Technical Specification	Network Management System	707	Out of the box support for Ansible integration for configuration automation.	Need more clarity on the use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
658	Annexure F: Technical Specification	Network Management System	729	The solution should provide alert, in case of failure of overlay from a location. It should also provide alert if an alternative overlay is being used to reach its destination.	Need more clarity on the use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
659	Annexure F: Technical Specification	Network Management System	751	The Solution should support AI / GPT-powered analysis features for anomaly detection and predictive insight generation in infrastructure monitoring environments.	What is the GenAI model that LIC will be providing? Is it OnPrem or SaaS?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
660	Annexure F: Technical Specification	Reports & Dashboards	821	The Security Reports module must be included, with the following capabilities: 1. IPS Event Collection Report to provide insights into intercepted IPS signatures, including associated IP addresses. 2. Firewall Enforcement Report to show rule hit counts by traffic category (allow, drop, inspect). 3. Malware File Collection Report detailing blocked malicious files along with their sources. 4. Internet Browsing Report offering categorized	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
661		Reports & Dashboards		Show NAC success/fail trends, device posture stats, and non-compliant endpoints.	We Humbly request LIC to modify the clause as below. Show device posture stats, and non-compliant endpoints.	Please adhere to the RFP clause
662	Annexure F: Technical Specification	Reports & Dashboards	862	Generate forensic event reports showing affected IPs, time of anomaly, and involved services.	We Humbly request LIC to remove this clause as this is related to IPAM	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
663	3. Sizing Requirements	Point I	66	<p>I. The selected OEM shall provide a 3 - month pre-subscription deployment period ("Deployment Subscription") prior to the 'Go Live' and commencement of the actual commercial subscription term at no additional cost to LIC. In the event that the implementation and successful go live of the solution is delayed due to reasons solely attributable to the OEM or its authorized implementation partner, the Deployment Subscription period shall be automatically extended by a duration equivalent to the delay period, at no additional cost to LIC. These licenses will be used exclusively for purposes of: Pre-production deployment Integration testing UAT (User Acceptance Testing) Performance/stress testing Staff training and familiarization. The deployment licenses should be fully functional, support all proposed features/modules, and be technically identical to the production version to ensure a seamless transition to go-live. The OEM must ensure that support and updates (including bug fixes and patches) are provided for the deployment licenses during this period. The 3-month deployment license period shall commence upon formal written request by LIC and may overlap with final configuration and staging activities.</p>	<p>We understand and agree to the requirement of providing a 3-month pre-subscription deployment period at no additional cost to LIC.</p> <p>However, we seek clarification on how such delays will be handled in scenarios where the delay is attributable to LIC — for example, delays in approvals, environment readiness (network port opening, VAPT, CISO clearance, etc.), or dependencies on LIC's internal teams. In such cases, will LIC appropriately adjust the OEM license commercial subscription start date.</p>	Please adhere to the RFP clause
664	3. Sizing Requirements	Point II	66	<p>Subscription Utilization Flexibility and True-Up/True-Down While the mentioned Subscription Quantities are indicative, actual subscription consumption may vary at the time of go-live or during subsequent renewals and there needs to be subscription utilisation flexibility. Subscription will be taken for the actual count usage at the end of Deployment period of 3 months. At each annual renewal milestone, a true-up/true-down exercise shall be conducted based on actual usage (as validated through reports or deployment audit) and the subscription will be increased / decreased as per requirement. The subscription count and charges for the subsequent year shall be adjusted accordingly. Any endpoint using the subscription post go live in previous subscription year , for less than 90 days not be counted for charges and for 90 days and above will be counted for full year subscription charges.</p>	<p>We request you to kindly clarify how LIC would consider the scenario wherein there is unavailability of endpoints or systems due to reasons beyond the bidder's control — such as force majeure events, network outages, system unavailability, system in repair, discarded, asset transfer to warehouse or disruptions caused by third-party service providers. We would like to understand how such situations will be treated in relation to the clause stipulating the 90-day period for subscription renewal consideration.</p> <p>We would appreciate your guidance on how such instances should be communicated and what supporting documentation would be required for LIC's evaluation.</p>	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
665	3. Sizing Requirements	Point III	66	<p>III. LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS- Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence.</p>	<p>As a bidder aligned with a specific OEM, we would like to clarify that we do not have the authorization to manage with third-party OEM solutions such as Sapphire IMS, OpenText, ManageEngine, or Nutanix. To best of our knowledge, usually the licenses of mentioned solutions are non-transferable, we would not be in a position to utilize or commercially offset them through discounts or extended terms.</p> <p>We respectfully request LIC to remove the requirement to manage these existing OEM solutions</p>	Please refer to Corrigendum
666	3. Sizing Requirements	Point IV	66	<p>RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE: There would be no change in the subscription charges for the initial 5 years other than the quoted subscription charges in the bid. Subscription charges post 5 years will be revised by applying same discount percentage as offered in this proposal to the published pricing by the OEM as available prior to the renewal date. However, any increase in the subscription charges post 5 years will be capped to maximum increase of 5% on annual basis.</p>	<p>We would like to highlight that, as per our OEM's global pricing policy, there is a standard year-on-year price increase in the range of 10–12%. Additionally, considering the potential appreciation of the USD over a 5-year period, it becomes commercially unviable to commit to a maximum cap of 5% annual increase.</p> <p>We request LIC to kindly reconsider this clause while retaining the right to negotiate based on prevailing market conditions and mutual agreement at the time of renewal.</p>	Please adhere to the RFP clause
667	8. Project Completion Timelines	Phase Wise Project Timelines as below	72	Phase Wise Project Timelines as below	Support is for 5 Years post GoLive. Before GoLive there are Deliverables for 40 Weeks. So the Contract Period 5 Years+(5 Years+40 Weeks) and not 5 Years only. Please clarify on Total Contract period	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
668	Section G: Payment Terms & Conditions	12) Maintenance during Warranty Period	89	Warranty Period	Please clarify What is the Warranty Period in the given Timelines.	Please adhere to the RFP clause
669	Section E: Scope of Services	1. Brief Scope of Work- XII	51	Event Management: The process of monitoring and management of all events occurring within the IT infrastructure to ensure normal operations and to detect and respond to exceptions in a timely manner. The objective is to provide early detection of incidents and performance issues through automated event correlation and classification. It involves filtering, categorizing, and responding to events to prevent incidents from occurring. capable of capturing, filtering, and categorizing events generated by various infrastructure components, including servers, networks, databases, and applications. The system shall differentiate between informational, warning, and exception events, and trigger appropriate actions such as alerting, ticket creation, or escalation. Integration with monitoring tools and the incident management platform shall be ensured to enable automated response and reduce manual intervention.	Are there any existing tool that can be leveraged for Event Management	The details will be shared with the successful bidder.
670	Section E: Scope of Services	On-Site Support Services	59	Tracking/Alerting the required license, software subscription for all software components of devices in scope o Set up and manage admin and user accounts. Perform access control as per need basis. o Conduct Recovery exercise of above points on quarterly basis or as per the LIC guidelines. Submit the Periodic Reports on the backup status (As per compliance to IRDAI cyber security guidelines/audits NC, CA, VA PT non-compliance DR Drills needs to be done as	All software and license details to be agreed on the contract. VA/PT is under the scope of Vendor or customer?	Please adhere to the RFP clause
671	Section E: Scope of Services	X. Asset Management (HAM & SAM)	51	Note: The proposed ITSM Solution should integrate with the LIC existing Asset management Solutions.	As per RFP document, Asset management is managed by Tecknodreams Software Consulting Pvt. Ltd. and it has contract till Aug, 2029 hence same Asset Management solution will be utilized as it is and only CMDB of proposed ITSM solution will be integrated (Unidirectional) with existing Asset Management tool. Please correct our understanding.	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
672	2. Detailed Scope of Work	7. Phase 6 - Post Go-Live support	63	b. Training shall be conducted at LIC Premises from Mumbai Location	As we understand that training should be executed at LIC Premises from Mumbai Location hence assuming that LIC will provide the training resources e.g. Conference/Meeting room etc. Also is there any requirement for Development and Support team to be available at LIC Premises from Mumbai Location during Development and BAU or TCS can do implementation remotely and provide BAU	Please adhere to the RFP clause
673	2. Detailed Scope of Work	3. Phase 2– Implementation	62	Configure centralized identity repository.	Assuming this is nor related to configure/implement centralized identity repository but this will be the integration with AD and SSO via existing IDP for the ISTM Solution, please let us know if there is any deviation in our understanding for this requirement?	Please adhere to the RFP clause
674	2. Detailed Scope of Work	3. Phase 2– Implementation	62	Integrate PAM Solution with proposed ITSM Solution	Which tool is utilized for PAM Solution?	The details will be shared with the successful bidder.
675	2. Detailed Scope of Work	3. Phase 2– Implementation	62	Integrate with SMS Gateway to communicate alerts, messages, etc.	Which SMS gateway are you using? Does it support REST API?	The details will be shared with the successful bidder.
676	2. Detailed Scope of Work	3. Phase 2– Implementation	62	SIEM Integration with ITSM Solution. etc.	Which SIEM tool is currently is in use?	The details will be shared with the successful bidder.
677	3. Sizing Requirements	Point number V.	67	Integration with existing tools, directories (e.g., AD, Red Hat IPA, Red Hat Satellite), ansible or other scripts and automation needed and infrastructure.	Do we need to consider any other integrations which are not mentioned in RFP? Integration with Red Hat IPA, Red Hat Satellite will be uni directional or bi-directional? How many automation use cases are available for implementation?	Details will be shared with successful bidder
678	3. Sizing Requirements		66	III. LIC - Asset Management currently holds active Asset management licenses	Does your existing Asset Management tool/solution having capability to generate QR codes and Asset ID's?	Details will be shared with successful bidder
679	3. Sizing Requirements		66	LIC propose 205 concurrent	If OEM does not provide concurrent licenses then can we consider 615 named licenses insetad of 205 concurrent licenses?	Please refer to Corrigendum
680	4. Objective		13	Implementing an On-premises Enterprise level IT Service Management (ITSM) Solution	Please specify the Data retention period for which the data is to be retained.	Details will be shared with successful bidder
681	7. Expected Hardware & Software Requirements from LIC		72	LIC has an existing ITSM Solution	What are the main challenges you face with the current tools that you want to overcome with the new solution?	Details will be shared with successful bidder

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
682	7. Expected Hardware & Software Requirements from LIC		72	LIC has an existing ITSM Solution	What are your top 3 priorities for this ITSM transformation—automation, cost reduction, better SLAs, improved user experience, etc.?	Details will be shared with successful bidder
683	7. Expected Hardware & Software Requirements from LIC		72	LIC has an existing ITSM Solution	Is there a preferred approach/requirement or methodology for legacy data migration?	Details will be shared with successful bidder
684	7. Expected Hardware & Software Requirements from LIC		72	LIC has an existing ITSM Solution	Do you want to bring in existing customizations or functionalities that are currently there in present environment - data level customizations or UI-level customizations?	Details will be shared with successful bidder
685	7. Expected Hardware & Software Requirements from LIC		72	LIC has an existing ITSM Solution	What is the current maturity level of your ITIL processes (e.g., Incident, Problem, Change, Service Request, Knowledge, CMDB)?	Details will be shared with successful bidder
686	Annexure F: Technical Specification	Point Number 550	129	Ability to capture the application/service level details and the interconnectivity/dependency between various systems	Does it mean that Application and Service Dependency Mapping, a process that identifies, documents, and visualizes the relationships and dependencies between applications, services, and their underlying infrastructure, is also in scope?	Please adhere to the RFP clause
687	Annexure F: Technical Specification	Point Number 740	140	The Monitoring Solution should provide End to End monitoring of complete IT Infrastructure within the Single Module/Product without the need to install multiple products and their separate databases	Are you expecting Monitoring solution as well along with the ITSM Solution?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
688	6. Eligibility Criteria	Eligibility criteria No 5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs or their authorized bidders, as per the Government's Public Procurement (Preference to Make in India) Order. The current criteria may favour a few global OEMs, excluding indigenous OEMs and their partners. Relaxation will ensure fair competition, promote domestic innovation, and support national self-reliance. We request you to make the changes in the pre - ualification as per the following</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities /Enterprise.</p> <p>"</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
689	6. Eligibility Criteria	Eligibility criteria No 9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation/ Enterprise in India. "</p>	Please refer to Corrigendum for Revised Eligibility Criteria
690	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point -1	97	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the Technical-scoring criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented/maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client-organization.</p> <p>The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☐ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
691	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 2	97	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 2500010,000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU /Enterprise organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
692	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 3	97	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>OEMs do not sell Capacity Management as a standalone licensed module; instead, it is natively integrated as a core part of their main feature set. Mandating a separately licensable module would unfairly exclude major OEMs whose solutions are comprehensive and aligned with industry standards, but do not partition functions in this artificial way.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM should have supplied, implemented / maintained IT operation management (ITOM) solution/Capacity management for minimum of 1000500 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference ->2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
693	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 4	97	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>In reference to the stated Technical scoring criterion on Capacity Management, we submit that this requirement creates bias toward certain OEMs offering it as a standalone license. As per industry practice, Capacity Management is an inherent component of ITOM/Server Performance Management solutions and not procured separately. Mandating it as an independent qualification restricts fair participation and limits competition.</p> <p>We therefore request that the criteria be amended to mandate preference for "Make in India compliant solutions", in alignment with the Public Procurement (Preference to Make in India) Order and Government priorities of self-reliance, cost efficiency, and long-term sustainability. In fact the same criteria is asked in the LIC tender Ref: LIC/CO/IT/DT/2025-26/RFP/PM Date: 14.07.2025</p> <p>In light of this, we propose amending the clause to" The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
694	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 5	98	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to "The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
695	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 6	98	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management/server performance management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (TWO) IRDAI / RBI regulated entity Or are Government / PSU /Enterprise organisation in India.</p> <p>The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
696	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 8	99	<p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference ->2 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
697	Annexure F: Technical Specification	Annexure F: Technical Specification	102	Evidence in the compliance format.	<p>Could you please specify what constitutes acceptable evidence for each technical requirement? For example, are you seeking:</p> <p>Product data sheets, brochures, or A detailed technical proposal outlining how the proposed solution meets each requirement?</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
698	Annexure F: Technical Specification	Annexure F: Technical Specification	116	<p>281. The system should support ingestion of raw flow data in formats such as IPFIX, NetFlow v9/v10, JFlow, CFlow, and NetStream from a wide range of devices including routers, switches, firewalls, load balancers, NGFWs, and capable endpoints.</p>	<p>In order to calculate the hardware sizing and license count, please provide following details</p> <p>Sys Log & Flow management</p> <ol style="list-style-type: none"> Total EPS (Event per second) <p>Flow management</p> <ol style="list-style-type: none"> Total EPS (Flow Event per second) 	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
699	Annexure F: Technical Specification	Annexure F: Technical Specification point no 482	126	482 - The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	<p>Requiring calendar-based counts of configuration backup successes/failures with regional drill-downs is overly prescriptive and limits flexibility. Modern platforms provide customizable dashboards and reporting, where such views can be created as needed without hardcoding the format. Industry practice emphasizes flexible, user-defined dashboards over rigid specifications.</p> <p>Suggested Alternative: "The solution should support customizable dashboards and reporting with the ability to track backup status and analyze failure causes regionally or globally."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
700	Annexure F: Technical Specification	Annexure F: Technical Specification point no 644	134	644 - Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications.	<p>In reference to Point 644: "Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications."</p> <p>We request clarification on the intended use case for this requirement. Specifically, is the expectation that the NMS/ITSM solution should directly control device-level access and authorization, or that it should integrate with existing IAM/AAA systems (e.g., Active Directory, RADIUS, TACACS) and only manage workflow approvals? Understanding the scope will help ensure the proposed solution meets the exact business need without duplicating IAM/security functionalities.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
701	Annexure F: Technical Specification	Annexure F: Technical Specification point no 706	138	706 - Deep automation-oriented insights to capture and visualize the value of automations in network space. Provide ROI analysis for tasks such as OS Upgrades, Provisioning, Remediation, Diagnostics, Audit Policy Check and Compliance Reporting.	<p>The requirement for deep automation-oriented insights with ROI analysis across OS upgrades, provisioning, remediation, diagnostics, audit, and compliance is highly prescriptive and specific to certain OEMs. It imposes an overwhelming expectation that is not standard for ITSM/NMS solutions. Industry practice is to provide ROI insights at a solution or process level, rather than for each granular automation task. Mandating this risks vendor lock-in and restricts fair competition. We therefore request that the clause be revised or removed to allow ROI reporting at the overall solution level, ensuring vendor-neutrality and realistic implementation.</p> <p>Suggested clause</p> <p>"The solution should provide automation insights and ROI reporting at the overall solution or process level, without mandating task-level granularity."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
702	Annexure F: Technical Specification	Annexure F: Technical Specification point no 754	141	754 - The Solution must support automated configuration recommendations based on learned best practices and offer the ability to apply those changes selectively.	<p>The requirement for automated configuration recommendations based on learned best practices is highly OEM-specific and dependent on proprietary algorithms. This functionality is not a standard feature across NMS/NCM solutions and risks vendor lock-in. Industry-standard NMS/NCM platforms instead provide robust policy compliance, audit, and rollback mechanisms to ensure configuration integrity. We therefore request removal of this clause, or rewording it in vendor-neutral terms to avoid restricting competition.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
703	3. Sizing Requirements	3. Sizing Requirements	66	<p>III LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence</p>	<p>In reference to the clause regarding existing ITSM/Asset Management solutions and associated licenses, we respectfully submit that mandating integration, migration, or commercial offset/credit mechanisms for existing subscriptions inherently favors current OEMs and their bidders. This creates an uneven playing field and restricts participation from qualified new entrants.</p> <p>Modern procurement practices emphasize vendor neutrality and fair competition. Requiring integration or migration of legacy solutions is not essential to delivering the proposed ITSM solution and may increase cost and complexity unnecessarily.</p> <p>We therefore request removal of any requirement for integration, migration, or commercial offset/credit mechanisms related to existing licenses, ensuring a level playing field for all bidders/OEMs.</p>	Please refer to Corrigendum

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
704	6. Eligibility Criteria	Eligibility criteria No 5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs or their authorized bidders, as per the Government's Public Procurement (Preference to Make in India) Order. The current criteria may favour a few global OEMs, excluding indigenous OEMs and their partners. Relaxation will ensure fair competition, promote domestic innovation, and support national self-reliance. We request you to make the changes in the pre - ualification as per the following</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities /Enterprise.</p> <p>"</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
705	6. Eligibility Criteria	Eligibility criteria No 9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation/ Enterprise in India. "</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>
706	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point -1	97	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the Technical-scoring criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented/maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization.</p> <p>The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☐ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
707	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 2	97	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 2500010,000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU /Enterprise organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
708	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 3	97	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>OEMs do not sell Capacity Management as a standalone licensed module; instead, it is natively integrated as a core part of their main feature set. Mandating a separately licensable module would unfairly exclude major OEMs whose solutions are comprehensive and aligned with industry standards, but do not partition functions in this artificial way.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM should have supplied, implemented / maintained IT operation management (ITOM) solution/Capacity management for minimum of 1000500 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
709	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 4	97	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>In reference to the stated Technical scoring criterion on Capacity Management, we submit that this requirement creates bias toward certain OEMs offering it as a standalone license. As per industry practice, Capacity Management is an inherent component of ITOM/Server Performance Management solutions and not procured separately. Mandating it as an independent qualification restricts fair participation and limits competition.</p> <p>We therefore request that the criteria be amended to mandate preference for "Make in India compliant solutions", in alignment with the Public Procurement (Preference to Make in India) Order and Government priorities of self-reliance, cost efficiency, and long-term sustainability. In fact the same criteria is asked in the LIC tender Ref: LIC/CO/IT/DT/2025-26/RFP/PM Date: 14.07.2025</p> <p>In light of this, we propose amending the clause to" The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
710	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 5	98	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to "The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
711	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 6	98	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management/server performance management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (TWO) IRDAI / RBI regulated entity Or are Government / PSU /Enterprise organisation in India.</p> <p>The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
712	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 8	99	<p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference ->2 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
713	Annexure F: Technical Specification	Annexure F: Technical Specification	102	Evidence in the compliance format.	<p>Could you please specify what constitutes acceptable evidence for each technical requirement? For example, are you seeking:</p> <p>Product data sheets, brochures, or A detailed technical proposal outlining how the proposed solution meets each requirement?</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
714	Annexure F: Technical Specification	Annexure F: Technical Specification	116	<p>281. The system should support ingestion of raw flow data in formats such as IPFIX, NetFlow v9/v10, JFlow, CFlow, and NetStream from a wide range of devices including routers, switches, firewalls, load balancers, NGFWs, and capable endpoints.</p>	<p>In order to calculate the hardware sizing and license count, please provide following details</p> <p>Sys Log & Flow management</p> <ol style="list-style-type: none"> Total EPS (Event per second) <p>Flow management</p> <ol style="list-style-type: none"> Total EPS (Flow Event per second) 	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
715	Annexure F: Technical Specification	Annexure F: Technical Specification point no 482	126	482 - The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	<p>Requiring calendar-based counts of configuration backup successes/failures with regional drill-downs is overly prescriptive and limits flexibility. Modern platforms provide customizable dashboards and reporting, where such views can be created as needed without hardcoding the format. Industry practice emphasizes flexible, user-defined dashboards over rigid specifications.</p> <p>Suggested Alternative: "The solution should support customizable dashboards and reporting with the ability to track backup status and analyze failure causes regionally or globally."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
716	Annexure F: Technical Specification	Annexure F: Technical Specification point no 644	134	644 - Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications.	<p>In reference to Point 644: "Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications."</p> <p>We request clarification on the intended use case for this requirement. Specifically, is the expectation that the NMS/ITSM solution should directly control device-level access and authorization, or that it should integrate with existing IAM/AAA systems (e.g., Active Directory, RADIUS, TACACS) and only manage workflow approvals? Understanding the scope will help ensure the proposed solution meets the exact business need without duplicating IAM/security functionalities.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
717	Annexure F: Technical Specification	Annexure F: Technical Specification point no 706	138	706 - Deep automation-oriented insights to capture and visualize the value of automations in network space. Provide ROI analysis for tasks such as OS Upgrades, Provisioning, Remediation, Diagnostics, Audit Policy Check and Compliance Reporting.	<p>The requirement for deep automation-oriented insights with ROI analysis across OS upgrades, provisioning, remediation, diagnostics, audit, and compliance is highly prescriptive and specific to certain OEMs. It imposes an overwhelming expectation that is not standard for ITSM/NMS solutions. Industry practice is to provide ROI insights at a solution or process level, rather than for each granular automation task. Mandating this risks vendor lock-in and restricts fair competition. We therefore request that the clause be revised or removed to allow ROI reporting at the overall solution level, ensuring vendor-neutrality and realistic implementation.</p> <p>Suggested clause</p> <p>"The solution should provide automation insights and ROI reporting at the overall solution or process level, without mandating task-level granularity."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
718	Annexure F: Technical Specification	Annexure F: Technical Specification point no 754	141	754 - The Solution must support automated configuration recommendations based on learned best practices and offer the ability to apply those changes selectively.	<p>The requirement for automated configuration recommendations based on learned best practices is highly OEM-specific and dependent on proprietary algorithms. This functionality is not a standard feature across NMS/NCM solutions and risks vendor lock-in. Industry-standard NMS/NCM platforms instead provide robust policy compliance, audit, and rollback mechanisms to ensure configuration integrity. We therefore request removal of this clause, or rewording it in vendor-neutral terms to avoid restricting competition.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
719	3. Sizing Requirements	3. Sizing Requirements	66	<p>III LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence</p>	<p>In reference to the clause regarding existing ITSM/Asset Management solutions and associated licenses, we respectfully submit that mandating integration, migration, or commercial offset/credit mechanisms for existing subscriptions inherently favors current OEMs and their bidders. This creates an uneven playing field and restricts participation from qualified new entrants.</p> <p>Modern procurement practices emphasize vendor neutrality and fair competition. Requiring integration or migration of legacy solutions is not essential to delivering the proposed ITSM solution and may increase cost and complexity unnecessarily.</p> <p>We therefore request removal of any requirement for integration, migration, or commercial offset/credit mechanisms related to existing licenses, ensuring a level playing field for all bidders/OEMs.</p>	Please refer to Corrigendum

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
720				<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. 	<p>Please change the clause as "During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. Please change to " 	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>
721				<p>In case, the bidding company/firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process.</p>		<p>Please adhere to the RFP clause</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
722	Sizing Requirement		pg 66	<p>LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p>	<p>There is list of 65000 assets (end points) but no mention of monitoring, is there a requirement for monitoring.</p>	<p>Monitoring of end points is not needed</p>
723	Sizing Requirement		pg 66	<p>LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p>	<p>How do you perform patching , software distribution for these end point.</p>	<p>Details will be shared with successful bidder</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
724	Sizing Requirement		pg 66	<p>LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p>	<p>Does the existing NMS/EMS solution require any re-architecture and re-imlemntation for this RFP</p>	<p>Details will be shared with successful bidder</p>
725	Sizing Requirement		pg 66	<p>LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p>	<p>Is there a requiremet for data migration required for the 3P tools (Sapphire, Manage Engine and Nutanix) that's is been replaced by the new solution. If yes who would be providing the 3P Side assiatnce for such a migration.</p>	<p>Details will be shared with successful bidder</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
726	Sizing Requirement		pg 66	LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.	Is the bidder expected to maintain legacy tools during coexistence?	Please refer to Corrigendum
727	Sizing Requirement		pg 67	Capacity Management: The process of ensuring that IT resources are effectively used to meet current and future business demands. It involves monitoring and forecasting resource utilization to optimize performance. It should monitor, analyze, and forecast the capacity and performance of all critical IT components, including servers, storage, networks, and applications to support business growth, seasonal variations, and new service requirements. Regular capacity reviews, trend analysis, and reports with recommendations for upgrades or optimization as required. Correlates link utilization with traffic data for accurate capacity planning. Supports cloud network observability, enabling traffic analysis across hybrid environments. Enables trend analysis and capacity forecasting with near real-time data granularity, supporting performance optimization and planning across LIC IT- Infrastructure.	The RFP talks about on-premises deployment but also talks about cloud observability. Is hybrid cloud support expected?	Please adhere to the RFP clause
728	Brief Scope of Work	Training & Certification	pg 56	Entire sub section	How many users are expected to be trained per module? How many LIC Staff, Contract Staff and SI Staff	The details will be shared with the successful bidder.
729	Detailed Scope of Work	Phase 2- Implementation	pg 61	Furthermore, they should deploy the proposed ITSM Solution, including installation, implementation, and configuration, in all the pre-production (development-test), production and disaster recovery environments	Is DC and DR sizing and configuration to be considered equal under this RFP	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
730		Brief Scope of Work	pg 53	BCP/DR/Failover/Backup/Recovery Strategy and process document based on the predefined RTO/RPO.	What is the expected RTO/RPO for DR setup?	Details will be shared with successful bidder
731		Brief Scope of Work	pg 54	BCP/DR/Failover/Backup/Recovery Strategy and process document based on the predefined RTO/RPO.	Most of our tools support active Passive DR. Please specify if the same would be agreed.?	Details will be shared with successful bidder
732		Phase 1-Planning and Designing workshop.	pg 62	Integrate PAM Solution with proposed ITSM Solution. Integrate with SMS Gateway to communicate alerts, messages, etc. SIEM Integration with ITSM Solution. etc.	PAM integration can be with LDAP and for some tools with SAML. Please advice what is the PAM solution available.	Details will be shared with successful bidder
733		Phase 1-Planning and Designing workshop.	pg 62	Integrate PAM Solution with proposed ITSM Solution. Integrate with SMS Gateway to communicate alerts, messages, etc. SIEM Integration with ITSM Solution. etc.	Is SIEM Integration is only for creating events to Incident for tracking, handling, troubleshooting and resolving SOC related incidents.	Details will be shared with successful bidder
734		Phase 1-Planning and Designing workshop.	pg 62	Integrate PAM Solution with proposed ITSM Solution. Integrate with SMS Gateway to communicate alerts, messages, etc. SIEM Integration with ITSM Solution. etc.	Only integration listed are with SIEM, SMS and PAM. Please list down other integration apart from these listed one which would be part of this RFP	Details will be shared with successful bidder
735	Resource Deployment		pg 69		What is the expected overlap between L1 and L2 resources?	Details will be shared with successful bidder
736	Resource Deployment		pg 69		Is the resource deployment 100% on-site, offsite or hybrid.	Please adhere to the RFP clause
737	Resource Deployment		pg 70	In case the on-site support person is to be changed by the Bidder, minimum of one-and-half month (45 days) advance notice shall be given by the Bidder to LIC, for reasons other than termination, death and hospitalization.	Is there a minimum tenure expected for onsite staff?	Please adhere to the RFP clause
738	Resource Deployment		pg 69		Please specify weekend and holiday coverage required.	Please adhere to the RFP clause
739	General				Is there initial stabilization period defined for post go-live?	Please adhere to the RFP clause
740	Penalties on Non-Performance of SLA during contract period:		pg 76		Are dashboards expected to be real-time or batch-generated?	Please adhere to the RFP clause
741	General				Will there be a provision of partial go-lives in this RFP?	Please adhere to the RFP clause
742	Detailed Scope of Work	All section			Implementation requirement should be onsite or hybrid (onsite and offsite)	Please adhere to the RFP clause
743	General				What is the minimum decrement step in ORA?	Please adhere to the RFP clause
744	General				Will LIC allow price revision post-ORA if scope changes?	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
745	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	103	31> Support flow path visualization from source to destination including intermediate hops.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
746	Annexure F: Technical Specification	Incident Management	106	89. The Solution shall be integrated with existing LIC - IT infrastructure for automatic ticket logging, assigning, updating, closing etc.	please provide LIC existing solutions across departments so we can assess the integration strategy and usecases	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
747	Annexure F: Technical Specification	Change Management	108	135 Change task should be available and it should be categorized in plan, deploy, rollout, rollback, test category by default. Change manager can be able to create new category based on release requirement.	kindly remove the word "by default" as different tools have configurable "categories" which can be added/modified as asked in second sentence of this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
748	Annexure F: Technical Specification	CMDB & Configuration Management	112	215> Support visual mapping of overlay tunnels and underlay paths with ability to track failover history and link health.	Request LIC to modify this to "Support visual mapping of overlay tunnels and underlay paths, and if possible, ability to track failover history and link health."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
749	Annexure F: Technical Specification	CMDB & Configuration Management	112	217> It should distinguish and relate underlay (physical) and overlay (logical) network elements including interfaces, tunnels, and virtual flows.	Request LIC to make this point Non-Mandatory or modify it to "It should distinguish and relate underlay (physical) and overlay (logical) network elements including interfaces, tunnels, and optionally virtual flows."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
750	Annexure F: Technical Specification	CMDB & Configuration Management	112	218> Relationships between interfaces, network links, virtual overlays, and associated applications must be maintained dynamically.	While interface discovery is automatic, linking it with Application requires manual step as the App to Interface mapping is not available in discovery. Kindly confirm if understanding is correct.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
751	Annexure F: Technical Specification	CMDB & Configuration Management	112	222> Track overlay tunnel configurations and associated traffic flows.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
752	Annexure F: Technical Specification	CMDB & Configuration Management	112	223> Ingest SDN topology and configuration using APIs and model flow paths.	Request to modify this to "optionally allow to model flow paths"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
753	Annexure F: Technical Specification	CMDB & Configuration Management	113	226> Maintain mapping of traffic flows to interfaces, tunnels, and logical paths.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
754	Annexure F: Technical Specification	CMDB & Configuration Management	113	229> Auto-discover MAC addresses linked to interfaces and assign to asset records.	Kindly advise if the NAC being referred to in this point is for the target/discovered device or the far-end (other endpoint) of the connectivity. It is unclear which assignment to asset record is referred here.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
755	Annexure F: Technical Specification	CMDB & Configuration Management	113	230> Store MAC address as part of CI properties with historical changes.	Kindly advise if the NAC being referred to in this point is for the target/discovered device or the far-end (other endpoint) of the connectivity. Please also explain the meaning of 'historical changes' in this context.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
756	Annexure F: Technical Specification	CMDB & Configuration Management	113	231 Link NAC authentication results with device and user metadata.	Request LIC to provide clarity on this use-case, as to what is the expected outcome.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
757	Annexure F: Technical Specification	CMDB & Configuration Management	113	232 Interfaces must be auto-discovered and linked to their devices, tunnels, or applications.	While interface discovery is automatic, linking it with Application requires manual step as the App to Interface mapping is not available in discovery.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
758	Annexure F: Technical Specification	CMDB & Configuration Management	113	233> Overlay tunnel and underlay link mappings from SD-WAN controllers should be integrated into the CMDB.	Request LIC to make this point non-mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
759	Annexure F: Technical Specification	CMDB & Configuration Management	113	235> Overlay tunnels should be associated with underlay paths and applications in the CMDB.	Request LIC to make this point non-mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
760	Annexure F: Technical Specification	CMDB & Configuration Management	113	238> NSX logical segments and distributed firewall rules must be discovered and mapped to workloads.	Request LIC to make this point non-mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
761	Annexure F: Technical Specification	CMDB & Configuration Management	114	258 In real time, store a complete audit trail of configuration changes, (hardware, and software,) made to network devices, including critical change information.	While we capture Software/config changes, kindly provide sample of Hardware changes for us to respond appropriately to this point.	Details will be shared with successful bidder
762	Annexure F: Technical Specification	Capacity Management		264> The Solution should have features to analyse storage capacity usage trends and predict future storage requirements. It should help identifying potential bottlenecks and proactively plan for storage expansion or optimization	Request LIC to make this point non-mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
763	Annexure F: Technical Specification	Capacity Management	116	281> The system should support ingestion of raw flow data in formats such as IPFIX, NetFlow v9/v10, JFlow, CFlow, and NetStream from a wide range of devices including routers, switches, firewalls, load balancers, NGFWs, and capable endpoints.	Request LIC to to make cflow and NetStream as optional by modifying this point as "The system should support ingestion of raw flow data in formats such as IPFIX, NetFlow v9/v10, JFlow, and if possible CFlow and NetStream, from a wide range of devices including routers, switches, firewalls, load balancers, NGFWs, and capable endpoints."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
764	Annexure F: Technical Specification	Capacity Management	116	284> It should support deep flow inspection and synthesis for troubleshooting, including support for Cisco NBAR for Layer 7 traffic visibility and dynamic application recognition based on port behavior.	Request LIC to make this point Non-Mandatory as per our understanding LIC is not looking for Deep Packet solution from this RFP.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
765	Annexure F: Technical Specification	Capacity Management	116	288> The system must generate DDoS detection reports in under one minute, showing impacted IPs, ports, AS numbers, router interfaces, and affected customer-facing services	DDoS detection is a specialized security domain and beyond Network Management. Hence we request LIC to remove this point or make it Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
766	Annexure F: Technical Specification	Capacity Management	116	289> Must monitor utilization trends across WAN links, firewall throughput, load balancer capacity, and SD-WAN path usage.	Request LIC to make this point Non-Mandatory or modify it to "Must monitor utilization trends across WAN links, firewall throughput, load balancer capacity, and if possible SD-WAN path usage."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
767	Annexure F: Technical Specification	Capacity Management	116	290> Must provide capacity forecasting for link saturation, tunnel load, and endpoint device availability based on historical trends.	Request LIC to make this point Non-Mandatory or modify it to "Must provide capacity forecasting for link saturation, endpoint device availability and if possible tunnel load, based on historical trends."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
768	Annexure F: Technical Specification	Capacity Management	116	291> The system should analyze historical link usage, tunnel bandwidth, and interface statistics to forecast potential bottlenecks.	Request LIC to make this point Non-Mandatory or modify it to "The system should analyze historical link usage, if possible tunnel bandwidth, and interface statistics to forecast potential bottlenecks."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
769	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	118	330> Mobile app users should be able to approve, escalate, or view real-time status of network-related requests and incidents, with offline capability for field technicians.	Mobile app can only work in online mode as it depends on network data packets. Request to remove "with offline capability for field technicians"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
770	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	119	347> Should be able to highlight the duplicate knowledge base article automatically.	Request LIC to make this point non-mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
771	Annexure F: Technical Specification	Knowledge Management	120	362> Solution should be able to communicate with multiple sources service desk discussion forums, internet for knowledge search.	External repositories can be indexed for KM in the form of whitelisted websites, sharepoints or confluence. Any other Service desk discussion forum cannot be directly connected and it must be provided in any of above formats. Kindly remove "service desk discussion forums" or change this point to "Non Mandatory"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
772	Annexure F: Technical Specification	Service Level Management	120	377> The Solution should facilitate the development of a Service Improvement Plan (SIP) linked to the CSI register	kindly expand the meaning of "CSI"	CSI register refers to the Continual Service Improvement tool as per the ITIL standards.
773	Annexure F: Technical Specification	Service Level Management	120	382> It should enable creation, measurement and reporting of three categories of SLA service targets - time-based response/resolution of tickets, availability relating to uptime of systems/services, or performance monitoring catering to system metrics like end-user transaction	As there is no APM asked in this RFP, End-user Transactions are not covered automatically. Request LIC to remove 'end user transaction'. However if an end-user transaction monitoring solution can raise an Incident in proposed ITSM solution, its SLA can be tracked.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
774	Annexure F: Technical Specification	Service Level Management	121	395> Ability to integrate with project management systems	please share LIC existing solution details. Feasibility assessment will be needed to see if provided Project Management solution can exchange data in industry standard formats	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
775	Annexure F: Technical Specification	Service Level Management	121	402> SLAs must include metrics for link uptime, tunnel availability (overlay/underlay), firewall response latency, and mobile app notification delivery times.	Request LIC to elaborate 'mobile app notification delivery times' make this point Non-Mandatory as we are partially compliant to this point. However, in further discussions, we can discuss integrations with 3rd party solution and may provide a customized approach.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
776	Annexure F: Technical Specification	Asset Management	122	421> Asset/inventory management Solution should have bundled reporting software so that there are no third-party Solutions required to customize reports.	For complex type of report we suggest to use a standalone reporting solution, as some data could be external. Request LIC to make this point Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
777	Annexure F: Technical Specification	Asset Management	122	422> It should provide a powerful reporting engine administrator to schedule large batch reports automatically e-mailed to multiple recipients, created in multiple formats such as PDF, DHTML revisions of past report output can be archived	Kindly modify this point to "PDF or DHTML", as reports are usually used as PDF or XLS format, and DHTML is seldom used.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
778	Annexure F: Technical Specification	Asset Management	123	423> The Solution offered should be single OEM Solution with Asset management lifecycle system tightly integrated with asset inventory Solutions.	Request LIC to modify this point to Non-Mandatory, as depending on the RFP ask we may have to stitch a solution which involves components from other OEMs.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
779	Annexure F: Technical Specification	Asset Management	123	425> Solution should provide an out-of-box agent deployment Solution for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group, Policies, login scripts, email, software distribution Solutions, manually installing the agent.	Kindly elaborate how email can be used as a deployment method.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
780	Annexure F: Technical Specification	Asset Management	123	429> The Solution should prevent users with admin rights to uninstall the agent	If the user is an admin-rights user, they can uninstall any software. Request to relook at this point and remove.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
781	Annexure F: Technical Specification	Asset Management	123	430> The Solution should be able to hide the agent from the Desktops "Add/Remove Program" list from the central console.	This appears to be a specific feature with certain OEM. Request to remove or make it Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
782	Annexure F: Technical Specification	Asset Management	123	439> The Solution should support auto and manual discovery of network devices using SNMP v2/v3, CLI, telemetry streaming, NETCONF, and APIs, ensuring flexibility in diverse network environments.	Streaming Telemetry is typically used for constant stream of data such as performance KPI or Events etc. For Discovery, there are specific queries which execute on target devices to extract necessary information. Streaming telemetry does not provide such an interface. Request LIC to remove Streaming Telemetry .	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
783	Annexure F: Technical Specification	Asset Management	126	473> The Solution should be able to maintain Asset Classification values with CIA details for each Asset covered under Asset Management Solution.	Kindly elaborate on what is meant by CIA.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
784	Annexure F: Technical Specification	Asset Management	126	475> The Solution should have ability to model power policies before being deployed to estimate savings	This point is related to provisioning/endpoint management domain which are not part of RFP. Kindly confirm if LIC is looking for these type of solutions from this RFP, else request to remove this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
785	Annexure F: Technical Specification	Asset Management	126	476> The Solution should support bare metal provisioning where-in existing servers can be re-imaged	This point is related to provisioning/endpoint management domain which are not part of RFP. Kindly confirm if LIC is looking for these type of solutions from this RFP, else request to remove this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
786	Annexure F: Technical Specification	Asset Management	126	478> The Solution should support ability to manage and enforce policies settings such as the following: Password Enabled; Password Length; Require Alphanumeric Password; Inactivity Timeout; Wrong Attempts Before Wipe The Solution should also support tracking of warranty/AMC information of covered endpoints and raise expiration alerts	This point is related to endpoint management/patching domain which are not part of this RFP. Kindly confirm if LIC is looking for these type of solutions from this RFP, else request to remove this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
787	Annexure F: Technical Specification	Asset Management	126	483> The Solution must support application/process blacklisting or whitelisting on end user computing devices	This point is related to endpoint management/patching & security domain which are not part of this RFP. Propose ITAM can notify admin if unauthorized softwares are installed /detected, however it cannot prevent the user from installing any software. Kindly relook and remove from this RFP.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
788	Annexure F: Technical Specification	Asset Management	126	484> The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	This point is related to endpoint management/patching & security domain which are not part of this RFP. Kindly confirm if LIC is looking for these type of solutions from this RFP, else request to remove this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
789	Annexure F: Technical Specification	Asset Management	126	491> Tag devices with NAC status, authentication method, and user info.	Kindly advise how will the 'NAC Status, 'authentication method' details will be made available to ITAM solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
790	Annexure F: Technical Specification	Release Management	128	533> Ability to assign tasks to pools of resources.	Request LIC to elaborate this point, as it is unclear which tasks and resources are being referred here.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
791	Annexure F: Technical Specification	Release Management	128	534> Ability to verify license and warranty information.	Kindly elaborate in which aspect this point is related to Release Management	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
792	Annexure F: Technical Specification	Availability Management	130	564> The console should provide color-coded visual cues for primary and backup links, device outages, VLAN participation, and redundancy status using protocols like HSRP and VRRP	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
793	Annexure F: Technical Specification	Availability Management	130	565> The Solution should provide QoS monitoring and modeling, identifying configured classes, policies, and behaviors for prioritized traffic.	We support QoS monitoring, however modelling is offered by separate solutions than asked in this RFP. Request clarification.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
794	Annexure F: Technical Specification	Availability Management	130	572> Enables visualization and baseline monitoring of active/backup links, with automated switchover in case of link failure. Provides real-time status for device and link availability (physical and protocol). Dashboards include indicators for device up/down, link status, and performance threshold metrics.	We monitor and baseline various statistics and provide easy to use reporting and dashboards. Kindly elaborate the usecase on "automated switch over" as it is beyond the scope of Network Monitoring.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
795	Annexure F: Technical Specification	Availability Management	130	581> Overlay path health visualization including status and failover history.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
796	Annexure F: Technical Specification	Availability Management	130	582> Monitor health of SDN-controlled interfaces and path resilience.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
797	Annexure F: Technical Specification	Availability Management	131	584> Monitor load balancer throughput, failovers, and service impact during peak hours.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
798	Annexure F: Technical Specification	Availability Management	131	589> Detect rogue or missing MAC IDs during asset availability scans.	Kindly elaborate on the requirement of rogue or missing MAC, as device may not be connected during a given scan.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
799	Annexure F: Technical Specification	Availability Management	131	593> Dashboards must reflect tunnel availability, SLA breach status, and path health in real time.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
800	Annexure F: Technical Specification	Availability Management	131	595> Overlay tunnel status (active, backup) should be monitored continuously and displayed on the dashboard.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
801	Annexure F: Technical Specification	Availability Management	131	596> Monitor SDN-controlled paths for latency, congestion, and failovers.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
802	Annexure F: Technical Specification	Availability Management	131	602> Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
803	Annexure F: Technical Specification	Availability Management	131	605> Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
804	Annexure F: Technical Specification	Service Catalogue Management	132	614> Allow access rights to be assigned depending on the categorization of services based on their status in the portfolio (Planned, Designed, Active, Retired, etc.)	Kindly elaborate on this requirement. Service Catalogue rights are with Admin only, so they can create the portfolio of services, and modify them during different phase of its lifecycle. The access rights are independent on 'status' of services basis their stage. Suggest to relook or remove this requirement.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
805	Annexure F: Technical Specification	Network Management System	133	634> Network Management Solution Console should clearly identify primary links and back up links in topology and should change color for back up links once it get activated when primary link is down.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
806	Annexure F: Technical Specification	Network Management System	133	637> Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions	Request LIC to make this point Non-Mandatory as we are partially complying to this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
807	Annexure F: Technical Specification	Network Management System	134	642> In real time, store a complete audit trail of configuration changes, (hardware, and software,) made to network devices, including critical change information.	We capture config changes for devices, however please elaborate on 'hardware' changes.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
808	Annexure F: Technical Specification	Network Management System	134	650> The solution should have the capability to provide end-to-end visibility for the network faults. E.g: If the user unable to open an application, the solution should able to map entire network path from his endpoint to the application and pin-point the hop on which the problem is occurring (this is different from trace route).	Kindly elaborate with example how this is different than traceroute, as it is unclear.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
809	Annexure F: Technical Specification	Network Management System	135	667> The solution must provide the following Flow-based metrics for network flow analysis: <input type="checkbox"/> Rate <input type="checkbox"/> Utilization <input type="checkbox"/> Byte Count <input type="checkbox"/> Flow Count <input type="checkbox"/> IP hosts with automatic DNS resolution <input type="checkbox"/> IP conversation pairs with automatic DNS resolution <input type="checkbox"/> Router/interface with automatic SNMP name resolution <input type="checkbox"/> Protocol breakdown by host, link, ToS or conversation. <input type="checkbox"/> Utilization by bit pattern matching of the TCP ToS field. <input type="checkbox"/> AS number <input type="checkbox"/> BGP next hop address	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
810	Annexure F: Technical Specification	Network Management System	136	674> The solution should be able to push configuration centrally on all network devices. Multiple instances of pushing of configuration simultaneously should be provided.	Mandatory / non-mandatory flag is missing.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
811	Annexure F: Technical Specification	Network Management System	137	692> Solution should manage network devices that can be discovered by IP address, link level address, or devices that run IP and Web servers. System should take up the fault detection & health monitoring of various network elements from the device level to the protocol and interface levels.	Request LIC to elaborate on Web Server type devices with an example for us to respond to this point appropriately	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
812	Annexure F: Technical Specification	Network Management System	138	709> The proposed solution shall incorporate an advanced add-on module that delivers detailed, hop-by-hop visibility into network traffic paths between remote agents and specified destination endpoints. It should	Point incomplete, ending with "it should"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
813	Annexure F: Technical Specification	Network Management System	138	717> Firewall deny logs and traffic anomalies should trigger automated incidents with enriched context like source/destination IP, port, and associated policy.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
814	Annexure F: Technical Specification	Network Management System	139	727> Trigger incidents when NAC blocks unauthorized access or fails authentication.	How will NMS solution receive this information? NAC must provide this data in an industry standard way to process it.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
815	Annexure F: Technical Specification	Network Management System	139	729> The solution should provide alert, in case of failure of overlay from a location. It should also provide alert if an alternative overlay is being used to reach its destination.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
816	Annexure F: Technical Specification	Network Management System	139	732> Auto-ticketing must be enabled for SD-WAN events such as tunnel instability, policy mismatch, and path failover.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
817	Annexure F: Technical Specification	Network Management System	139	734> Pool member failures or high latency should trigger incident tickets with affected service info.	Kindly elaborate on this point, as it is not clear what is expected and which pool is being referred to.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
818	Annexure F: Technical Specification	Network Management System	140	740> The Monitoring Solution should provide End to End monitoring of complete IT Infrastructure within the Single Module/Product without the need to install multiple products and their separate databases. A single Solution should be able to monitor all of the below without the need to install or configure additional modules / products: <input type="checkbox"/> Server Monitoring <input type="checkbox"/> Database Monitoring <input type="checkbox"/> Kubernetes / Container Monitoring <input type="checkbox"/> Virtualization Platform Monitoring <input type="checkbox"/> Storage Monitoring <input type="checkbox"/> Big Data Monitoring <input type="checkbox"/> Cloud Monitoring <input type="checkbox"/> Capacity Planning <input type="checkbox"/> Log Analytics	Our proposed solution needs separate database as the big-data is stored into analytics database (for dashboard/reporting) where as other data is store in a transactional database. Hence we request LIC to modify this point as "The Monitoring Solution should provide End to End monitoring of complete IT Infrastructure within the Single Module/Product without the need to install multiple products. A single Solution should be able to monitor all of the below without the need to install or configure additional modules / products: <input type="checkbox"/> Server Monitoring <input type="checkbox"/> Database Monitoring <input type="checkbox"/> Kubernetes / Container Monitoring <input type="checkbox"/> Virtualization Platform Monitoring <input type="checkbox"/> Storage Monitoring <input type="checkbox"/> Big Data Monitoring <input type="checkbox"/> Cloud Monitoring <input type="checkbox"/> Capacity Planning <input type="checkbox"/> Log Analytics"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
819	Annexure F: Technical Specification	Network Management System	140	741> The monitoring Solution should support multiple data collection methods including SNMP v3 polling, telemetry streaming, CLI-based monitoring, syslog event parsing, and SNMP trap reception to ensure comprehensive visibility	Is LIC looking for a syslog solution? We understand that LIC already as an SIEM/Logger solution which provides syslog feature. Please elaborate syslog event parsing requirement.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
820	Annexure F: Technical Specification	Network Management System	141	765> The system shall exclude non-compliant network devices from monitoring as per policy.	Request more clarity on this usecase	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
821	Annexure F: Technical Specification	Network Management System	141	767> The platform must support real-time alarms from routers, firewalls, SD-WAN controllers, and load balancers using SNMP, telemetry, and syslog.	Is LIC looking for a syslog solution? We understand that LIC already as an SIEM/Logger solution which provides syslog feature. Please elaborate syslog event parsing requirement	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
822	Annexure F: Technical Specification	Network Management System	142	768> Must visualize SD-WAN overlays and underlay paths, show link health, interface status, and firewall policy hits.	Kindly move this to Non-Mandatory or modify to "Must visualize SD-WAN overlays and underlay paths, show link health, interface status, and if possible firewall policy hits "	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
823	Annexure F: Technical Specification	Network Management System	142	771> Real-time dashboards should reflect up/down status, packet loss, latency, and tunnel availability across both underlay and overlay networks.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
824	Annexure F: Technical Specification	Network Management System	142	772> Raise alerts for abnormal traffic spikes or blocked flows between specific IPs.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
825	Annexure F: Technical Specification	Network Management System	142	775> Track MAC address flaps, conflicts, and dynamic changes across switches.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
826	Annexure F: Technical Specification	Network Management System	142	777> Capture and log network flows, packet headers, and anomaly patterns.	Request LIC to make this point Non-Mandatory as per our understanding LIC is not looking for Deep Packet solution from this RFP.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
827	Annexure F: Technical Specification	Network Management System	142	782> Support VMware NSX telemetry for monitoring virtual switches, logical routers, and flow statistics.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
828	Annexure F: Technical Specification	Network Management System	142	784> The Solution must collect firewall logs, track rule hits, and monitor ACL violations.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
829	Annexure F: Technical Specification	Network Management System	142	785> Real-time monitoring of VIPs, backend health, and SSL termination stats must be supported.	Request LIC to provide more clarity on "backend health" and "SSL termination stats" and which devices are being referred here.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
830	Annexure F: Technical Specification	Network Management System	142	786> Abnormal traffic behaviour or DDoS-like conditions must raise alerts and enable forensic inspection.	This use-case requires discussion and feasibility assessment along with LIC network team as to understand the detailed scenarios which should be considered to call it 'DDoS like'. Request LIC to change this point to Non-Mandatory so we can discuss the appropriate approach during project phase.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
831	Annexure F: Technical Specification	Network Management System	142	790> Monitor MAC-level topology, detect flapping, duplicate MACs, and rogue endpoints.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
832	Annexure F: Technical Specification	Network Management System	142	792> Must capture flow metadata and log packet-level headers for forensic analysis.	Request LIC to change this point to Non-Mandatory, as this is part of Packet Inspection domain.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
833	Annexure F: Technical Specification	Reports & Dashboard	143	801> Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV) and .doc formats	PDF and XLS are standard formats in reporting, hence kindly modify to "Solution should allow exporting reports in the format of portable document format (PDF), comma-separated values (CSV)/XLS or .doc formats"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
834	Annexure F: Technical Specification	Reports & Dashboard	143	814> The proposed Solution should include a structured dashboard interface consisting of primary tabs such as Monitor, Analytics, Workflows, Reports, and Solutions, each offering intuitive navigation, role-based access control, and actionable insights tailored to different operational areas.	Request to remove this point as it appears to be an OEM specific interface layout. We support all these capabilities which are spread across different screens. For instance, actionable insights and annotations are available at Event screen, since NOC operators usually study the raw event during troubleshooting and thats where the specific instruction makes sense. Whereas workflows, are more relevant to a process hence it is available in an Incident or Change screen.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
835	Annexure F: Technical Specification	Reports & Dashboard	143	815> Under the Monitor Tab, the Solution must offer real-time visibility into infrastructure performance and health. It should include overview panels such as Site Health, Tunnel Health, WAN Edge Health, and Application Health, as well as sub- dashboards for Devices, Applications, Security, Tunnels, and Logs.	Request to make this point non-mandatory as these are open-ended and have overlapping scope into other domains. Please provide more information on "Security" aspect.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
836	Annexure F: Technical Specification	Reports & Dashboard	144	816> The platform should provide Geo Map Dashboards that deliver a global and topological view of the network, with overlays for site and tunnel health, allowing geographic performance visualization.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
837	Annexure F: Technical Specification	Reports & Dashboard	144	817> Heat Map Dashboards should be available to graphically represent site and tunnel performance metrics, enabling quick identification of degraded service areas.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
838	Annexure F: Technical Specification	Reports & Dashboard	144	818> Dedicated dashboards should be available for detailed monitoring, including: 1. Device Inventory Dashboard for displaying device types, certification, and licensing status. 2. Tunnel Performance Dashboard showing metrics like throughput, latency, and error rates. 3. Device CPU/Memory Dashboard presenting data such as 24-hour load average, control and data plane CPU utilization, memory usage, and power consumption. 4. Application Dashboard focusing on enterprise-prioritized applications with insights into usage trends. 5. Interface Dashboard offering statistics including packets, errors, utilization, and drops. 6. Device Tunnel Dashboard for in-depth analysis of tunnel performance and error metrics. 7. Speed Test Dashboard showing real-time upload and download speed metrics. 8. Software Upgrade Dashboard for monitoring the update status of WAN edge devices, controllers, and firmware.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
839	Annexure F: Technical Specification	Reports & Dashboard	144	819> The platform must also offer a suite of Troubleshooting Solutions, including: 1. Network Insights for diagnostics based on current network state. 2. QoS Insights to analyse Quality of Service metrics. 3. Flow Details and Flow Path Insights for tracking traffic behaviour. 4. Routing Insights for evaluating routing protocol status.	Request LIC to change this point to Non-Mandatory, as we are partially compliant to this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
840	Annexure F: Technical Specification	Reports & Dashboard	144	820> Under the Reports Tab, the Solution should support both predefined and ad-hoc report generation, with export capabilities in PDF, CSV, and Excel formats. Available reports should include: 1. Executive Summary Report summarizing application, tunnel, and site health with trends. 2. Link Availability Report with uptime and availability metrics across devices and regions. 3. Site Availability Report detailing uptime and reliability by site and geography. 4. Link Utilization Report showing RX/TX bitrates and usage percentages. 5. Link SLA Report covering metrics such as jitter, latency, and packet loss. 6. Application Usage Report highlighting top applications based on bandwidth consumption.	Request LIC to change this point to Non-Mandatory, as we are partially compliant to this point.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
841	Annexure F: Technical Specification	Reports & Dashboard	145	821> The Security Reports module must be included, with the following capabilities: 1. IPS Event Collection Report to provide insights into intercepted IPS signatures, including associated IP addresses. 2. Firewall Enforcement Report to show rule hit counts by traffic category (allow, drop, inspect). 3. Malware File Collection Report detailing blocked malicious files along with their sources. 4. Internet Browsing Report offering categorized	Our understanding of this point is to achieve via integration with individual specialized solution, as this RFP is not looking to procure said solutions (IPS, Firewall Mgmt, etc) The specialized solution should be able to provide required data in an industry standard way which we would consume and use in Report or Dashboard. Kindly advise.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
842	Annexure F: Technical Specification	Reports & Dashboard	145	822> Dashboards must show overlay tunnel status, underlay path availability, firewall policy hit count, traffic latency trends, and load balancer pool health.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
843	Annexure F: Technical Specification	Reports & Dashboard	145	823> Historical reports should cover interface uptime, SLA breach analysis, SDN flow usage, and asset-level incident trends.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
844	Annexure F: Technical Specification	Reports & Dashboard	145	824> Dashboards must show overlay tunnel status, underlay path availability, firewall policy hit count, traffic latency trends, and load balancer pool health.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
845	Annexure F: Technical Specification	Reports & Dashboard	145	825> Reports should include, uptime/downtime of links/interfaces, SD-WAN SLA breach statistics, API error/failure rates, firewall policy usage trends and traffic analytics from network devices.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
846	Annexure F: Technical Specification	Reports & Dashboard	145	829> Display SD-WAN tunnel SLA, jitter, latency, and throughput metrics with historical trends.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
847	Annexure F: Technical Specification	Reports & Dashboard	145	830> Generate overlay tunnel performance reports with latency and loss statistics.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
848	Annexure F: Technical Specification	Reports & Dashboard	145	831> Display SDN flow stats and controller performance metrics.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
849	Annexure F: Technical Specification	Reports & Dashboard	145	833> Dashboards should be mobile-optimized and support gesture- based navigation.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
850	Annexure F: Technical Specification	Reports & Dashboard	146	841> Show NAC pass/fail trends, endpoint OS types, and rule violations.	Need clarity on this usecase. What is meant by endpoint OS types wrt this point?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
851	Annexure F: Technical Specification	Reports & Dashboard	146	843> Retain historical data and logs for at least 1 year to support trend analysis and compliance reporting. Traffic analysis/ bandwidth utilization report for network should be available at a granularity of 5 mins for 3 months and with a granularity of 10mins for the remaining period.	Request LIC to remove log from this point, as LIC would already have an SIEM/Log solution which would have history of log related data. Modified point "Retain historical data for at least 1 year to support trend analysis and compliance reporting. Traffic analysis/ bandwidth utilization report for network should be available at a granularity of 5 mins for 3 months and with a granularity of 10mins for the remaining period."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
852	Annexure F: Technical Specification	Reports & Dashboard	146	852> Dashboards must show SDN flow usage, tunnel availability, and controller health.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
853	Annexure F: Technical Specification	Reports & Dashboard	146	860> Report MAC-to-port mappings, movements, and inconsistencies across devices.	Request LIC to change this point to Non-Mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
854	Annexure C: Eligibility Criteria			The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India	Allow experience in any 2 of the above tools mentioned.	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
855	Annexure C: Eligibility Criteria			<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <p>5. Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities</p> <p>6. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities</p> <p>7. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities</p> <p>8. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities.</p> <p>Note: Maximum of three (3) client reference will be considered to meet the above requirement.</p> <p>Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity</p>	<p>Request to change the clause as OEM/Bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>2) Please change the requirement of 35000 Endpoints to 8000 Endpoints. 200 Technicians to 150 Technicians. 10000 Network Devices to 1000 devices.</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
856	3. Sizing Requirements	Point I	66	<p>I. The selected OEM shall provide a 3 - month pre-subscription deployment period ("Deployment Subscription") prior to the 'Go Live' and commencement of the actual commercial subscription term at no additional cost to LIC. In the event that the implementation and successful go live of the solution is delayed due to reasons solely attributable to the OEM or its authorized implementation partner, the Deployment Subscription period shall be automatically extended by a duration equivalent to the delay period, at no additional cost to LIC. These licenses will be used exclusively for purposes of: Pre-production deployment Integration testing UAT (User Acceptance Testing) Performance/stress testing Staff training and familiarization. The deployment licenses should be fully functional, support all proposed features/modules, and be technically identical to the production version to ensure a seamless transition to go-live. The OEM must ensure that support and updates (including bug fixes and patches) are provided for the deployment licenses during this period. The 3-month deployment license period shall commence upon formal written request by LIC and may overlap with final configuration and staging activities.</p>	<p>We understand and agree to the requirement of providing a 3-month pre-subscription deployment period at no additional cost to LIC.</p> <p>However, we seek clarification on how such delays will be handled in scenarios where the delay is attributable to LIC — for example, delays in approvals, environment readiness (network port opening, VAPT, CISO clearance, etc.), or dependencies on LIC's internal teams. In such cases, will LIC appropriately adjust the OEM license commercial subscription start date.</p>	Please adhere to the RFP clause
857	3. Sizing Requirements	Point II	66	<p>Subscription Utilization Flexibility and True-Up/True-Down While the mentioned Subscription Quantities are indicative, actual subscription consumption may vary at the time of go-live or during subsequent renewals and there needs to be subscription utilisation flexibility. Subscription will be taken for the actual count usage at the end of Deployment period of 3 months. At each annual renewal milestone, a true-up/true-down exercise shall be conducted based on actual usage (as validated through reports or deployment audit) and the subscription will be increased / decreased as per requirement. The subscription count and charges for the subsequent year shall be adjusted accordingly. Any endpoint using the subscription post go live in previous subscription year , for less than 90 days not be counted for charges and for 90 days and above will be counted for full year subscription charges.</p>	<p>We request you to kindly clarify how LIC would consider the scenario wherein there is unavailability of endpoints or systems due to reasons beyond the bidder's control — such as force majeure events, network outages, system unavailability, system in repair, discarded, asset transfer to warehouse or disruptions caused by third-party service providers. We would like to understand how such situations will be treated in relation to the clause stipulating the 90-day period for subscription renewal consideration.</p> <p>We would appreciate your guidance on how such instances should be communicated and what supporting documentation would be required for LIC's evaluation.</p>	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
858	3. Sizing Requirements	Point III	66	<p>III. LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS- Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence.</p>	<p>As a bidder aligned with a specific OEM, we would like to clarify that we do not have the authorization to manage with third-party OEM solutions such as Sapphire IMS, OpenText, ManageEngine, or Nutanix. To best of our knowledge, usually the licenses of mentioned solutions are non-transferable, we would not be in a position to utilize or commercially offset them through discounts or extended terms.</p> <p>We respectfully request LIC to remove the requirement to manage these existing OEM solutions</p>	Please refer to Corrigendum
859	3. Sizing Requirements	Point IV	66	<p>RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE: There would be no change in the subscription charges for the initial 5 years other than the quoted subscription charges in the bid. Subscription charges post 5 years will be revised by applying same discount percentage as offered in this proposal to the published pricing by the OEM as available prior to the renewal date. However, any increase in the subscription charges post 5 years will be capped to maximum increase of 5% on annual basis.</p>	<p>We would like to highlight that, as per our OEM's global pricing policy, there is a standard year-on-year price increase in the range of 10–12%. Additionally, considering the potential appreciation of the USD over a 5-year period, it becomes commercially unviable to commit to a maximum cap of 5% annual increase.</p> <p>We request LIC to kindly reconsider this clause while retaining the right to negotiate based on prevailing market conditions and mutual agreement at the time of renewal.</p>	Please adhere to the RFP clause
860	6 Eligibility Criteria & Annexure C: Eligibility Criteria	Point 9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p>	<p>We have observed that both Point 5 and Point 9 under the Eligibility Criteria appear to specify the same requirement related to bidder experience. We assume that one of these points — likely Point 9 — is intended to refer to the OEM's experience.</p> <p>Kindly confirm if Point 9 refers to OEM Experience</p>	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
861	6 Eligibility Criteria & Annexure C: Eligibility Criteria	Point 11	16	The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.	<p>We request clarification on the interpretation of this clause. Our understanding is that this clause requires the bidder to have at least 10 resources on payroll who hold the highest level of certification available from the proposed OEM.</p> <p>We would like to confirm whether submission of such highest available OEM certifications for eligible resources would be considered sufficient compliance with this</p>	Please refer to Corrigendum for Revised Eligibility Criteria
862	1. Brief Scope of Work	Support Process Requirement:	57	The Bidder has to create separate interfaces for them/LIC administrators to carry out the minimum possible jobs, which may be changed as per the business needs ensuring compliance to LIC Security policies. There should be a provision to audit the changes done to fix the accountability.	Need more clarity on this clause. Request you to kindly share the same	Details will be shared with successful bidder
863	2. Detailed Scope of Work	1. General Requirements	60	r. All Solutions must have the capacity to accommodate a yearly project growth rate of up to 20%. The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 20% YoY project growth.	<p>It is mentioned in the RFP that the Bill of Quantities (BOQ) provided is indicative, and that the exact number of licenses will be shared with the successful bidder. The clause also refers to an anticipated 20% year-on-year (YoY) growth in the project scope.</p> <p>We request LIC to kindly elaborate on the following points for better understanding and accurate estimation:</p> <ul style="list-style-type: none"> - Does the 20% YoY growth refer to increase in license quantities, overall infrastructure utilization, or user base expansion? - Will the final number of licenses (post award) be considered as the base quantity from which the 20% annual growth will be applied? - How will commercial adjustments be handled for this growth — will the unit rates quoted in the commercial bid apply to the additional license requirements as well? <p>Understanding this will help us co-relate the indicative nature of the BOQ with the projected YoY growth and estimate licensing and scalability requirements appropriately.</p>	Details will be shared with successful bidder
864	Annexure F: Technical Specification	CMDB & Configuration Management Point 197	111	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	What does it mean by unauthorized state	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
865	Annexure F: Technical Specification	CMDB & Configuration Management Point 207	112	The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity.	We Humbly request LIC to remove this clause as this requires additional solution relevant to DAM solution and should not be part of ITSM, ITOM & ITAM RFP	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
866	Annexure F: Technical Specification	CMDB & Configuration Management Point 222	112	Track overlay tunnel configurations and associated traffic flows.	What kind of traffic flow e.g. S-FLOW, J-FLOW? How will be the tunnel configuration will be exposed?	Details will be shared with successful bidder
867	Annexure F: Technical Specification	CMDB & Configuration Management Point 223	112	Ingest SDN topology and configuration using APIs and model flow paths.	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
868	Annexure F: Technical Specification	CMDB & Configuration Management Point 484	126	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	We request to clarify is the requirement is only for Desktops/Laptops & Neyworks and for servers it will be taken care by existing server patch management solution	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
869	Annexure F: Technical Specification	Availability Management Point 556	129	The Solution should provide functions for tracking Availability and Continuity exercise schedule and status	We request you to provide details on the exact use case requirement	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
870	Annexure F: Technical Specification	Network Management System Point 625	133	The topology of the entire Network should be available in a single map along with a Network state poller with aggressive/customizable polling intervals.	The solution is capable to show the topology in single map and also have the functionality to customize the polling intervals separately and not on the maps. Kindly confirm if this meets your requirement	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
871	Annexure F: Technical Specification	Network Management System Point 631	133	Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	Tool can provide VLAN topology separately. This is will meet the objective. Kindly confirm	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
872	Annexure F: Technical Specification	Network Management System Point 638	134	Should be able to generate a graphical representation of the network. Identify which devices are inactive or out of compliance. Use filters to immediately view isolated specific network segments. Capture a snapshot of the current state of the network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC and IP address and host name.	Need clarity on out of compliance and Capture a snapshot of current state of the network use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
873	Annexure F: Technical Specification	Network Management System Point 681	136	Solution should adhere to Micro services and thus be built on modern container technologies (like Docker, Kubernetes) mode. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK, CNCF certified) platform provided by the bidder	We Humbly request LIC to remove this clause as NMS is light weight tools and can be installed on VM based solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
874	Annexure F: Technical Specification	Network Management System Point 690	137	Proposed NMS solution must support Network Telemetry collector-based monitoring of Network infra to reduce overhead of data gathering from network nodes.	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
875	Annexure F: Technical Specification	Network Management System Point 704	138	Solution should identify underutilized servers – both physical and virtual – providing the necessary metrics to assess utilization. Metrics should include server name, management IP, CPU utilization, Used Memory, network traffic, number of processes, number of users, and a normalized average ranking.	We Humbly request LIC to remove this clause as not related to Network Management System	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
876	Annexure F: Technical Specification	Network Management System Point 707	138	Out of the box support for Ansible integration for configuration automation.	Need more clarity on the use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
877	Annexure F: Technical Specification	Network Management System Point 729	139	The solution should provide alert, in case of failure of overlay from a location. It should also provide alert if an alternative overlay is being used to reach its destination.	Need more clarity on the use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
878	Annexure F: Technical Specification	Network Management System Point 751	140	The Solution should support AI / GPT-powered analysis features for anomaly detection and predictive insight generation in infrastructure monitoring environments.	What is the GenAI model that LIC will be providing? Is it OnPrem or SaaS?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
879	Annexure F: Technical Specification	Reports & Dashboards Point 821	145	The Security Reports module must be included, with the following capabilities: 1. IPS Event Collection Report to provide insights into intercepted IPS signatures, including associated IP addresses. 2. Firewall Enforcement Report to show rule hit counts by traffic category (allow, drop, inspect). 3. Malware File Collection Report detailing blocked malicious files along with their sources. 4. Internet Browsing Report offering categorized	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
880	Annexure F: Technical Specification	Reports & Dashboards Point 861	146	Show NAC success/fail trends, device posture stats, and non- compliant endpoints.	We Humbly request LIC to modify the clause as below. Show device posture stats, and non- compliant endpoints.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
881	Annexure F: Technical Specification	Reports & Dashboards Point 862	146	Generate forensic event reports showing affected IPs, time of anomaly, and involved services.	We Humbly request LIC to remove this clause as this is related to IPAM	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
882	General Query				<p>We request LIC to kindly provide clarity on the following points related to the containerization environment:</p> <ul style="list-style-type: none"> - Which container platform (e.g., Red Hat OpenShift, VMware Tanzu) will be provisioned by LIC for deployment of the proposed solution? - Will container platform licenses also be provided by LIC ? 	Please adhere to the RFP clause
883	General Query				Please confirm if LIC will be providing the Load Balancer	Please adhere to the RFP clause
884	General Query				Please confirm if LIC will be providing the storage & backup solution	Please adhere to the RFP clause
885	General Query				Count of Virtual Machines (OS Instances)	Details will be shared with successful bidder
886	General Query				<p>As mentioned in RFP, Servers count is given as 5000. We request you to kindly share the bifurcation of the count.</p> <ul style="list-style-type: none"> - Count of Physical Servers - Count of Virtual Servers 	Details will be shared with successful bidder
887	General Query				Count of Network Devices(IP Enabled) - Includes Routers, Switches, Firewalls, Wireless Controllers	Yes, the understanding is correct.
888	General Query				Count of Storage Devices (with total active Front end ports)	Details will be shared with successful bidder
889	General Query				(If backup monitoring is required), Count of Backup servers for Backup Monitoring	Details will be shared with successful bidder
890	General Query				Count of Custom/Advanced Monitoring Instances (MySQL)	Details will be shared with successful bidder
891	General Query				Count of Serverless Assets (Example – Cloud DB like RDS, RDS, Lambda, K8s instances etc)	Details will be shared with successful bidder
892	General Query				If monitoring of containers is required, then please provide the total count of the pods	Details will be shared with successful bidder

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
893	3. Sizing Requirements	Point III	66	<p>III. LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS- Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence.</p>	<p>Our understanding of this clause is that the existing tools/licenses will not be renewed further, and hence, there is no requirement to submit ATS/SMC costs for the existing licenses. Instead, new licenses will be procured as per the Bill of Quantities (BOQ) provided in the RFP.</p> <p>We kindly request LIC to confirm whether our understanding to the mentioned clause is correct.</p>	Please refer to Corrigendum
894	Eligibility Criteria	4	15	The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India.	<p>Request you to change the Clause to:</p> <p>The Bidder/Bidder parent company or OEM should have minimum 1 years of experience in supplying, implementing, and supporting enterprise ITSM/ITOM/NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India.</p>	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
895	Eligibility Criteria	5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>Request you to change the Clause to:</p> <p>During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	Please refer to Corrigendum for Revised Eligibility Criteria
896	Eligibility Criteria	9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 	<p>Request you to change the Clause to:</p> <p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 100 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 20000 Endpoints and Servers 3 Proposed Network management solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India. 	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
897	Eligibility Criteria	10	16	<p>The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:</p> <ol style="list-style-type: none"> 1. Platinum Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/ processes. 2. Gold Accreditation: covering a minimum of 10 (ten) ITIL v4 practices/processes. 3. Silver Accreditation: covering a minimum of 12 (twelve) ITIL v4 practices/ processes. 	<p>Request you to change the Clause to: The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:</p> <ol style="list-style-type: none"> 1. Platinum Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/ processes. 2. Gold Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/processes. 3. Silver Accreditation: covering a minimum of 8 	Please refer to Corrigendum for Revised Eligibility Criteria
898	Technical Evaluation Criteria – Parameters	1	97	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>Request you to change the Clause to: The Bidder/bidder parent Company and Sister Company/OEM should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
899	Technical Evaluation Criteria – Parameters	2	97	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the</p>	<p>Request you to change the Clause to: The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 20000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
900	Technical Evaluation Criteria – Parameters	3	97	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>Request you to change the Clause to:</p> <p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
901	Technical Evaluation Criteria – Parameters	4	97-98	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>Request you to change the Clause to:</p> <p>The Bidder should have supplied, implemented / maintained the Capacity management solution for Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India/Private organisation</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
902	Technical Evaluation Criteria – Parameters	5	98	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the</p>	<p>Request you to change the Clause to:</p> <p>The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
903	Technical Evaluation Criteria – Parameters	6	98	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☐ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client)</p> <p>Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	<p>Request you to change the Clause to: LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed ITSM solution implemented with minimum 100 technician/ resolver/ helpdesk/fulfiller licences,</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
904	Technical Evaluation Criteria – Parameters	10	99	<p>The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>☐ Up-to 10 resources -> No marks</p> <p>☐ Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks</p> <p>Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence.</p>	<p>Request you to change the Clause to: Bidder/OEM must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>☐ Up-to 10 resources -> No marks</p> <p>☐ Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks</p> <p>Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
905	8. Project Completion Timelines	Project Completion Timelines	72	Activity Timelines 1 Issuance of Purchase Order to successful bidder T 2 Phase 1 – Planning & Designing Workshop T+14 Weeks 4 Phase 2 - Implementation T+ 28 Weeks 5 Phase 3 - User acceptance testing T+ 32 Weeks 6 Phase 4 - Movement to production environment (Deployment) T+ 36 Weeks 7 Phase 5 - Training and knowledge transfer T+40 Weeks 8 Phase 6 - Post Go-Live support 5 years from Go-live date	Considering the complexity of implementation, integration, and training across ~4800 sites, we request you to change the Clause to: 1 Issuance of Purchase Order to successful bidder T 2 Phase 1 – Planning & Designing Workshop T+14 Weeks 4 Phase 2 - Implementation T+ 40 Weeks 5 Phase 3 - User acceptance testing T+ 44 Weeks 6 Phase 4 - Movement to production environment (Deployment) T+ 48 Weeks 7 Phase 5 - Training and knowledge transfer T+52 Weeks 8 Phase 6 - Post Go-Live support 5 years from Go-live date	Please adhere to the RFP and Corrigendum regarding revised timelines
906	8. Project Completion Timelines	Project Completion Timelines	72	A penalty of 0.5% of the total contract value will be levied for each week of delay from the timelines as defined in the signed agreement with the Bidder subject to maximum 10% of total contract value.	Request you to change the Clause to: A penalty of 0.1% of the total contract value will be levied for each week of delay from the timelines as defined in the signed agreement with the Bidder subject to maximum 10% of total contract value.	Please adhere to the RFP clause
907	Section A	6 Eligibility Criteria	14	Eligibility Criteria	Please clarify whether we need to consider the table in this section OR the "Annexure C : Eligibility Criteria" on page # 94 Requesting LIC to keep the table in only 1 of the section to avoid duplicity and confusion.	Please refer to Corrigendum for Revised Eligibility Criteria
908	Section A	6 Eligibility Criteria point # 5	15	During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities	(a) Requesting to limit the reference to only 1 entity as the qualifying counts are already very very large. Due to the limitations of references to BFSI, the referential account base has also got narrowed. (b) Please change to 'last 10 years' (so that the old references can also be shown as a reference)	Please refer to Corrigendum for Revised Eligibility Criteria
909	Section A	6 Eligibility Criteria point # 5	15	During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities	Please consider global references as well from BFSI sector.	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
910	Section A	6 Eligibility Criteria point # 5	15	Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:	(a) Kindly change to "multiple purchase orders issued by multiple entities" (because a single entity 'may not' have all of ITAM/ITSM/ITOM/NMS'). (b) Please consider the cumulative counts of multiple references for ITSM, ITOM, ITAM and NMS respectively. For example if 3 entitiy references have ITSM quantities of 45, 75 and 90 respectively then they will have the total of 200 resolvers.	Please refer to Corrigendum for Revised Eligibility Criteria
911	Section A	6 Eligibility Criteria point # 5	15	Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities	Kindly change the minimum requirement to 100 cumulatively for all the 3 references.	Please refer to Corrigendum for Revised Eligibility Criteria
912	Section A	6 Eligibility Criteria point # 5	15	Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities	If PO is required for eligibility, then kindly remove this requirement because of following reasons:- a) The ITAM is usually bundled with ITSM. b) The products (i.e OEM's) who charge ITAM separately, they charge it by device counts (for the purpose of discovery) which are limited to only Datacenter devices (i.e Servers, Network devices etc) and they are usually not implemented for desktops/laptops because the HAM/SAM of these endpoints is usually achieved by a Unified endpoint management (UEM)solutions. The new-edge UEM solutions covers all the endpoint management capabilities including patch management, SW distribution, remote control, HAM/SAM etc. Hence the 35000 quantities doesnt make any sense because the UEM solution is not asked in the RFP anyways.	Please refer to Corrigendum for Revised Eligibility Criteria
913	Section A	6 Eligibility Criteria point # 5	15	Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities	Kindly change 'Proposed' to 'Proposed/Similar' in all the sub points of point # 5. This will give the wider participation and qualification.	Please refer to Corrigendum for Revised Eligibility Criteria
914	Section A	6 Eligibility Criteria point # 5	15	the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/ PSU entities.	Kindly extend the coverage to private entities as well in India. Please also consider the global references for similar solutions.	Please refer to Corrigendum for Revised Eligibility Criteria
915	Section A	6 Eligibility Criteria point # 9	16	During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India.	Please clarify how is this point different from point # 5 ? Is this clause applicable only for OEM ? Because you've asked for the proof to be submitted by bidder - "Purchase order (PO) / Deployment Certificate issued by client to the bidder". If this point is for OEM then change to 'issued by client to the OEM' .	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
916	Section E	1 Brief Scope of Work	53	Supply of software and hardware (if any) for in-scope Solutions (DC and DR). The setup should be in HA mode for DC and DR.	In many other places you've asked for UAT environment. Please confirm if UAT environment shall also be in HA or the standalone is OK ?	Please adhere to the RFP clause
917	Section E	1 Brief Scope of Work	58	24x7 real-time monitoring uptime, availability, health performance of ITSM, ITAM, NMS and ITOM modules with mitigation support.	Please clarify if the requirement is of 24x7 Support or 9x5 as mentioned in point # 6 in the given table on page # 55 9x5 is also mentioned on this page # 58 as well	9x5 is for on-site resource support. However the solution has to be monitored 24x7.
918	Section E	1 Brief Scope of Work	59	On call and On-site availability of the SMEs over weekends	Please clarify if this requirement of onsite/oncall availability of SME's over weekends is on need-basis only or its regular ?	On need basis only
919	Section E		59	The bidder / System Integrator shall engage the services of respective OEMs for plan, design, and implementation of the Solution. The OEM(s) must deploy subject matter experts with experience in designing and implementation of the respective Solution in enterprise environments.	Please limit the OEM for only design while the implementation to be done by SI. What is the role of SI if the OEM has to led the implementation end to end.	Please adhere to the RFP clause
920	Section E	2. Detailed Scope of Work	59	The bidder should provide OEM approved High level diagram and Low-level diagram to LIC.	You've mentioned OEM to take end-to-end responsibility of design & implementation while this clause is opposite to it. Please clarify.	Please adhere to the RFP clause
921	Section E	2. Detailed Scope of Work	59	(i) The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain all the in- scope Solutions within this RFP.	This clause clashes with (d)	Please refer to Corrigendum for Revised Eligibility Criteria
922	Section E	2. Detailed Scope of Work	60	(m) Over the 5-year contract period, bidder may consider an increase of 50% in the number of devices or Solutions to be monitored when determining system specifications.	We understand that only the HW sizing is to be done as per 50% growth. No YoY growth to be considered for Licenses. Please confirm.	Please adhere to the RFP clause
923	Section E	2. Detailed Scope of Work	60	(q) 2 years in the SIEM to retrieve them within 2 business days	Please confirm if SIEM is also in the scope. If LIC manages SIEM then kindly remove this clause. Else please provide the make/model of SIEM solution for checking the compatibility	Integration with SIEM tool is required and details will be shared with the successful bidder.
924	Section E	2. Detailed Scope of Work	60	The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 20% YoY project growth.	Please reconfirm if the license commercials are to be quoted with 20% YoY growth projections. Commercial template do not have any clauses for 20% YoY license growth.	Please adhere to the RFP clause
925	Section E	2. Detailed Scope of Work	61	The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing Solutions to new setup	Requesting to remove this requirement as the migration activities will take much longer time to pull any information from existing Legacy systems. It is recommended to archive the existing tickets / events/alerts and use them for the references in future. The migration will delay the project as there will be a heavy dependency on customer and their incumbent software of Tools	Please adhere to the RFP clause
926	Section E	2. Detailed Scope of Work	62	Integrate PAM Solution with proposed ITSM Solution.	Please provide the PAM solution details - make/version etc	Details will be shared with successful bidder
927	Section E	2. Detailed Scope of Work	62	Integrate with SMS Gateway to communicate alerts, messages, etc	Please provide the SMS Gateway solution details - make/version etc	Details will be shared with successful bidder
928	Section E	2. Detailed Scope of Work	62	SIEM Integration with ITSM Solution.	Please provide the SIEM solution details - make/version etc	Details will be shared with successful bidder

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
929	Section E	2. Detailed Scope of Work	62	VAPT Clearance reports should be submitted accordingly	Please clarify if VAPT is in bidders scope OR LIC's scope.	Please adhere to the RFP clause
930	Section E	2. Detailed Scope of Work	62	The installation of the Solution should be compatible with Docker Containers & Virtual cloud, facilitating on-premises deployment and construction	Kindly clarify why is it mandatory for a solution to be complied for Docket/container based installation/deployment ? Many good solutions are still successfully implemented with great references of installation on virtual machines without the use of docket/containers. Else kindly change to "Docket Containers OR Virtual Machines"	Please adhere to the RFP clause
931	Section E	2. Detailed Scope of Work	64	Bidder must obtain written confirmation from the OEM endorsing the reciprocal five year agreement to LIC.	Please advise what exactly is required here. Plese provide the format (if any) required from OEM in a separate Annexure. OEM has to agree for your given format prior to bid submission.	Please adhere to the RFP clause and refer Annexure - H
932	Section E	3 Sizing Requirements	65	Discovering of IT assets 65000 endpoints, 15000 network devices and 5000 servers and storage devices	(a) Please provide the breakup of Storage devices and Servers. (b) Also kindly provide the split of Physical and Virtual servers. (c) Please also provide the disc counts among all the storages. Some of the OEM's may have different licensing based on Physical and Virtual servers/ Storage count /storage discs	Details will be shared with successful bidder
933	Section E: Scope of Work	3 Sizing Requirement	65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose 205 concurrent and 195 named	If an OEM doesn't support concurrent user licenses then please confirm if we can consider 1:1 ratio for concurrent:named and propsoe the licenses accordingly.	Please refer to Corrigendum
934	Section E: Scope of Work	3 Sizing Requirement	66	However, application replication should be online.	Please confirm if the adiquate bandwidth will be provided by LIC for the purpose of replication ?	Please adhere to the RFP clause
935	Section E	3 Sizing Requirements	67	OEM's failure to provide the required oversight and certification shall be considered a material breach and shall attract applicable penalties	Since the contracting will be with SI, Kindly explain how will LIC impose Penalty on OEM if they fail to deliver.	Please adhere to the RFP clause
936	Section E	5 Resource Deployment	70	Backup should be factored for providing day off to onsite engineers/staff.	LIC has mentioned to provide 9xL1 and 5xL2 resources. Is the count including backup resources or excluding it ?	Backup to be factored by the Bidder to ensure the required number of resources are available onsite.
937	Section E	5 Resource Deployment	70	online replication with zero lag	Please remove this clause and/or clarify the meaning of 'zero lag' and how LIC would like to achieve it.	Please adhere to the RFP clause
938	Section E	8 Project Completion timelines	72	Project Completion Timelines	Kindly also specify the T+ xx weeks that LIC would take to provide Hardware post the PO issuance.	Details will be shared with successful bidder
939	Section E	7 Expected Hardware & Software Requirements from LIC	72	Linux, Windows Server, MySQL, Oracle, Postgres, SAP Hana	Please provide the full version details for us to check the compatibility and size the appropriate efforts for any customizations (if required)	Details will be shared with successful bidder

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
940	Section E	9 Service Level Agreements	75	In case the vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed. 5% per day of the relevant onsite support.	Please confirm if the 5% is per person's monthly support charges ? Please explain 'relevant onsite support' ?	Please adhere to the RFP clause
941	Section E	9 Service Level Agreements	75	The uptime percentage is calculated on a monthly basis for the solutions. In the event of any hardware issues, the Bidder must guarantee the availability of replacement devices to meet the SLAs.	Please remove the bidders responsibility of providing replacement devices as the hardware is to be provided by LIC only.	Please adhere to the RFP clause
942	Section E	9 Service Level Agreements	75	Downtime of standby / HA components- 1% hourly increment after resolution period has lapsed <u>within the overall cap</u>	We understand that the 1% penalty will be applicable for the individual component which is down (eg ITSM or ITOM etc)	Please adhere to the RFP clause
943	Section E	9 Service Level Agreements	76	If the patches /signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the charges from yearly on- site & remote monitoring services for each week of delay or part thereof.	The implementation of 7 working days is too low as the bidder will need to test the patches on UAT/development environments first and then apply on Production after prior approvals. Please make it atleast 1 month if LIC wants to keep the Applications on latest Levels. Moreover LIC has N-1 Policy so requesting customer to remove this clause.	Please adhere to the RFP clause
944	Section E	9 Service Level Agreements	78	Uptime - The percentage of time the ITSM, ITOM, NMS and ITAM system is expected to be operational and available. - 99.99% per month	To achieve the application service uptime of ITSM, ITOM, NMS and ITAM, the underlying infrastructure(HW/OS etc which is provided by LIC) should atleast support >99.99% uptime. Please confirm the same.	Please adhere to the RFP clause
945	Section E	9 Service Level Agreements	79	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.	Please cap it maximum 5% of the quarterly charges.	Please adhere to the RFP clause
946	Section E	10 Software Maintenance	80	The Bidder should adhere to the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) as decided by LIC.	(a)Please provide the RPO/ RTO that you would expect so that the bidder will propose appropriate solution strategy for DC-DR. (b) Please provide the details of replication mentods which will be provided by LIC to meet RPO	Details will be shared with successful bidder
947	Annexure C	Eligibility Criteria	94	supplied, implemented or managed the proposed	Please clarify if the intended clause is "supplied OR implemented OR managed".	Please refer to Corrigendum for Revised Eligibility Criteria
948	Annexure D: Technical Scoring	S.No # 1	97	The solution must have been deployed with minimum 100 Technician/ resolver/helpdesk/ fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.	(a) Please remove the minimum requirement of 100 since you are anyways asking 4 references to gain 10 points OR ask two reference with any quantity. (b) Please also consider the management expereience (i.e not only deployment/supplied experience). 'Supplied' should not be mandatory. Please change 'supplied, implemented/ maintained' to 'Supplied/implemented/managed/maintained'	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
949	Annexure D: Technical Scoring	S.No # 2	97	The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.	(a) Please remove the minimum requirement of 25000 endpoints since you are anyways asking 4 references to gain 10 points OR ask two reference with any quantity. (b) Please also consider the management experience (i.e not only deployment/supplied experience). 'Supplied' should not be mandatory. Please change 'supplied, implemented/ maintained' to 'Supplied/Implemented/managed/maintained/'	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
950	Annexure D: Technical Scoring	S.No # 3	97	The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.	(a) Please remove the minimum requirement of 1000 servers and storage devices since you are anyways asking 4 references to gain 10 points OR ask two reference with any quantity. (b) Please also consider the management experience (i.e not only deployment/supplied experience). 'Supplied' should not be mandatory.	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
951	Annexure D: Technical Scoring	S.No # 3	97	The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.	Please consider multiple references all totalling 1000.	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
952	Annexure D: Technical Scoring	S.No # 4	97	The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.	(a) Please remove the minimum requirement of 1000 servers and storage devices since you are anyways asking 4 references to gain 10 points OR ask two reference with any quantity. (b) Please also consider the management experience (i.e not only deployment/supplied/implemented experience). 'Supplied' should not be mandatory. Please change 'supplied, implemented/ maintained' to 'Supplied/Implemented/managed/maintained/'	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
953	Annexure D: Technical Scoring	S.No # 5	98	The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.	(a) Please remove the minimum requirement of 10000 Network devices since you are anyways asking 4 references to gain 10 points OR ask two reference with any quantity. (b) Please also consider the management experience (i.e not only deployment/supplied/implemented experience). 'Supplied' should not be mandatory. Please change 'supplied, implemented/ maintained' to 'Supplied/Implemented/managed/maintained/'	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
954	Annexure D: Technical Scoring	S.No # 6	99	LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.	Please change to "LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for similar OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring."	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
955	Annexure D: Technical Scoring	S.No # 8	99	The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.	(a) Please also consider the management experience (i.e not only deployment/supplied/implemented experience). 'Supplied' should not be mandatory. Please change 'supplied, implemented/ maintained' to 'Supplied/Implemented/managed/maintained/' (b) Please consider the span to 'last 10 years' (c) Please change 'Proposed OEM' to 'Similar OEM'. (Similar OEM means any other OEM operating in similar product domain) (d) Please remove the value of 5 Cr (e) Please change from 'single or multiple PO' to 'single or multiple PO from multiple entities'	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
956	Annexure D Technical Scoring	S.No # 10	99	Supporting Document: For each of the user requirement, the Bidder must do self assessment confirming compliance or non-compliance on the OEM letter head.	Please clarify, whether you need the supporting document (letterhead based compliance) from Bidder OR from OEM ? Since the product is owned by OEM and if LIC wants its compliance on Letter head of OEM then bidder can just forward the letter. Alternately if LIC wants the compliance confirmation from Bidder then bidder will take the compliance back-to-back from OEM (not necessarily on thier letterhead) and will furnish the compliance on Bidders letterhead. Please clarify what exatly is required here ? Bidder cannot do self assessment on OEM's letterhead.	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
957	Section F: General Terms & Conditions--- 8. Intellectual Property Rights	Remedy for breach of warranty	83	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.	<u>Bidder requests below changes to this clause.</u> 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, <u>including but not limited to the legal actions by any third party against LIC.</u>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
958	Annexure Q: Non-Disclosure Agreement (NDA)		170	The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable 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 honour, 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.	<p>Bidder requests below changes to this clause.</p> <p>The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable 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 honour, 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.</p>	Please adhere to the RFP clause
959	Section F: General Terms & Conditions--- 8. Intellectual Property Rights	Liability of the successful bidder	83	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.	<p>Bidder requests for the deletion of below provisions in its <u>entirety. Limitation liability is already mentioned in the clause 33 Limitation of liability, hence this clause is not required and to be deleted.</u></p> <p>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.</p> <p>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.</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
960	Section F: General Terms & Conditions--- 8. Intellectual Property Rights		82	Additions	<p>There is no specific provision for the protection of Party's background and foreground IP hence, we would like to include below provisions for the protection of either party's IP.</p> <p><u><i>(a) All pre-existing "Intellectual Property Rights" or "IP" (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights prior to this Agreement. All modifications, enhancements and derivative works on such pre-existing "Intellectual Property Rights" shall belong to that Party or third party that owned such pre-existing Intellectual Property Rights. (hereinafter referred to as "Pre-Existing IP")</i></u></p> <p><u><i>(b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in connection with the agreement/RFP, including deliverables developed for the Customer and/or jointly with Customer shall be owned by Bidder except for "Pre-Existing IP" of Customer. Bidder grants to Customer a limited, non-exclusive, non-transferable, worldwide, royalty free license to use such IPs solely for Customer's internal business purposes during the term of the contract.</i></u></p> <p><u><i>(c) Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions. Any warranties and indemnities in respect of</i></u></p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
961	Section F: General Terms & Conditions--- 8. Intellectual Property Rights	Patent Rights and other litigation costs	84	No Indemnification processes and no duty to mitigate	<p>While reviewing the RFP, Bidder has noticed that there is no appropriate indemnification procedure and duty to mitigate for indemnity hence we would like to request for the inclusion of below provisions to this clause.</p> <p><u>(1) A Party entitled to the benefit of an indemnity (Indemnified Party) agrees to give the other Party (Indemnifying Party) prompt written notice of all claims that it is responsible for defending. The Indemnified Party may participate in the investigation and defense of such claims at its expense with its own counsel. If, after 15 Business Days of receiving a notice, the Indemnifying Party fails to assume and defend such claim, the Indemnified Party may defend or settle the claim at the Indemnifying Party's expense, subject to compliance with this clause. An Indemnifying Party will not be responsible for any settlement or compromise of a claim made without its consent, unless the Indemnified Party has tendered notice of the claim and the Indemnifying Party has after 15 Business Days failed to assume and defend a claim that is required to be indemnified by the Indemnifying Party under a contract.</u></p> <p><u>(2) Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.</u></p>	Please adhere to the RFP clause
962	RFP			Addition to RFP	<p>Bidder requests for the inclusion of below provision to this RFP;</p> <p><u><i>Bidder's delay/failure resulting from Customer's failure/delay to comply with its responsibilities and obligations will be excused and Bidder will not be liable for delay/failure. In this event, Bidder shall be entitled to extension of time or to receive payment for any</i></u></p>	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
963	Section F: General Terms & Conditions--- 8. Intellectual Property Rights	LIC ownership of Intellectual Property Rights in Contract Material	83	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 Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder 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.	The ownership of contract material IP should be mutually discussed and agreed between the parties. Please see below changes LIC ownership of Intellectual Property Rights in Contract Material a. All Intellectual Property Rights in the Contract Material shall vest in LIC <u>(excluding any Bidder's Intellectual Property Rights or its third party Intellectual Property Rights);</u> b. to the extent that LIC needs to use any of the Auxiliary Material <u>(excluding any Bidder's Intellectual Property Rights or its third party Intellectual Property Rights)</u> provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder 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 <u>only to the extent for internal purposes</u> .	Please adhere to the RFP clause
964	Section F: General Terms & Conditions--- 8. Intellectual Property Rights	IPR Warranty	83	IPR Warranty The Bidder 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.	Bidder cannot provide a warranty that the Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person. Bidder submits that warranties related to any third party software and hardware will be as per the warranty terms of the original OEM. Any exclusions to such warranty will be applicable to Customer and if any work is done by the Bidder for services which are excluded from warranty, they will be additionally charged to Customer	Please adhere to the RFP clause
965	Section E: Scope of Services	8. Project Completion Timelines	72	A penalty of 0.5% of the total contract value will be levied for each week of delay from the timelines as defined in the signed agreement with the Bidder subject to maximum 10% of total contract value.	The bidder request the changes to below clause as:- A penalty of 0.5% of the total contract value 0.3% of the value of delayed deliverable shall be levied for each week of delay from the timelines as defined in the signed agreement with the Bidder subject to maximum 10% of total contract value 3% of the value of relevant	Please adhere to the RFP clause
966	Section E: Scope of Services	9. Service Level Agreements (SLAs)	73	Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO).	Maximum aggregate penalty for all kinds of penalty including Liquidated Damages, SLA Penalty, under the contract shall not exceed 3% of the applicable fees for the quarter.	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
967		9. Service Level Agreements (SLAs)	73-79	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.	The bidder requests the below changes to the penalty capping:- - The total penalty for delivery and installation shall not exceed 10% of the PO value. 3% of the monthly invoice value. - The total penalty for onsite and offsite support shall not exceed 100% of the quarterly 3% of the monthly invoice charges payable for onsite and offsite support for reasons	Please adhere to the RFP clause
968	Section F: General Terms & Conditions	1. Delivery & Installation Schedule	80	e. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the Bidder 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 Bidder to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	The bidder requests the below changes to the clause:- e. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the Bidder 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 subject to a cure period of 30 days is given to the bidder to rectify. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the Bidder to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	Please adhere to the RFP clause
969	Section F: General Terms & Conditions	9. Termination	84	Right to terminate - If Bidder 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 Bidder written notice of 15 days.	The bidder requests the below changes to teh clause:- Right to terminate - If Bidder 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 Bidder written notice of 15 days 90 days after LIC has given 30 days cure period to rectify the default.	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
970	Section F: General Terms & Conditions	9. Termination Termination by LIC for default	84-85	<p>Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of 30 days of default sent to the Bidder, terminate the Contract in whole or part if the Bidder fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Bidder fails to perform any other Obligation(s) under the Contract.</p> <p>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 Bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated.</p>	<p>The bidder requests the below modifications to the clause:-</p> <p>Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of 3090 days of default sent to the Bidder subject to a cure period of 30 days to rectify the material breach directly attributable to the bidder, terminate the Contract in whole or part if the Bidder fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Bidder fails to perform any other Obligation(s) under the Contract.</p> <p>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 Bidder shall be liable to LIC for any excess costs for such similar systems or Services with the liability of the bidder capped to 10% of the incremental cost of such undelivered ordered hardware, software, services and FM resources quoted by the bidder. However, the Bidder shall continue the performance of the Contract to the extent not terminated.</p>	Please adhere to the RFP clause
971	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 20	The Solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous Solution. It should be able to track logged calls	Need more information with regards to the call tracking system	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
972	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 31	Support flow path visualization from source to destination including intermediate hops.	Graphical representation of the complete ticket lifecycle, tracing the request journey from creation through intermediate stages—such as assignment, updates, approvals, and escalations—until final resolution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
973	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
974	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 47	The solution should have option to identify & record the source of reporting of the incident (such as event/alarm trigger, email, person or group, phone etc.)	If the Source is API, then integration ID which is used will be captured as requester. Group email based ticket is created then requester will be the group.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
975	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 76	Ability to store and maintain alerting distribution lists based on incident types.	Need more details to check the feasibility.	Store alerting lists by incident type (e.g., Security, Network, Application); feasibility depends on system integration
976	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 96	Solution should allow a problem record to be escalated based on pre-established rules with option to manually overridden conditions	Are we referring to SLA for Problem Management. If yes, Can we create an incident and track the SLA?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
977	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 99	Problem records should be monitored and tracked against tolerance breaches and solution should be able to send notification to respective users whenever there is a breach	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
978	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 101	Solution should allow problem resolution to include a workaround and that information can be visible elsewhere like CI (Configuration Item) records, incident records, knowledge data, service reports.	Solution should allow problem resolution to be tracked in Knowledge base, Incident Request and in the Respective problem request and can extracted as a report of that problem Problem Resolution can be tracked in KB, Incident Request and in the respective Problem Request as well as via report of that problem. Could we remove CI, because directly we cannot store	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
979	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 105	Ability to prevent closure of a problem before all assignments have been resolved	Are we referring to the associated request {Request and Change Request}.	Yes, the understanding is correct.
980	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 116	The ability to present historical data on problems and known errors for use by support staff during the investigation process.	Are we referring to the history of the server or the asset? Or the history of the problem request	It is referring to the history of the problem request
981	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 121	Ability to integrate with event and alert monitoring Solutions, and allow for automatic creation, updating and closure of tickets from these Solutions.	Usually Incident ticket will be created for the monitoring solution. Need to understand the use-case for creating it as problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
982	Annexure F: Technical Specification	Change Management	Page No.110 Point - 168	Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA).	Please provide more details.	Details will be shared with successful bidder

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
983	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 187	CMDB for release build and deployment activities.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
984	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 197	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	Need use-case about when CI goes to Unauthorized state to confirm the feasibility.	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation
985	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 210	The Solution should allow configuring automatic workflow actions triggered by specific CI field values or changes.	Need more details/ Use-case to check from the feasibility.	Trigger Change Request: If a CI's Status changes to "In Maintenance", initiate a linked change request for approval.
986	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 223	Ingest SDN topology and configuration using APIs and model flow paths.	The Solution shall provide the capability to ingest Software Defined Network (SDN) topology and configuration details through APIs and accurately model network flow paths, ensuring visibility into traffic patterns and efficient troubleshooting of performance issues	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
987	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 303	Ability to quickly gain efficiencies in the delivery and support of IT services through a self-service Solution on top of your existing ITSM implementation (incident, change, asset, work orders)	Need more details on Work Order requirement.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
988	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 319	The Solution should apply rules controlling the re-opening a service request	Please provide more details	Time-Based Rule: A service request can be reopened only if it was resolved within the last XX days.
989	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 337	The Solution should be capable of automating service desk processes, capturing & tracking information & speeding problem solving process.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
990	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 332	Tickets pertaining to a Zone or Division or Branch should be accessible only to devices within its domain.	The solution should ensure that tickets related to a specific Zone, Division, or Branch are accessible only to users and devices within the corresponding domain, maintaining strict access control and segregation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
991	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 348	Solution should provide feature to find out knowledge Gaps.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
992	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 369	Store past breach patterns and forensic summaries as knowledge base references.	The solution should help store past issues, root cause analysis as knowledge base references. Are we referring to fetch details from the open source?	Not fetching any data from the open source
993	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 359	Ability to make certain fields in the knowledge article template mandatory	The solution shall provide the capability to designate certain fields in knowledge article templates as mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
994	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 377	The Solution should facilitate the development of a Service Improvement Plan (SIP) linked to the CSI register	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
995	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 397	Ability to create and publish Service Components that may include both Professional Services and Technical Services.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
996	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 402	SLAs must include metrics for link uptime, tunnel availability (overlay/underlay), firewall response latency, and mobile app notification delivery times.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
997	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 402	The Solution must support defining SLAs and escalation rules across multiple Bidders or support teams, enabling seamless coordination for multi-party service delivery.	The Solution must support defining SLAs and escalation rules across support teams. Group Based OLA can be configured . Multi-Party Service Delivery is not feasible	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
998	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 374	Point 374: SLA record have field or fields to record service information. For example: scope, service criticality, contacts, service level targets, agreement date.	The solution shall provide SLA records with dedicated fields to capture comprehensive service information, including service scope, criticality, designated contacts, service level targets, and the agreement date.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
999	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 407	Point 407: Assignments and Escalations to one Bidder should not be accessible to other Bidders.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1000	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 427	The Solution should support local distribution preferred servers and peer downloading	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1001	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 432	The Solution should have ability to track standalone executable- based applications on each computer i.e., Applications that do not need to be installed but just needs to execute a standalone program	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1002	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 441	The Solution should have ability to track changes in inventory and ability to collect registry information	The Solution should have ability to track changes in inventory and ability to collect system information.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1003	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 443	Discovered assets should include detailed metadata such as device name, serial number, hardware/software version, system name, and description for CMDB updates.	Please provide more detail on what description should be available as part of CMDB Updates.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1004	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 459	The System should be able to recognize software whose file name has been changed by the user by reading the original header information.	The proposed solution must be capable of accurately identifying installed software irrespective of changes made to file names by end-users, by reading and analyzing the original file header or metadata information	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1005	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 461	For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis).	For hardware inventory management the system should allow admin to create custom fields and track all the serial numbers. For which device are we referring to fetch Serial Number?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1006	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 477	The Solution should have Self Service Portal for allowing end- user to manage their own devices. This will reduce Helpdesk calls for password reset and other simple tasks.	The proposed solution must provide a Self-Service Portal that enables end-users to independently manage routine IT tasks, including but not limited to password resets, device requests, and software access, thereby reducing the volume of Helpdesk calls and enhancing operational efficiency. What are we referring in regards to user managing their	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1007	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 488	Logical assets such as overlay tunnels, firewall rule sets, and API endpoints should be documented with change/version history.	The Solution must allow documentation of logical assets, including but not limited to overlay tunnels, firewall rule sets, and API endpoints, within the Asset/CMDB module. The Solution should also maintain a complete change and version history for these assets, with traceability ensured through integrated Change Management workflows	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1008	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 474	The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at aggregate level as per LIC's custom policy within Asset Management Solution itself.	The proposed solution must provide an integrated Asset Management module capable of maintaining cost and depreciation details for each asset at both individual and aggregate levels. The solution should allow local administrators to configure and manage these calculations in accordance with the organization's custom policies, and generate reports and dashboards directly within the system without requiring external	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1009	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 425	Solution should provide an out-of-box agent deployment Solution for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group, Policies, login scripts, email, software distribution Solutions, manually installing the agent.	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1010	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 428	The agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available.	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1011	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 434	Solution must include a "Software ID Catalogue" that identifies all commonly used applications / thousands of Standard publishers/ software Bidders & their Solutions.	The solution must include a comprehensive 'Software ID Catalogue' that identifies all commonly used applications, thousands of standard software publishers, and their corresponding solutions. The catalogue should be extensible to allow addition of custom software entries and must support tracking for license compliance and usage.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1012	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 452	The Solution should have ability to execute a script before and/or after installation. It should also support custom script based execution	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1013	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 457	The Solution should support backup and configuration management over SSH, TELNET, FTP, SFTP, NETCONF, and APIs, with capabilities for automated IOS upgrades and configuration pushes.	The solution must provide comprehensive network device configuration and backup management capabilities, supporting commonly used protocols. It should enable firmware upgrades, configuration pushes to multiple devices, version tracking, and rollback options to ensure network reliability and compliance.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1014	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 466	It should allow rollback to previous configurations with side-by- side comparison, identify non-compliant configurations proactively, and send alert notifications with failure reasons.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1015	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 476	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1016	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 483	The Solution must support application/process blacklisting or whitelisting on end user computing devices	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1017	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 475	The Solution should have ability to model power policies before being deployed to estimate savings	Need more information on the types of policies	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1018	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 609	Should maintain a detailed service catalogue that includes descriptions, pricing, and service level agreements (SLAs) for each service.	Should maintain a detailed service catalogue that includes descriptions and service level agreements (SLAs) for each service. Pricing cannot be listed for catalogue but we can list pricing for the asset. Check if we can remove pricing.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1019	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 612	Solution should define service customers / consumers, possible to define teams responsible for each service (technical team, financial team etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1020	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 614	Allow access rights to be assigned depending on the categorization of services based on their status in the portfolio (Planned, Designed, Active, Retired, etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1021	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 616	Each catalogue item should support workflow automation and back-end integration (via REST APIs) with SD-WAN controllers, firewall management systems, and traffic monitoring platforms	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1022	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 617	Catalogue items must support conditional logic (e.g., auto-select underlay path type based on location) and validation of input formats for IPs, ports, and interfaces.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1023	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 618	Catalogue entries must indicate the impact on service availability and provide expected provisioning timelines aligned with change windows.	The solution must support creation of service catalog entries that clearly indicate the impact on service availability and provide expected provisioning timelines. These timelines must be configurable to align with approved change windows and SLA targets.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1024	Annexure F: Technical Specification	Release Management	Page No.128 Point - 535	Point 535: Ability to manually kick off approval process or override approval workflow.	The solution should allow administrators to manually initiate the approval process or override the existing approval workflow when necessary.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1025	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 606	Manage dual-stack IPv4/IPv6 and latest environments.	Duplicate Pointer for 567,641 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1026	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 605	Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions	Duplicate Pointer for 637 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1027	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 604	The system should provide an outage summary that gives a high-level health indication for each device as well as the details and root cause of any outage.	Duplicate Pointer for 636 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1028	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 603	The System should be able to monitor Quality of Service (QoS) parameters configured to provide traffic classification and prioritization for reliable traffic transport. The Solution should be able to discover, and model configured QoS classes, policies and behaviors.	Duplicate Pointer for 635 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1029	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 602	Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down	Duplicate Pointer for 634 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1030	Eligibility Criteria	Eligibility Criteria	Page no. 15 Point no. 5	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>Kindly relax the below criteria for wider participation</p> <p>At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry</p> <p>Point no. 2 ITAM asking for 35000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4.asking 10000 network devices (NMS) request to reduce it to 4000 devices having more than 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1031	Eligibility Criteria	Eligibility Criteria	Page no. 15 Point no. 9	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences Proposed ITAM Solution for at least 50000 Endpoints and Servers Proposed ITOM and capacity management solution for at least 3000 servers Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India. 	<p>Kindly relax the below criteria for wider participation</p> <p>At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry</p> <p>Point no. 2 asking for 50000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4.asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1032	Sizing Requirements	Sizing Requirements	Page no.65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/Service desk user licenses are required.	In case of Named helpdesk/resolver/servicedesk user what count should be considered	Please refer to Corrigendum
1033	Annexure C	Eligibility Criteria	Page no. 94 Point no. 5	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <p>5. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities</p> <p>6. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities</p> <p>7. Proposed ITOM and capacity management solution for at least 1500 servers in at least one the above entities.</p> <p>Note: Maximum of three (3) client reference will be considered to meet the above requirement.</p> <p>Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p> <p>of the above entities</p> <p>8. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of</p>	<p>Kindly relax the below criteria for wider participation</p> <p>At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry</p> <p>Point no. 6 asking for 35000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 8.asking 10000 network devices request to reduce it to 2000 devices having 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1034			Page no. 95 Point no.9	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences Proposed ITAM Solution for at least 50000 Endpoints and Servers Proposed ITOM and capacity management solution for at least 3000 servers Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>Kindly relax the below criteria for wider participation</p> <p>At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry</p> <p>Point no. 2 ITAM asking for 50000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4. asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1035	Section E Scope of Services	5 - point # 1 in the table	69	Security analyst - 2+ years of inscope solutions	We understand that the OEM product certified will be required to manage the tool. But please clarify why the 'Security Analyst' is required. If there are any specific expectations from 'Security Analyst' then please provide the same	Please refer to Corrigendum
1036	Section E Scope of Services	5 - point # 1 in the table	69	Security analyst - 4+ years of inscope solutions	We understand that the OEM product certified will be required to manage the tool. But please clarify why the 'Security Analyst' is required. If there are any specific expectations from 'Security Analyst' then please provide the same	Please refer to Corrigendum
1037	Section E Scope of Services	3- Sizing Requirements	72	The selected OEM shall provide a 3 - month pre-subscription deployment period ("Deployment Subscription") prior to the 'Go Live' and commencement of the actual commercial subscription term at no additional cost to LIC.	<p>From this clause we understand that the licenses have to be provided to cover 60+ 3 months = 63 months.</p> <p>However as per page # 72, LIC has given T+40 weeks (i.e ~10 months) to go-live from PO date in which case the licenses will be 60+10 = 70 months.</p> <p>Further as per the commercial template the licenses are to be quoted for only 60 months.</p> <p>Please advise on the license term including deployment/ development period.</p>	Deployment subscription, and Development period subscription is to be included in Implementation cost. Subscription period of 5 years starts from the day of Go Live.
1038	Section E: Scope of Services	3.Sizing Requirements	6	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 enduser/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/ServiceDesk user licenses are required.	<p>If an OEM supports only Named licenses then what named user count should be considered ?</p> <p>Please provide more details on how User Management will be handled.</p>	Please refer to Corrigendum

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1039	Section E: Scope of Services	3.Sizing Requirements	72	OpenText ITSM Solution which includes Incident management, Problem management, CMDB & Configuration Management and Asset management – HAM.	Please provide more details on the migrations that need to be covered as part of the solution. We are asking this because the application data migration to a different application/platform is usually a very time consuming activity and since there is no standard framework across discrete tools the data type causes complexities. We also request LIC to keep the timelines of Migration outside the T+40 weeks and release it as a CR only after the feasibility study/check of data migration.	Please adhere to the RFP Clause and Corrigendum
1040	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	72	Manage Engine Solution for Release & Deployment management and Nutanix Solution for monitoring and Capacity management.	Please provide more details on the migration and integrations to be covered as part of the solution.	Details will be shared with successful bidder
1041	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	72	OpenText Enterprise Network management system Solution, which includes Network nodemanager, service node manager, Smart plugin, NPS- Capacity, etc.	Please provide more details on the migrations that need to be covered as part of the solution. We also request LIC to keep the timelines of Migration outside the T+40 weeks and release it as a CR only after the feasibility study/check of data migration	Details will be shared with successful bidder
1042	Section E: Scope of Services	1. Brief Scope of Work Point # 10	51	The proposed ITSM Solution should integrate with the LIC existing Asset management Solutions	Please provide more details on the existing Asset Management solution and the expected migrations. We also request LIC to keep the timelines of Migration outside the T+40 weeks and release it as a CR only after the feasibility study/check of data migration.	Please adhere to the RFP clause
1043	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service Point # 8	102	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	Please change to "The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations." Please provide more details on the DC, DR setup. Need High Availability on DC as well as DR or just DC DR setup is sufficient	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1044	Eligibility Criteria	Eligibility Criteria	15	The Bidder must have an annual turnover of a minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.	The Bidder must have an annual turnover of a minimum of Rs. 1000 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1045	6. Eligibility Criteria	Eligibility criteria No 5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs or their authorized bidders, as per the Government's Public Procurement (Preference to Make in India) Order. The current criteria may favour a few global OEMs, excluding indigenous OEMs and their partners. Relaxation will ensure fair competition, promote domestic innovation, and support national self-reliance. We request you to make the changes in the pre - ualification as per the following</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities /Enterprise.</p> <p>"</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1046	6. Eligibility Criteria	Eligibility criteria No 9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation/ Enterprise in India. "</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1047	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point -1	97	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the Technical-scoring criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented/maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end-users at client-organization.</p> <p>The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☐ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1048	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 2	97	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 2500010,000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU /Enterprise organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1049	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 3	97	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>OEMs do not sell Capacity Management as a standalone licensed module; instead, it is natively integrated as a core part of their main feature set. Mandating a separately licensable module would unfairly exclude major OEMs whose solutions are comprehensive and aligned with industry standards, but do not partition functions in this artificial way.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM should have supplied, implemented / maintained IT operation management (ITOM) solution/Capacity management for minimum of 1000500 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1050	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 4	97	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>In reference to the stated Technical scoring criterion on Capacity Management, we submit that this requirement creates bias toward certain OEMs offering it as a standalone license. As per industry practice, Capacity Management is an inherent component of ITOM/Server Performance Management solutions and not procured separately. Mandating it as an independent qualification restricts fair participation and limits competition.</p> <p>We therefore request that the criteria be amended to mandate preference for "Make in India compliant solutions", in alignment with the Public Procurement (Preference to Make in India) Order and Government priorities of self-reliance, cost efficiency, and long-term sustainability. In fact the same criteria is asked in the LIC tender Ref: LIC/CO/IT/DT/2025-26/RFP/PM Date: 14.07.2025</p> <p>In light of this, we propose amending the clause to" The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1051	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 5	98	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to "The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1052	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 6	98	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management/server performance management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (TWO) IRDAI / RBI regulated entity Or are Government / PSU /Enterprise organisation in India.</p> <p>The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1053	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 8	99	<p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference ->2 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1054	Annexure F: Technical Specification	Annexure F: Technical Specification	102	Evidence in the compliance format.	<p>Could you please specify what constitutes acceptable evidence for each technical requirement? For example, are you seeking:</p> <p>Product data sheets, brochures, or A detailed technical proposal outlining how the proposed solution meets each requirement?</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1055	Annexure F: Technical Specification	Annexure F: Technical Specification	116	<p>281. The system should support ingestion of raw flow data in formats such as IPFIX, NetFlow v9/v10, JFlow, CFlow, and NetStream from a wide range of devices including routers, switches, firewalls, load balancers, NGFWs, and capable endpoints.</p>	<p>In order to calculate the hardware sizing and license count, please provide following details</p> <p>Sys Log & Flow management</p> <ol style="list-style-type: none"> Total EPS (Event per second) <p>Flow management</p> <ol style="list-style-type: none"> Total EPS (Flow Event per second) 	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1056	Annexure F: Technical Specification	Annexure F: Technical Specification point no 240	113	240 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1057	Annexure F: Technical Specification	Annexure F: Technical Specification point no 482	126	482 - The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	<p>Requiring calendar-based counts of configuration backup successes/failures with regional drill-downs is overly prescriptive and limits flexibility. Modern platforms provide customizable dashboards and reporting, where such views can be created as needed without hardcoding the format. Industry practice emphasizes flexible, user-defined dashboards over rigid specifications.</p> <p>Suggested Alternative: "The solution should support customizable dashboards and reporting with the ability to track backup status and analyze failure causes regionally or globally."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1058	Annexure F: Technical Specification	Annexure F: Technical Specification point no 602	131	602 - Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1059	Annexure F: Technical Specification	Annexure F: Technical Specification point no 627	133	627 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1060	Annexure F: Technical Specification	Annexure F: Technical Specification point no 631	133	631 - Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	<p>The requirement for Spotlight views of router redundancy and VLAN list with topology highlighting is OEM-specific and not essential for ITSM/NMS functionality. Modern NMS platforms already provide flexible topology visualization, VLAN discovery, and device relationship mapping without prescribing a specific "spotlight" feature. Such prescriptive wording risks vendor lock-in and limits fair participation.</p> <p>Suggested Alternative: "The solution should provide topology visualization with the ability to view VLANs and their status."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1061	Annexure F: Technical Specification	Annexure F: Technical Specification point no 634	133	634 - Network Management Solution Console should clearly identify primary links and back up links in topology and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1062	Annexure F: Technical Specification	Annexure F: Technical Specification point no 644	134	644 - Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications.	<p>In reference to Point 644: "Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications."</p> <p>We request clarification on the intended use case for this requirement. Specifically, is the expectation that the NMS/ITSM solution should directly control device-level access and authorization, or that it should integrate with existing IAM/AAA systems (e.g., Active Directory, RADIUS, TACACS) and only manage workflow approvals? Understanding the scope will help ensure the proposed solution meets the exact business need without duplicating IAM/security functionalities.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1063	Annexure F: Technical Specification	Annexure F: Technical Specification point no 706	138	706 - Deep automation-oriented insights to capture and visualize the value of automations in network space. Provide ROI analysis for tasks such as OS Upgrades, Provisioning, Remediation, Diagnostics, Audit Policy Check and Compliance Reporting.	<p>The requirement for deep automation-oriented insights with ROI analysis across OS upgrades, provisioning, remediation, diagnostics, audit, and compliance is highly prescriptive and specific to certain OEMs. It imposes an overwhelming expectation that is not standard for ITSM/NMS solutions. Industry practice is to provide ROI insights at a solution or process level, rather than for each granular automation task. Mandating this risks vendor lock-in and restricts fair competition. We therefore request that the clause be revised or removed to allow ROI reporting at the overall solution level, ensuring vendor-neutrality and realistic implementation.</p> <p>Suggested clause</p> <p>"The solution should provide automation insights and ROI reporting at the overall solution or process level, without mandating task-level granularity."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1064	Annexure F: Technical Specification	Annexure F: Technical Specification point no 754	141	754 - The Solution must support automated configuration recommendations based on learned best practices and offer the ability to apply those changes selectively.	<p>The requirement for automated configuration recommendations based on learned best practices is highly OEM-specific and dependent on proprietary algorithms. This functionality is not a standard feature across NMS/NCM solutions and risks vendor lock-in. Industry-standard NMS/NCM platforms instead provide robust policy compliance, audit, and rollback mechanisms to ensure configuration integrity. We therefore request removal of this clause, or rewording it in vendor-neutral terms to avoid restricting competition.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1065	3. Sizing Requirements	3. Sizing Requirements	66	<p>III LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence</p>	<p>In reference to the clause regarding existing ITSM/Asset Management solutions and associated licenses, we respectfully submit that mandating integration, migration, or commercial offset/credit mechanisms for existing subscriptions inherently favors current OEMs and their bidders. This creates an uneven playing field and restricts participation from qualified new entrants.</p> <p>Modern procurement practices emphasize vendor neutrality and fair competition. Requiring integration or migration of legacy solutions is not essential to delivering the proposed ITSM solution and may increase cost and complexity unnecessarily.</p> <p>We therefore request removal of any requirement for integration, migration, or commercial offset/credit mechanisms related to existing licenses, ensuring a level playing field for all bidders/OEMs.</p>	Please refer to Corrigendum
1066	6. Eligibility Criteria	Point No. 3	15	<p>The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during any 2 out of last 3 audited financial years preceding the date of this RFP. Further, the bidder should also have positive net worth for the last 3 audited financial years preceding to the date of this RFP.</p>	<p>The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during any 2 out of last 3 audited financial years preceding the date of this RFP. OR bidder should have positive net worth for the last 3 audited financial years preceding to the date of this RFP.</p>	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1067	6. Eligibility Criteria	Point No. 5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>we request LIC to permit our PO refeence for any OEMs instead of Proposed OEM</p> <ol style="list-style-type: none"> 1. ITSM solution for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. ITAM Solution for at least 10000 Endpoints and Servers in at least one of the above entities 3. ITOM / capacity management solution for at least 1500 servers in at least one of the above entities 4. Network Management Solution (NMS) for minimum of 4000 network devices spread across 100 branches in India in at least one of the above entities. 	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>
1068	6. Eligibility Criteria	Point No. 9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread 	<p>we request LIC to permit our PO refeence for any OEMs instead of Proposed OEM</p> <ol style="list-style-type: none"> 1. ITSM solution for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. ITAM Solution for at least 10000 Endpoints and Servers in at least one of the above entities 3. ITOM / capacity management solution for at least 1500 servers in at least one of the above entities 4. Network Management Solution (NMS) for minimum of 4000 network devices spread across 100 branches in India in at least one of the above entities. 	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1069	2. Detailed Scope of Work	Point No. q	60	All solutions should have the log storage capability of 12 months in the ITSM solution and 2 years in the SIEM to retrieve them within 2 business days (2 years as per Preservation policy of LIC)	As LIC would be extending the Infrastrture we would sharing you the Sizing to maintain the log till 12 Months	Please adhere to the RFP clause
1070	2. Detailed Scope of Work	Point No. r	60	All Solutions must have the capacity to accommodate a yearly project growth rate of up to 20%. The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 20% YoY project growth	As LIC would be extending the Infrastrture we would sharing you the Sizing to accomadate 20% growth YOY	Please adhere to the RFP clause
1071	3. Sizing Requirements	Clause no. III	66	LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder. LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence.	Please share more clarity on this point	Please refer to Corrigendum
1072	L1 and L2 activities (9x5) for 5 years onsite and 24x7 offsite support	-	70	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	this clause should be removed in case are resource leaves within a year alternate resource will be provided within the notice period of resource	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1073	Implementation SLA	Point No.3	73	Delivery of all software solutions needed as per the expected deliverables within the defined timeline. 0.25 % of the total PO value per week of delay or part thereof.	Penalty of 0.25% should be changed to Rs 1000 per week	Please adhere to the RFP clause
1074	Implementation SLA	Point No.4	73	Delay in implementation of all devices beyond 24 weeks from the date of receipt of the purchase order. 0.25 % of the total PO value per week of delay or part thereof	Penalty of 0.25% should be changed to Rs 1000 per week	Please adhere to the RFP clause
1075	Implementation SLA	Point No.5	73	Delay in implementation of devices which could not be integrated in the initial phase beyond three weeks. Rs 500/- for each device for delay of every week	Penalty for Implementation of Devices should be capped to Rs 50 Per Devices for a delay of week and thereafter	Please adhere to the RFP clause
1076	Implementation SLA	Point No.6	73	Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order. 0.02% of the total PO value for every week of delay or part thereof	Penalty of 0.25% should be changed to Rs 1000 per week	Please adhere to the RFP clause
1077	Implementation SLA	Point No.7	74	In case of a breakdown of appliances, hardware, components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 2 days of the receipt/notice of the complaint : 0.01% of the total PO value per each hour of delay or part thereof.	Penalty of 0.01% of PO value per hour is very high it should be reduced to Rs 1000 per Day per Instance, However we understand HW Infrastructure will be provided by LIC to deploy the ITSM Tool with all thre required modules	Please adhere to the RFP clause
1078	Implementation SLA	Point No.8	74	In case of a malfunctioning of appliances, accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint :0.01% of the total PO value per every 6 hours of delay or part thereof	Penalty of 0.01% of PO value per hour is very high it should be reduced to Rs 1000 per Day per Instance, However we understand HW Infrastructure will be provided by LIC to deploy the ITSM Tool with all thre required modules	Please adhere to the RFP clause
1079	Implementation SLA	Point No.9	74	In case the system is completely down the defect should be attended and rectified within 8 hours of receipt of notice : 0.02% of the total PO value per every 1 hour of delay or part thereof	In case the system is completely down the defect should be attended and rectified within 8 hours of receipt of notice : 0.01% of the total PO value per Day of delay or part thereof	Please adhere to the RFP clause
1080	Implementation SLA	Point No.10	74	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day. 1% of the Quarterly on-site charges per each day of delay or part thereof	Penalty of Rs1000 of the Quarterly on-site charges per Week of delay or part thereof	Please adhere to the RFP clause
1081	Implementation SLA	Point No.11	74	Failure to ensure collection of all logs.	Rs 10000 of the Quarterly onsite support charges for each instance reported.	Please adhere to the RFP clause
1082	Implementation SLA	Point No.13	74	Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products.	Posting of Onsite Personnel should be within 8 Weeks and Penalty for not deployment of should be Rs 1000 Per day per resource	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1083	Implementation SLA	Point No.18	74	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalization 2 % of the Annual on-site charges for the first incident, to be incremented by 5% for each repetition	this clause should be removed in case are resource leaves within a year alternate resource will be provided within the notice period of resource	Please adhere to the RFP clause
1084	Implementation SLA	Point No.20	75	In case the vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed : 5% per day of the relevant onsite support.	Penalty of 5% per day to be reduce to Rs 1000 per day	Please adhere to the RFP clause
1085	Implementation SLA	Point No.21	75	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 45 days. 5% per day of the relevant onsite support.	we request LIC to allow vendors to arrange relavant Engineer within 60 Days incase it is not arranged in that period penalty of Rs 1000 per day	Please adhere to the RFP clause
1086	Section G: Payment Terms & Conditions	Point No.1	87	Delivery and implementation of software and subscriptions at the designated sites, endpoints of LIC for the project : 100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.	100 % of the cost of the software subscriptions /Licenses should be on Delivery	Please adhere to the RFP clause
1087	Annexure D: Technical Scoring	Point No.1	97	The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.) Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.	The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution for minimum Of 10000 End-User Client Organization the solution must have been deployed with minimum t0 Technician/ resolver/helpdesk/fulfiller License from any OEMs in IRDAI or RBI regulated entity / BFSI/ Govt/ PSU/ Private entity	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1088	Annexure D: Technical Scoring	Point No.2	97	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 10000 Endpoints from any OEM's in IRDAI or RBI regulated entity / Government /PSU / Private organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
1089	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 20	<p>The Solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous Solution. It should be able to track logged calls</p>	<p>Need more information with regards to the call tracking system</p>	<p>Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification</p>
1090	Annexure D: Technical Scoring		97	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>The Bidder / OEM should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1250 Server and storage devices from any OEM's in IRDAI or RBI regulated entity / Government /PSU/ Private organization in India.</p> <p>Note: atleast 1 Customer Reference from Bidder.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1091	Annexure D: Technical Scoring		98	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder / OEM should have supplied, implemented / managing the Capacity management solution for minimum of 500 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU / Private organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
1092	Annexure D: Technical Scoring		98	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder / OEM should have supplied, implemented / managing the network management Solution with minimum of 10000 network devices from any OEM in IRDAI or RBI regulated entity / Government /PSU / Private organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1093	Annexure D: Technical Scoring		95	The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP. OR If bidder does not have OEM certified professionals as mentioned above, in such case bidder should include OEM professional services for implementation and cost of same has to be factored accordingly.	Need more information with regards to the call tracking system	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1094	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 31	Support flow path visualization from source to destination including intermediate hops.	Graphical representation of the complete ticket lifecycle, tracing the request journey from creation through intermediate stages—such as assignment, updates, approvals, and escalations—until final resolution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1095	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1096	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 47	The solution should have option to identify & record the source of reporting of the incident (such as event/alarm trigger, email, person or group, phone etc.)	If the Source is API, then integration ID which is used will be captured as requester. Group email based ticket is created then requester will be the group.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1097	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 76	Ability to store and maintain alerting distribution lists based on incident types.	Need more details to check the feasibility.	Store alerting lists by incident type (e.g., Security, Network, Application); feasibility depends on system integration
1098	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 96	Solution should allow a problem record to be escalated based on pre-established rules with option to manually overridden conditions	Are we referring to SLA for Problem Management. If yes, Can we create an incident and track the SLA?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1099	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 99	Problem records should be monitored and tracked against tolerance breaches and solution should be able to send notification to respective users whenever there is a breach	Please provide more details	SLA violations, repeated system failures, the solution must notify relevant users immediately when a breach occurs.

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1100	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 101	Solution should allow problem resolution to include a workaround and that information can be visible elsewhere like CI (Configuration Item) records, incident records, knowledge data, service reports.	<p>Solution should allow problem resolution to be tracked in Knowledge base, Incident Request and in the Respective problem request and can extracted as a report of that problem</p> <p>Problem Resolution can be tracked in KB, Incident Request and in the respective Problem Request as well as via report of that problem.</p> <p>Could we remove CI, because directly we cannot store</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1101	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 105	Ability to prevent closure of a problem before all assignments have been resolved	Are we referring to the associated request {Request and Change Request}.	Yes, the understanding is correct.
1102	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 116	The ability to present historical data on problems and known errors for use by support staff during the investigation process.	Are we referring to the history of the server or the asset? Or the history of the problem request	It is referring to the history of the problem request
1103	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 121	Ability to integrate with event and alert monitoring Solutions, and allow for automatic creation, updating and closure of tickets from these Solutions.	Usually Incident ticket will be created for the monitoring solution. Need to understand the use-case for creating it as problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1104	Annexure F: Technical Specification	Change Management	Page No.110 Point - 168	Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA).	Please provide more details.	Trigger warnings if they exceed predefined time thresholds—for example, alerting when an RFC remains in the approval stage beyond 48 hours
1105	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 187	CMDB for release build and deployment activities.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1106	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 197	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	Need use-case about when CI goes to Unauthorized state to confirm the feasibility.	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation
1107	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 210	The Solution should allow configuring automatic workflow actions triggered by specific CI field values or changes.	Need more details/ Use-case to check from the feasibility.	Trigger Change Request: If a CI's Status changes to "In Maintenance", initiate a linked change request for approval.

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1108	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 223	Ingest SDN topology and configuration using APIs and model flow paths.	The Solution shall provide the capability to ingest Software Defined Network (SDN) topology and configuration details through APIs and accurately model network flow paths, ensuring visibility into traffic patterns and efficient troubleshooting of performance issues.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1109	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 303	Ability to quickly gain efficiencies in the delivery and support of IT services through a self-service Solution on top of your existing ITSM implementation (incident, change, asset, work orders)	Need more details on Work Order requirement.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1110	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 319	The Solution should apply rules controlling the re-opening a service request	Please provide more details	Time-Based Rule: A service request can be reopened only if it was resolved within the last XX days.
1111	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 337	The Solution should be capable of automating service desk processes, capturing & tracking information & speeding problem solving process.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1112	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 332	Tickets pertaining to a Zone or Division or Branch should be accessible only to devices within its domain.	The solution should ensure that tickets related to a specific Zone, Division, or Branch are accessible only to users and devices within the corresponding domain, maintaining strict access control and segregation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1113	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 348	Solution should provide feature to find out knowledge Gaps.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1114	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 369	Store past breach patterns and forensic summaries as knowledge base references.	The solution should help store past issues, root cause analysis as knowledge base references. Are we referring to fetch details from the open source?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1115	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 359	Ability to make certain fields in the knowledge article template mandatory	The solution shall provide the capability to designate certain fields in knowledge article templates as mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1116	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 377	The Solution should facilitate the development of a Service Improvement Plan (SIP) linked to the CSI register	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1117	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 397	Ability to create and publish Service Components that may include both Professional Services and Technical Services.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1118	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 402	SLAs must include metrics for link uptime, tunnel availability (overlay/underlay), firewall response latency, and mobile app notification delivery times.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1119	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 402	The Solution must support defining SLAs and escalation rules across multiple Bidders or support teams, enabling seamless coordination for multi-party service delivery.	The Solution must support defining SLAs and escalation rules across support teams. Group Based OLA can be configured . Multi-Party Service Delivery is not feasible	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1120	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 374	Point 374: SLA record have field or fields to record service information. For example: scope, service criticality, contacts, service level targets, agreement date.	The solution shall provide SLA records with dedicated fields to capture comprehensive service information, including service scope, criticality, designated contacts, service level targets, and the agreement date.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1121	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 407	Point 407: Assignments and Escalations to one Bidder should not be accessible to other Bidders.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1122	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 427	The Solution should support local distribution preferred servers and peer downloading	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1123	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 432	The Solution should have ability to track standalone executable- based applications on each computer i.e., Applications that do not need to be installed but just needs to execute a standalone program	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1124	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 441	The Solution should have ability to track changes in inventory and ability to collect registry information	The Solution should have ability to track changes in inventory and ability to collect system information.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1125	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 443	Discovered assets should include detailed metadata such as device name, serial number, hardware/software version, system name, and description for CMDB updates.	Please provide more detail on what description should be available as part of CMDB Updates.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1126	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 459	The System should be able to recognize software whose file name has been changed by the user by reading the original header information.	The proposed solution must be capable of accurately identifying installed software irrespective of changes made to file names by end-users, by reading and analyzing the original file header or metadata information	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1127	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 461	For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis).	For hardware inventory management the system should allow admin to create custom fields and track all the serial numbers. For which device are we referring to fetch Serial Number?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1128	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 477	The Solution should have Self Service Portal for allowing end- user to manage their own devices. This will reduce Helpdesk calls for password reset and other simple tasks.	The proposed solution must provide a Self-Service Portal that enables end-users to independently manage routine IT tasks, including but not limited to password resets, device requests, and software access, thereby reducing the volume of Helpdesk calls and enhancing operational efficiency. What are we referring in regards to user managing their	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1129	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 488	Logical assets such as overlay tunnels, firewall rule sets, and API endpoints should be documented with change/version history.	The Solution must allow documentation of logical assets, including but not limited to overlay tunnels, firewall rule sets, and API endpoints, within the Asset/CMDB module. The Solution should also maintain a complete change and version history for these assets, with traceability ensured through integrated Change Management workflows	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1130	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 474	The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at aggregate level as per LIC's custom policy within Asset Management Solution itself.	The proposed solution must provide an integrated Asset Management module capable of maintaining cost and depreciation details for each asset at both individual and aggregate levels. The solution should allow local administrators to configure and manage these calculations in accordance with the organization's custom policies, and generate reports and dashboards directly within the system without requiring external	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1131	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 425	Solution should provide an out-of-box agent deployment Solution for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group, Policies, login scripts, email, software distribution Solutions, manually installing the agent.	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1132	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 428	The agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available.	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1133	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 434	Solution must include a "Software ID Catalogue" that identifies all commonly used applications / thousands of Standard publishers/ software Bidders & their Solutions.	The solution must include a comprehensive 'Software ID Catalogue' that identifies all commonly used applications, thousands of standard software publishers, and their corresponding solutions. The catalogue should be extensible to allow addition of custom software entries and must support tracking for license compliance and usage.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1134	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 452	The Solution should have ability to execute a script before and/or after installation. It should also support custom script based execution	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1135	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 457	The Solution should support backup and configuration management over SSH, TELNET, FTP, SFTP, NETCONF, and APIs, with capabilities for automated IOS upgrades and configuration pushes.	The solution must provide comprehensive network device configuration and backup management capabilities, supporting commonly used protocols. It should enable firmware upgrades, configuration pushes to multiple devices, version tracking, and rollback options to ensure network reliability and compliance.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1136	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 466	It should allow rollback to previous configurations with side-by- side comparison, identify non-compliant configurations proactively, and send alert notifications with failure reasons.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1137	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 476	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1138	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 483	The Solution must support application/process blacklisting or whitelisting on end user computing devices	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1139	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 475	The Solution should have ability to model power policies before being deployed to estimate savings	Need more information on the types of policies	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1140	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 609	Should maintain a detailed service catalogue that includes descriptions, pricing, and service level agreements (SLAs) for each service.	Should maintain a detailed service catalogue that includes descriptions and service level agreements (SLAs) for each service. Pricing cannot be listed for catalogue but we can list pricing for the asset. Check if we can remove pricing.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1141	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 612	Solution should define service customers / consumers, possible to define teams responsible for each service (technical team, financial team etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1142	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 614	Allow access rights to be assigned depending on the categorization of services based on their status in the portfolio (Planned, Designed, Active, Retired, etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1143	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 616	Each catalogue item should support workflow automation and back-end integration (via REST APIs) with SD-WAN controllers, firewall management systems, and traffic monitoring platforms	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1144	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 617	Catalogue items must support conditional logic (e.g., auto-select underlay path type based on location) and validation of input formats for IPs, ports, and interfaces.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1145	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 618	Catalogue entries must indicate the impact on service availability and provide expected provisioning timelines aligned with change windows.	The solution must support creation of service catalog entries that clearly indicate the impact on service availability and provide expected provisioning timelines. These timelines must be configurable to align with approved change windows and SLA targets.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1146	Annexure F: Technical Specification	Release Management	Page No.128 Point - 535	Point 535: Ability to manually kick off approval process or override approval workflow.	The solution should allow administrators to manually initiate the approval process or override the existing approval workflow when necessary.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1147	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 606	Manage dual-stack IPv4/IPv6 and latest environments.	Duplicate Pointer for 567,641 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1148	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 605	Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions	Duplicate Pointer for 637 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1149	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 604	The system should provide an outage summary that gives a high-level health indication for each device as well as the details and root cause of any outage.	Duplicate Pointer for 636 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1150	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 603	The System should be able to monitor Quality of Service (QoS) parameters configured to provide traffic classification and prioritization for reliable traffic transport. The Solution should be able to discover, and model configured QoS classes, policies and behaviors.	Duplicate Pointer for 635 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1151	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 602	Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down	Duplicate Pointer for 634 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1152	III. Change Order –			a) If any such change causes an increase or decrease in the cost of, or the time required for, the Bidder'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 Bidder for adjustment under this clause will be asserted within fifteen (15) days from the date of the Bidder's receipt of LIC's change order. Life Insurance Corporation of India – RFP/Tender for on-boarding System Integrator (SI) to Supply, Install, Implement and Maintain IT Service Management (ITSM) Solution LIC-CO/IT-DT/RFP/2025-2026/ITSM dated 25 August 2025 Page47 of 177 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 Bidder and its costs would be discussed and finalized in discussions with the Bidder. The basis of this cost would be as quoted by the Bidder in the Annexure G - Indicative Commercial Bid. Payment und		The query is not clear

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1153	Section E: Scope of Services	1 XIV		<p>Right to Audit: o It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled 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 Bidder shall submit such certification by such Auditors to LIC. The Bidder 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. o 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/Bidder. o Service Provider further agrees</p>		The query is not clear
1154				<p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence.</p>	Bidder seeks clarity on this clause how it will work out	Please refer to Corrigendum

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1155	Section G: Payment Terms & Conditions			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.	Bidder seeks deletion of lines as withholding of payment not allowed	Please adhere to the RFP clause
1156	New				Bidder will like to understand what are the existing tools Bank has and what all we need to leverage further in the solution for integration	Details will be shared with successful bidder
1157	New				What are Native tools available	Details will be shared with successful bidder
1158	New				Is Bank looking for complete onsite support team	The query is not clear
1159	New				Is ITIL processes are already available with Bank which need to be leveraged or the same is also part of the requirement	Please adhere to the RFP clause
1160	New				Bidder will like to understand what SIEM, LDAP and PIM solution Bank is currently using which need to be considered for integrations	Details will be shared with successful bidder
1161	New				Who is Bank's existing System integration and what ITSM tool they are using which need to be considered for migration	Details will be shared with successful bidder
1162	New				Bidder will also like to understand if Migration of existing system data is only considered for ITSM or for other modules also	Please adhere to the RFP clause
1163	New				Is Bank looking for the implementation on-site or remotely	On-site implementation
1164	The Bidder shall complete the entire activity within 40 weeks of signing of contract.	Project Completion Timelines			Bidder will like to understand, Is this 40 Calendar week or 40 Man-Weeks	Please adhere to the RFP clause
1165	Unable to close the OEM support tickets within 2 weeks without any				Bidder will like to further understand the OEM related SLA's as back to back SLA will be signed with OEM.	Details will be shared with successful bidder
1166	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 20	The Solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous Solution. It should be able to track logged calls	Need more information with regards to the call tracking system	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1167	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 31	Support flow path visualization from source to destination including intermediate hops.	Graphical representation of the complete ticket lifecycle, tracing the request journey from creation through intermediate stages—such as assignment, updates, approvals, and escalations—until final resolution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1168	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1169	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 47	The solution should have option to identify & record the source of reporting of the incident (such as event/alarm trigger, email, person or group, phone etc.)	If the Source is API, then integration ID which is used will be captured as requester. Group email based ticket is created then requester will be the group.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1170	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 76	Ability to store and maintain alerting distribution lists based on incident types.	Need more details to check the feasibility.	Store alerting lists by incident type (e.g., Security, Network, Application); feasibility depends on system integration
1171	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 96	Solution should allow a problem record to be escalated based on pre-established rules with option to manually overridden conditions	Are we referring to SLA for Problem Management. If yes, Can we create an incident and track the SLA?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1172	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 99	Problem records should be monitored and tracked against tolerance breaches and solution should be able to send notification to respective users whenever there is a breach	Please provide more details	SLA violations, repeated system failures, the solution must notify relevant users immediately when a breach occurs.
1173	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 101	Solution should allow problem resolution to include a workaround and that information can be visible elsewhere like CI (Configuration Item) records, incident records, knowledge data, service reports.	Solution should allow problem resolution to be tracked in Knowledge base, Incident Request and in the Respective problem request and can extracted as a report of that problem Problem Resolution can be tracked in KB, Incident Request and in the respective Problem Request as well as via report of that problem. Could we remove CI, because directly we cannot store	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1174	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 105	Ability to prevent closure of a problem before all assignments have been resolved	Are we referring to the associated request {Request and Change Request}.	Yes, the understanding is correct.

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1175	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 116	The ability to present historical data on problems and known errors for use by support staff during the investigation process.	Are we referring to the history of the server or the asset? Or the history of the problem request	It is referring to the history of the problem request
1176	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 121	Ability to integrate with event and alert monitoring Solutions, and allow for automatic creation, updating and closure of tickets from these Solutions.	Usually Incident ticket will be created for the monitoring solution. Need to understand the use-case for creating it as problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1177	Annexure F: Technical Specification	Change Management	Page No.110 Point - 168	Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA).	Please provide more details.	Trigger warnings if they exceed predefined time thresholds—for example, alerting when an RFC remains in the approval stage beyond 48 hours
1178	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 187	CMDB for release build and deployment activities.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1179	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 197	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	Need use-case about when CI goes to Unauthorized state to confirm the feasibility.	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation
1180	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 210	The Solution should allow configuring automatic workflow actions triggered by specific CI field values or changes.	Need more details/ Use-case to check from the feasibility.	Trigger Change Request: If a CI's Status changes to "In Maintenance", initiate a linked change request for approval.
1181	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 223	Ingest SDN topology and configuration using APIs and model flow paths.	The Solution shall provide the capability to ingest Software Defined Network (SDN) topology and configuration details through APIs and accurately model network flow paths, ensuring visibility into traffic patterns and efficient troubleshooting of performance issues	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1182	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 303	Ability to quickly gain efficiencies in the delivery and support of IT services through a self-service Solution on top of your existing ITSM implementation (incident, change, asset, work orders)	Need more details on Work Order requirement.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1183	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 319	The Solution should apply rules controlling the re-opening a service request	Please provide more details	Time-Based Rule: A service request can be reopened only if it was resolved within the last XX days.
1184	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 337	The Solution should be capable of automating service desk processes, capturing & tracking information & speeding problem solving process.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1185	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 332	Tickets pertaining to a Zone or Division or Branch should be accessible only to devices within its domain.	The solution should ensure that tickets related to a specific Zone, Division, or Branch are accessible only to users and devices within the corresponding domain, maintaining strict access control and segregation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1186	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 348	Solution should provide feature to find out knowledge Gaps.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1187	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 369	Store past breach patterns and forensic summaries as knowledge base references.	The solution should help store past issues, root cause analysis as knowledge base references. Are we referring to fetch details from the open source?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1188	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 359	Ability to make certain fields in the knowledge article template mandatory	The solution shall provide the capability to designate certain fields in knowledge article templates as mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1189	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 377	The Solution should facilitate the development of a Service Improvement Plan (SIP) linked to the CSI register	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1190	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 397	Ability to create and publish Service Components that may include both Professional Services and Technical Services.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1191	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 402	SLAs must include metrics for link uptime, tunnel availability (overlay/underlay), firewall response latency, and mobile app notification delivery times.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1192	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 402	The Solution must support defining SLAs and escalation rules across multiple Bidders or support teams, enabling seamless coordination for multi-party service delivery.	The Solution must support defining SLAs and escalation rules across support teams. Group Based OLA can be configured . Multi-Party Service Delivery is not feasible	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1193	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 374	Point 374: SLA record have field or fields to record service information. For example: scope, service criticality, contacts, service level targets, agreement date.	The solution shall provide SLA records with dedicated fields to capture comprehensive service information, including service scope, criticality, designated contacts, service level targets, and the agreement date.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1194	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 407	Point 407: Assignments and Escalations to one Bidder should not be accessible to other Bidders.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1195	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 427	The Solution should support local distribution preferred servers and peer downloading	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1196	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 432	The Solution should have ability to track standalone executable- based applications on each computer i.e., Applications that do not need to be installed but just needs to execute a standalone program	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1197	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 441	The Solution should have ability to track changes in inventory and ability to collect registry information	The Solution should have ability to track changes in inventory and ability to collect system information.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1198	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 443	Discovered assets should include detailed metadata such as device name, serial number, hardware/software version, system name, and description for CMDB updates.	Please provide more detail on what description should be available as part of CMDB Updates.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1199	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 459	The System should be able to recognize software whose file name has been changed by the user by reading the original header information.	The proposed solution must be capable of accurately identifying installed software irrespective of changes made to file names by end-users, by reading and analyzing the original file header or metadata information	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1200	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 461	For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis).	For hardware inventory management the system should allow admin to create custom fields and track all the serial numbers. For which device are we referring to fetch Serial Number?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1201	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 477	The Solution should have Self Service Portal for allowing end- user to manage their own devices. This will reduce Helpdesk calls for password reset and other simple tasks.	The proposed solution must provide a Self-Service Portal that enables end-users to independently manage routine IT tasks, including but not limited to password resets, device requests, and software access, thereby reducing the volume of Helpdesk calls and enhancing operational efficiency. What are we referring in regards to user managing their	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1202	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 488	Logical assets such as overlay tunnels, firewall rule sets, and API endpoints should be documented with change/version history.	The Solution must allow documentation of logical assets, including but not limited to overlay tunnels, firewall rule sets, and API endpoints, within the Asset/CMDB module. The Solution should also maintain a complete change and version history for these assets, with traceability ensured through integrated Change Management workflows.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1203	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 474	The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at aggregate level as per LIC's custom policy within Asset Management Solution itself.	The proposed solution must provide an integrated Asset Management module capable of maintaining cost and depreciation details for each asset at both individual and aggregate levels. The solution should allow local administrators to configure and manage these calculations in accordance with the organization's custom policies, and generate reports and dashboards directly within the system without requiring external	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1204	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 425	Solution should provide an out-of-box agent deployment Solution for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group, Policies, login scripts, email, software distribution Solutions, manually installing the agent.	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1205	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 428	The agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available.	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1206	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 434	Solution must include a "Software ID Catalogue" that identifies all commonly used applications / thousands of Standard publishers/ software Bidders & their Solutions.	The solution must include a comprehensive 'Software ID Catalogue' that identifies all commonly used applications, thousands of standard software publishers, and their corresponding solutions. The catalogue should be extensible to allow addition of custom software entries and must support tracking for license compliance and usage.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1207	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 452	The Solution should have ability to execute a script before and/or after installation. It should also support custom script based execution	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1208	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 457	The Solution should support backup and configuration management over SSH, TELNET, FTP, SFTP, NETCONF, and APIs, with capabilities for automated IOS upgrades and configuration pushes.	The solution must provide comprehensive network device configuration and backup management capabilities, supporting commonly used protocols. It should enable firmware upgrades, configuration pushes to multiple devices, version tracking, and rollback options to ensure network reliability and compliance.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1209	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 466	It should allow rollback to previous configurations with side-by- side comparison, identify non-compliant configurations proactively, and send alert notifications with failure reasons	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1210	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 476	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1211	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 483	The Solution must support application/process blacklisting or whitelisting on end user computing devices	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1212	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 475	The Solution should have ability to model power policies before being deployed to estimate savings	Need more information on the types of policies	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1213	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 609	Should maintain a detailed service catalogue that includes descriptions, pricing, and service level agreements (SLAs) for each service.	Should maintain a detailed service catalogue that includes descriptions and service level agreements (SLAs) for each service. Pricing cannot be listed for catalogue but we can list pricing for the asset. Check if we can remove pricing.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1214	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 612	Solution should define service customers / consumers, possible to define teams responsible for each service (technical team, financial team etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1215	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 614	Allow access rights to be assigned depending on the categorization of services based on their status in the portfolio (Planned, Designed, Active, Retired, etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1216	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 616	Each catalogue item should support workflow automation and back-end integration (via REST APIs) with SD-WAN controllers, firewall management systems, and traffic monitoring platforms	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1217	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 617	Catalogue items must support conditional logic (e.g., auto-select underlay path type based on location) and validation of input formats for IPs, ports, and interfaces.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1218	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 618	Catalogue entries must indicate the impact on service availability and provide expected provisioning timelines aligned with change windows.	The solution must support creation of service catalog entries that clearly indicate the impact on service availability and provide expected provisioning timelines. These timelines must be configurable to align with approved change windows and SLA targets.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1219	Annexure F: Technical Specification	Release Management	Page No.128 Point - 535	Point 535: Ability to manually kick off approval process or override approval workflow.	The solution should allow administrators to manually initiate the approval process or override the existing approval workflow when necessary.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1220	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 606	Manage dual-stack IPv4/IPv6 and latest environments.	Duplicate Pointer for 567,641 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1221	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 605	Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions	Duplicate Pointer for 637 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1222	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 604	The system should provide an outage summary that gives a high-level health indication for each device as well as the details and root cause of any outage.	Duplicate Pointer for 636 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1223	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 603	The System should be able to monitor Quality of Service (QoS) parameters configured to provide traffic classification and prioritization for reliable traffic transport. The Solution should be able to discover, and model configured QoS classes, policies and behaviors.	Duplicate Pointer for 635 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1224	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 602	Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down	Duplicate Pointer for 634 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1225	Eligibility Criteria	Eligibility Criteria	Page no. 15 Point no. 5	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>Kindly relax the below criteria for wider participation</p> <p>At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry</p> <p>Point no. 2 ITAM asking for 35000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4.asking 10000 network devices (NMS) request to reduce it to 4000 devices having more than 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1226	Eligibility Criteria	Eligibility Criteria	Page no. 15 Point no. 9	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences Proposed ITAM Solution for at least 50000 Endpoints and Servers Proposed ITOM and capacity management solution for at least 3000 servers Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India. 	<p>Kindly relax the below criteria for wider participation</p> <p>At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry</p> <p>Point no. 2 asking for 50000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4.asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1227	Sizing Requirements	Sizing Requirements	Page no.65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/Service desk user licenses are required.	In case of Named helpdesk/resolver/servicedesk user what count should be considered	Please refer to Corrigendum
1228	Annexure C	Eligibility Criteria	Page no. 94 Point no. 5	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <p>5. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities</p> <p>6. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities</p> <p>7. Proposed ITOM and capacity management solution for at least 1500 servers in at least one the above entities.</p> <p>Note: Maximum of three (3) client reference will be considered to meet the above requirement.</p> <p>Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p> <p>of the above entities</p> <p>8. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of</p>	<p>Kindly relax the below criteria for wider participation</p> <p>At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry</p> <p>Point no. 6 asking for 35000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 8.asking 10000 network devices request to reduce it to 2000 devices having 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1229			Page no. 95 Point no.9	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>Kindly relax the below criteria for wider participation</p> <p>At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry</p> <p>Point no. 2 ITAM asking for 50000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4. asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1230	6. Eligibility Criteria	Eligibility criteria No 5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs or their authorized bidders, as per the Government's Public Procurement (Preference to Make in India) Order. The current criteria may favour a few global OEMs, excluding indigenous OEMs and their partners. Relaxation will ensure fair competition, promote domestic innovation, and support national self-reliance. We request you to make the changes in the pre-qualification as per the following</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities /Enterprise.</p> <p>"</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1231	6. Eligibility Criteria	Eligibility criteria No 9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>We request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"</p> <p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation/ Enterprise in India. "</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>
1232	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point -1	97	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the Technical-scoring criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented/maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end-users at client-organization.</p> <p>The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1233	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 2	97	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request relaxation of the pre-qualification criteria for Class-1 Make in India OEMs with 100% Local Content (LC), in line with the Government's Public Procurement (Preference to Make in India) Order. The current requirement may restrict participation to only a few global OEMs. We therefore request that the criteria be suitably relaxed to enable broader participation, promote domestic innovation, and align with the national vision of self-reliance. We request you to make the changes in the pre qualification as per the following:</p> <p>"The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 2500010,000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU /Enterprise organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1234	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 3	97	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>OEMs do not sell Capacity Management as a standalone licensed module; instead, it is natively integrated as a core part of their main feature set. Mandating a separately licensable module would unfairly exclude major OEMs whose solutions are comprehensive and aligned with industry standards, but do not partition functions in this artificial way.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM should have supplied, implemented / maintained IT operation management (ITOM) solution/Capacity management for minimum of 1000500 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference ->2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1235	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 4	97	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>In reference to the stated Technical scoring criterion on Capacity Management, we submit that this requirement creates bias toward certain OEMs offering it as a standalone license. As per industry practice, Capacity Management is an inherent component of ITOM/Server Performance Management solutions and not procured separately. Mandating it as an independent qualification restricts fair participation and limits competition.</p> <p>We therefore request that the criteria be amended to mandate preference for "Make in India compliant solutions", in alignment with the Public Procurement (Preference to Make in India) Order and Government priorities of self-reliance, cost efficiency, and long-term sustainability. In fact the same criteria is asked in the LIC tender Ref: LIC/CO/IT/DT/2025-26/RFP/PM Date: 14.07.2025</p> <p>In light of this, we propose amending the clause to" The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1236	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 5	98	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to "The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU/Enterprise organization in India.</p> <p>☑ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1237	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 6	98	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management/server performance management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (TWO) IRDAI / RBI regulated entity Or are Government / PSU /Enterprise organisation in India.</p> <p>The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client) Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1238	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 8	99	<p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference ->2 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 'Make in India' OEMs, in line with the Government of India's directives under Notification No. P-45014/33/2021-BE-II (E-64737) from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1239	Annexure F: Technical Specification	Annexure F: Technical Specification	102	Evidence in the compliance format.	<p>Could you please specify what constitutes acceptable evidence for each technical requirement? For example, are you seeking:</p> <p>Product data sheets, brochures, or A detailed technical proposal outlining how the proposed solution meets each requirement?</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1240	Annexure F: Technical Specification	Annexure F: Technical Specification	116	<p>281. The system should support ingestion of raw flow data in formats such as IPFIX, NetFlow v9/v10, JFlow, CFlow, and NetStream from a wide range of devices including routers, switches, firewalls, load balancers, NGFWs, and capable endpoints.</p>	<p>In order to calculate the hardware sizing and license count, please provide following details</p> <p>Sys Log & Flow management</p> <ol style="list-style-type: none"> Total EPS (Event per second) <p>Flow management</p> <ol style="list-style-type: none"> Total EPS (Flow Event per second) 	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1241	Annexure F: Technical Specification	Annexure F: Technical Specification point no 240	113	240 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1242	Annexure F: Technical Specification	Annexure F: Technical Specification point no 482	126	482 - The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	<p>Requiring calendar-based counts of configuration backup successes/failures with regional drill-downs is overly prescriptive and limits flexibility. Modern platforms provide customizable dashboards and reporting, where such views can be created as needed without hardcoding the format. Industry practice emphasizes flexible, user-defined dashboards over rigid specifications.</p> <p>Suggested Alternative: "The solution should support customizable dashboards and reporting with the ability to track backup status and analyze failure causes regionally or globally."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1243	Annexure F: Technical Specification	Annexure F: Technical Specification point no 602	131	602 - Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1244	Annexure F: Technical Specification	Annexure F: Technical Specification point no 627	133	627 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1245	Annexure F: Technical Specification	Annexure F: Technical Specification point no 631	133	631 - Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	<p>The requirement for Spotlight views of router redundancy and VLAN list with topology highlighting is OEM-specific and not essential for ITSM/NMS functionality. Modern NMS platforms already provide flexible topology visualization, VLAN discovery, and device relationship mapping without prescribing a specific "spotlight" feature. Such prescriptive wording risks vendor lock-in and limits fair participation.</p> <p>Suggested Alternative: "The solution should provide topology visualization with the ability to view VLANs and their status."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1246	Annexure F: Technical Specification	Annexure F: Technical Specification point no 634	133	634 - Network Management Solution Console should clearly identify primary links and back up links in topology and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1247	Annexure F: Technical Specification	Annexure F: Technical Specification point no 644	134	644 - Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications.	<p>In reference to Point 644: "Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications."</p> <p>We request clarification on the intended use case for this requirement. Specifically, is the expectation that the NMS/ITSM solution should directly control device-level access and authorization, or that it should integrate with existing IAM/AAA systems (e.g., Active Directory, RADIUS, TACACS) and only manage workflow approvals? Understanding the scope will help ensure the proposed solution meets the exact business need without duplicating IAM/security functionalities.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1248	Annexure F: Technical Specification	Annexure F: Technical Specification point no 706	138	706 - Deep automation-oriented insights to capture and visualize the value of automations in network space. Provide ROI analysis for tasks such as OS Upgrades, Provisioning, Remediation, Diagnostics, Audit Policy Check and Compliance Reporting.	<p>The requirement for deep automation-oriented insights with ROI analysis across OS upgrades, provisioning, remediation, diagnostics, audit, and compliance is highly prescriptive and specific to certain OEMs. It imposes an overwhelming expectation that is not standard for ITSM/NMS solutions. Industry practice is to provide ROI insights at a solution or process level, rather than for each granular automation task. Mandating this risks vendor lock-in and restricts fair competition. We therefore request that the clause be revised or removed to allow ROI reporting at the overall solution level, ensuring vendor-neutrality and realistic implementation.</p> <p>Suggested clause</p> <p>"The solution should provide automation insights and ROI reporting at the overall solution or process level, without mandating task-level granularity."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1249	Annexure F: Technical Specification	Annexure F: Technical Specification point no 754	141	754 - The Solution must support automated configuration recommendations based on learned best practices and offer the ability to apply those changes selectively.	<p>The requirement for automated configuration recommendations based on learned best practices is highly OEM-specific and dependent on proprietary algorithms. This functionality is not a standard feature across NMS/NCM solutions and risks vendor lock-in. Industry-standard NMS/NCM platforms instead provide robust policy compliance, audit, and rollback mechanisms to ensure configuration integrity. We therefore request removal of this clause, or rewording it in vendor-neutral terms to avoid restricting competition.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1250	3. Sizing Requirements	3. Sizing Requirements	66	<p>III LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence</p>	<p>In reference to the clause regarding existing ITSM/Asset Management solutions and associated licenses, we respectfully submit that mandating integration, migration, or commercial offset/credit mechanisms for existing subscriptions inherently favors current OEMs and their bidders. This creates an uneven playing field and restricts participation from qualified new entrants.</p> <p>Modern procurement practices emphasize vendor neutrality and fair competition. Requiring integration or migration of legacy solutions is not essential to delivering the proposed ITSM solution and may increase cost and complexity unnecessarily.</p> <p>We therefore request removal of any requirement for integration, migration, or commercial offset/credit mechanisms related to existing licenses, ensuring a level playing field for all bidders/OEMs.</p>	Please refer to Corrigendum
1251	Eligibility Criteria		15	The Bidder must have an annual turnover of a minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.	As the budget for this project, as indicated on the RFP portal, is INR 50 Cr, we request LIC to kindly consider revising the minimum eligibility criteria to organizations with turnover of more than INR 1000 Cr per year in the last three financial years	Please refer to Corrigendum for Revised Eligibility Criteria
1252	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 20	The Solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous Solution. It should be able to track logged calls	Need more information with regards to the call tracking system	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1253	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.103 Point - 31	Support flow path visualization from source to destination including intermediate hops.	Graphical representation of the complete ticket lifecycle, tracing the request journey from creation through intermediate stages—such as assignment, updates, approvals, and escalations—until final resolution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1254	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.104 Point - 38	All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive <u>service management</u>	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1255	Annexure F: Technical Specification	Incident Management	Page No.104 Point - 47	The solution should have option to identify & record the source of reporting of the incident (such as event/alarm trigger, email, person or group, phone etc.)	If the Source is API, then integration ID which is used will be captured as requester. Group email based ticket is created then requester will be the group.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1256	Annexure F: Technical Specification	Incident Management	Page No.105 Point - 76	Ability to store and maintain alerting distribution lists based on incident types.	Need more details to check the feasibility.	Store alerting lists by incident type (e.g., Security, Network, Application); feasibility depends on system integration
1257	Annexure F: Technical Specification	Problem Management	Page No.106 Point - 96	Solution should allow a problem record to be escalated based on pre-established rules with option to manually overridden conditions	Are we referring to SLA for Problem Management. If yes, Can we create an incident and track the SLA?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1258	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 99	Problem records should be monitored and tracked against tolerance breaches and solution should be able to send notification to respective users whenever there is a breach	Please provide more details	SLA violations, repeated system failures, the solution must notify relevant users immediately when a breach occurs.
1259	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 101	Solution should allow problem resolution to include a workaround and that information can be visible elsewhere like CI (Configuration Item) records, incident records, knowledge data, service reports.	Solution should allow problem resolution to be tracked in Knowledge base, Incident Request and in the Respective problem request and can extracted as a report of that problem Problem Resolution can be tracked in KB, Incident Request and in the respective Problem Request as well as via report of that problem. Could we remove CI, because directly we cannot store	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1260	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 105	Ability to prevent closure of a problem before all assignments have been resolved	Are we referring to the associated request {Request and Change Request}.	Yes, the understanding is correct.
1261	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 116	The ability to present historical data on problems and known errors for use by support staff during the investigation process.	Are we referring to the history of the server or the asset? Or the history of the problem request	It is referring to the history of the problem request

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1262	Annexure F: Technical Specification	Problem Management	Page No.107 Point - 121	Ability to integrate with event and alert monitoring Solutions, and allow for automatic creation, updating and closure of tickets from these Solutions.	Usually Incident ticket will be created for the monitoring solution. Need to understand the use-case for creating it as problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1263	Annexure F: Technical Specification	Change Management	Page No.110 Point - 168	Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA).	Please provide more details.	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation
1264	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 187	CMDB for release build and deployment activities.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1265	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 111 Point - 197	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	Need use-case about when CI goes to Unauthorized state to confirm the feasibility.	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation
1266	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 210	The Solution should allow configuring automatic workflow actions triggered by specific CI field values or changes.	Need more details/ Use-case to check from the feasibility.	Trigger Change Request: If a CI's Status changes to "In Maintenance", initiate a linked change request for approval.
1267	Annexure F: Technical Specification	CMDB & Configuration Management	Page No. 112 Point - 223	Ingest SDN topology and configuration using APIs and model flow paths.	The Solution shall provide the capability to ingest Software Defined Network (SDN) topology and configuration details through APIs and accurately model network flow paths, ensuring visibility into traffic patterns and efficient troubleshooting of performance issues.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1268	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.117 Point - 303	Ability to quickly gain efficiencies in the delivery and support of IT services through a self-service Solution on top of your existing ITSM implementation (incident, change, asset, work orders)	Need more details on Work Order requirement.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1269	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 319	The Solution should apply rules controlling the re-opening a service request	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1270	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No.118 Point - 337	The Solution should be capable of automating service desk processes, capturing & tracking information & speeding problem solving process.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1271	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	Page No:118 Point - 332	Tickets pertaining to a Zone or Division or Branch should be accessible only to devices within its domain.	The solution should ensure that tickets related to a specific Zone, Division, or Branch are accessible only to users and devices within the corresponding domain, maintaining strict access control and segregation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1272	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 348	Solution should provide feature to find out knowledge Gaps.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1273	Annexure F: Technical Specification	Knowledge Management	Page No:120 Point - 369	Store past breach patterns and forensic summaries as knowledge base references.	The solution should help store past issues, root cause analysis as knowledge base references. Are we referring to fetch details from the open source?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1274	Annexure F: Technical Specification	Knowledge Management	Page No:119 Point - 359	Ability to make certain fields in the knowledge article template mandatory	The solution shall provide the capability to designate certain fields in knowledge article templates as mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1275	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 377	The Solution should facilitate the development of a Service Improvement Plan (SIP) linked to the CSI register	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1276	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 397	Ability to create and publish Service Components that may include both Professional Services and Technical Services.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1277	Annexure F: Technical Specification	Service Level Management	Page No.121 Point - 402	SLAs must include metrics for link uptime, tunnel availability (overlay/underlay), firewall response latency, and mobile app notification delivery times.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1278	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 402	The Solution must support defining SLAs and escalation rules across multiple Bidders or support teams, enabling seamless coordination for multi-party service delivery.	The Solution must support defining SLAs and escalation rules across support teams. Group Based OLA can be configured . Multi-Party Service Delivery is not feasible	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1279	Annexure F: Technical Specification	Service Level Management	Page No.120 Point - 374	Point 374: SLA record have field or fields to record service information. For example: scope, service criticality, contacts, service level targets, agreement date.	The solution shall provide SLA records with dedicated fields to capture comprehensive service information, including service scope, criticality, designated contacts, service level targets, and the agreement date.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1280	Annexure F: Technical Specification	Service Level Management	Page No.122 Point - 407	Point 407: Assignments and Escalations to one Bidder should not be accessible to other Bidders.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1281	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 427	The Solution should support local distribution preferred servers and peer downloading	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1282	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 432	The Solution should have ability to track standalone executable- based applications on each computer i.e., Applications that do not need to be installed but just needs to execute a standalone program	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1283	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 441	The Solution should have ability to track changes in inventory and ability to collect registry information	The Solution should have ability to track changes in inventory and ability to collect system information.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1284	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 443	Discovered assets should include detailed metadata such as device name, serial number, hardware/software version, system name, and description for CMDB updates.	Please provide more detail on what description should be available as part of CMDB Updates.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1285	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 459	The System should be able to recognize software whose file name has been changed by the user by reading the original header information.	The proposed solution must be capable of accurately identifying installed software irrespective of changes made to file names by end-users, by reading and analyzing the original file header or metadata information.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1286	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 461	For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis).	For hardware inventory management the system should allow admin to create custom fields and track all the serial numbers. For which device are we referring to fetch Serial Number?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1287	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 477	The Solution should have Self Service Portal for allowing end- user to manage their own devices. This will reduce Helpdesk calls for password reset and other simple tasks.	The proposed solution must provide a Self-Service Portal that enables end-users to independently manage routine IT tasks, including but not limited to password resets, device requests, and software access, thereby reducing the volume of Helpdesk calls and enhancing operational efficiency. What are we referring in regards to user managing their	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1288	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 488	Logical assets such as overlay tunnels, firewall rule sets, and API endpoints should be documented with change/version history.	The Solution must allow documentation of logical assets, including but not limited to overlay tunnels, firewall rule sets, and API endpoints, within the Asset/CMDB module. The Solution should also maintain a complete change and version history for these assets, with traceability ensured through integrated Change Management workflows.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1289	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 474	The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at aggregate level as per LIC's custom policy within Asset Management Solution itself.	The proposed solution must provide an integrated Asset Management module capable of maintaining cost and depreciation details for each asset at both individual and aggregate levels. The solution should allow local administrators to configure and manage these calculations in accordance with the organization's custom policies, and generate reports and dashboards directly within the system without requiring external	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1290	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 425	Solution should provide an out-of-box agent deployment Solution for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group, Policies, login scripts, email, software distribution Solutions, manually installing the agent.	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1291	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 428	The agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available.	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1292	Annexure F: Technical Specification	Asset Management	Page No.123 Point - 434	Solution must include a "Software ID Catalogue" that identifies all commonly used applications / thousands of Standard publishers/ software Bidders & their Solutions.	The solution must include a comprehensive 'Software ID Catalogue' that identifies all commonly used applications, thousands of standard software publishers, and their corresponding solutions. The catalogue should be extensible to allow addition of custom software entries and must support tracking for license compliance and usage.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1293	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 452	The Solution should have ability to execute a script before and/or after installation. It should also support custom script based execution	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1294	Annexure F: Technical Specification	Asset Management	Page No.124 Point - 457	The Solution should support backup and configuration management over SSH, TELNET, FTP, SFTP, NETCONF, and APIs, with capabilities for automated IOS upgrades and configuration pushes.	The solution must provide comprehensive network device configuration and backup management capabilities, supporting commonly used protocols. It should enable firmware upgrades, configuration pushes to multiple devices, version tracking, and rollback options to ensure network reliability and compliance.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1295	Annexure F: Technical Specification	Asset Management	Page No.125 Point - 466	It should allow rollback to previous configurations with side-by- side comparison, identify non-compliant configurations proactively, and send alert notifications with failure reasons	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1296	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 476	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1297	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 483	The Solution must support application/process blacklisting or whitelisting on end user computing devices	Please help removing this pointers since it can be achieved as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1298	Annexure F: Technical Specification	Asset Management	Page No.126 Point - 475	The Solution should have ability to model power policies before being deployed to estimate savings	Need more information on the types of policies	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1299	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 609	Should maintain a detailed service catalogue that includes descriptions, pricing, and service level agreements (SLAs) for each service.	Should maintain a detailed service catalogue that includes descriptions and service level agreements (SLAs) for each service. Pricing cannot be listed for catalogue but we can list pricing for the asset. Check if we can remove pricing.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1300	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 612	Solution should define service customers / consumers, possible to define teams responsible for each service (technical team, financial team etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1301	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 614	Allow access rights to be assigned depending on the categorization of services based on their status in the portfolio (Planned, Designed, Active, Retired, etc.)	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1302	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 616	Each catalogue item should support workflow automation and back-end integration (via REST APIs) with SD-WAN controllers, firewall management systems, and traffic monitoring platforms	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1303	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 617	Catalogue items must support conditional logic (e.g., auto-select underlay path type based on location) and validation of input formats for IPs, ports, and interfaces.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1304	Annexure F: Technical Specification	Service Catalogue Management	Page No.132 Point - 618	Catalogue entries must indicate the impact on service availability and provide expected provisioning timelines aligned with change windows.	The solution must support creation of service catalog entries that clearly indicate the impact on service availability and provide expected provisioning timelines. These timelines must be configurable to align with approved change windows and SLA targets.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1305	Annexure F: Technical Specification	Release Management	Page No.128 Point - 535	Point 535: Ability to manually kick off approval process or override approval workflow.	The solution should allow administrators to manually initiate the approval process or override the existing approval workflow when necessary.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1306	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 606	Manage dual-stack IPv4/IPv6 and latest environments.	Duplicate Pointer for 567,641 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1307	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 605	Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions	Duplicate Pointer for 637 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1308	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 604	The system should provide an outage summary that gives a high-level health indication for each device as well as the details and root cause of any outage.	Duplicate Pointer for 636 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1309	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 603	The System should be able to monitor Quality of Service (QoS) parameters configured to provide traffic classification and prioritization for reliable traffic transport. The Solution should be able to discover, and model configured QoS classes, policies and behaviors.	Duplicate Pointer for 635 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1310	Annexure F: Technical Specification	Availability Management	Page No.131 Point - 602	Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down	Duplicate Pointer for 634 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1311	Eligibility Criteria	Eligibility Criteria	Page no. 15 Point no. 5	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>OEM Criteria: Kindly relax the below criteria for wider participation</p> <p>At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry</p> <p>Point no. 2 ITAM asking for 35000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4. asking 10000 network devices (NMS) request to reduce it to 4000 devices having more than 500 branches</p> <p>Bidder Criteria: Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>The Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India - please include Pvt Ltd & Ltd Organizations as well</p> <p>Point no. 2 asking for 35000 endpoints request to reduce it for 8000 endpoints</p> <p>Point no. 3 asking 1500 devices request to reduce it to 1000 devices</p> <p>Point no. 4 asking for 10000 network devices request to</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1312	Eligibility Criteria	Eligibility Criteria	Page no. 15 Point no. 9	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India. 	<p>Kindly relax the below criteria for wider participation</p> <p>At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry</p> <p>Point no. 2 asking for 50000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 4. asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1313	Sizing Requirements	Sizing Requirements	Page no.65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/Service desk user licenses are required.	In case of Named helpdesk/resolver/servicedesk user what count should be considered	Please refer to Corrigendum

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1314	Annexure C	Eligibility Criteria	Page no. 94 Point no. 5	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <p>5. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities</p> <p>6. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities</p> <p>7. Proposed ITOM and capacity management solution for at least 1500 servers in at least one the above entities.</p> <p>Note: Maximum of three (3) client reference will be considered to meet the above requirement. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p> <p>of the above entities</p> <p>8. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of</p>	<p>OEM Criteria: Kindly relax the below criteria for wider participation</p> <p>At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry</p> <p>Point no. 6 asking for 35000 endpoints request to reduce it for 20000 endpoints</p> <p>Point no. 8. asking 10000 network devices request to reduce it to 2000 devices having 500 branches</p> <p>Bidder Criteria: Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>The Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India - please include Pvt Ltd & Ltd Organizations as well</p> <p>Point no. 6 asking for 35000 endpoints request to reduce it for 8000 endpoints</p> <p>Point no. 7 asking 1500 devices request to reduce it to 1000 devices</p> <p>Point no. 8 asking for 10000 network devices request to reduce it to 1000 network devices</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1315	Annexure C	Eligibility Criteria	Page no. 94 Point no. 2	The Bidder must have an annual turnover of a minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>Minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years - please reduce it to minimum 5 Crores during any 2 out of the last 3 audited FY.</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1316	Annexure C	Eligibility Criteria	Page no. 94 Point no. 4	The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>Minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation - please include Pvt Ltd & Ltd Organizations as well</p>	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1317	Annexure C	Eligibility Criteria	Page no. 95 Point no. 7	Bidder should have the ISO 27001 certification valid on the date of the RFP	Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well Bidder should have the ISO 27001 certification. - please consider ISO 9001 certification as well	Please refer to Corrigendum for Revised Eligibility Criteria
1318	Annexure C	Eligibility Criteria	Page no. 95 Point no.9	During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below: 1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India	Kindly relax the below criteria for wider participation At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry Point no. 2 ITAM asking for 50000 endpoints request to reduce it for 20000 endpoints Point no. 4. asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches	Please refer to Corrigendum for Revised Eligibility Criteria
1319	Annexure D	Technical Scoring	Page no. 97 Point no. 1	The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. 1. Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.) Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.	Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well Minimum of 10000 end -users at client organization with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government / PSU organization - please reduce it to atleast one with 7000 end-users (200 Technicians) & rest with 3500 end-users (100 Technicians) at client organization from Pvt Ltd & Ltd Organizations as well.	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1320	Annexure D	Technical Scoring	Page no. 97 Point no. 2	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>1. Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the</p>	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>Minimum of 25000 Endpoints - please reduce it to atleast one with 8000 endpoints & rest with 3000 endpoints from Pvt Ltd & Ltd Organizations as well.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1321	Annexure D	Technical Scoring	Page no. 97 Point no. 3	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>1. Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p>	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>Minimum of 1000 Servers and storage devices from proposed OEM's in IRDAI or RBI regulated entity / Government / PSU Organization - please reduce it to atleast one with 1000 devices & rest with 300 devices from Pvt Ltd & Ltd Organizations as well.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1322	Annexure D	Technical Scoring	Page no. 98 Point no. 5	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>1. Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the</p>	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>Minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization - please reduce it to atleast one with 1000 devices & rest with 300 devices from Pvt Ltd & Ltd Organizations as well.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1323	Annexure D	Technical Scoring	Page no. 98 Point no. 6	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>1.For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client)</p>	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>Minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation - please reduce it to requested counts from Pvt Ltd & Ltd Organizations as well.</p> <p>ITSM Solution - Atleast one with 7000 end-users (200 Technicians) & rest with 3500 end-users (100 Technicians) at client organization</p> <p>ITAM Solution - Atleast one with 8000 endpoints & rest with 3000 endpoints</p> <p>ITOM Solution - Atleast one with 1000 devices & rest with 300 devices</p> <p>NMS Solution - Atleast one with 1000 devices & rest with 300 devices</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1324	Annexure D	Technical Scoring	Page no. 99 Point no. 8	<p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>1.Every reference ->2 Marks subject to a maximum of 5 Marks</p>	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation - please reduce it to 50 Lacs from Pvt Ltd & Ltd Organizations as well.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1325	Annexure D	Technical Scoring	Page no. 99 Point no. 10	<p>The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>1.Up-to 10 resources -> No marks 2.Every Additional 1 Resource ->1 Mark subject to</p>	<p>Kindly relax the below criteria to provide equal opportunity to MSME Organizations as well</p> <p>Up-to 10 resources -> No marks - please reduce it to 5 resources with No Marks.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1326	Section E: Scope of Services	3.Sizing Requirements	Page No.65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 enduser/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/ServiceDesk user licenses are required.	In case of Named helpdesk/resolver/serviceDesk user what count should be considered ? Please provide more details on how User Management will be handled.	Please refer to Corrigendum
1327	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	OpenText ITSM Solution which includes Incident management, Problem management, CMDB & Configuration Management and Asset management – HAM.	Please provide more details on the migrations that need to be covered as part of the solution	Details will be shared with successful bidder
1328	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	Manage Engine Solution for Release & Deployment management and Nutanix Solution for monitoring and Capacity management.	Please provide more details on the migration and integrations to be covered as part of the solution.	Details will be shared with successful bidder
1329	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	OpenText Enterprise Network management system Solution, which includes Network nodemanager, service node manager, Smart plugin, NPS- Capacity, etc.	Please provide more details on the migrations that need to be covered as part of the solution	Details will be shared with successful bidder
1330	Section E: Scope of Services	1. Brief Scope of Work	Page No.51 Point - 10	The proposed ITSM Solution should integrate with the LIC existing Asset management Solutions	Please provide more details on the existing Asset Management solution and the expected migrations.	Details will be shared with successful bidder
1331	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 8	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations. Please provide more details on the DC, DR setup. Need High Availability on DC as well as DR or just DC DR setup is	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1332	Annexure F: Technical Specification	CMDB & Configuration Management	197	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	What does it mean by unauthorized state	Eg: Network Deployment Package” that includes consulting hours, hardware setup, and post-installation support.
1333	Annexure F: Technical Specification	CMDB & Configuration Management	207	The Solution should monitor privilege changes and configurations across Active Directory, ERP, databases, firewall rule bases, web servers, and other infrastructure components to identify unauthorized or high-risk activity.	We Humbly request LIC to remove this clause as this requires additional solution relevant to DAM solution and should not be part of ITSM, ITOM & ITAM RFP	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1334	Annexure F: Technical Specification	CMDB & Configuration Management	222	Track overlay tunnel configurations and associated traffic flows.	What kind of traffic flow e.g. S-FLOW, J-FLOW? How will be the tunnel configuration will be exposed?	for example, allowing branch office devices to download software updates from a nearby local server or peer device instead of over the WAN, reducing bandwidth usage and improving speed.
1335	Annexure F: Technical Specification	CMDB & Configuration Management	223	Ingest SDN topology and configuration using APIs and model flow paths.	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1336	Annexure F: Technical Specification	CMDB & Configuration Management	484	The Solution must be able to perform compliance checks as Cyber Security to ensure compliance as per IRDAI guidelines	We request to clarify is the requirement is only for Desktops/Laptops & Neworks and for servers it will be taken care by existing server patch management solution	Motherboard chassis Disk arrays Storage controllers Hard drive chassis Network interface cards (NICs) Power supplies Peripheral devices (e.g., monitors, keyboards)
1337	Annexure F: Technical Specification	Availability Management	556	The Solution should provide functions for tracking Availability and Continuity exercise schedule and status	We request you to provide details on the exact use case requirement	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1338	Annexure F: Technical Specification	Network Management System	625	The topology of the entire Network should be available in a single map along with a Network state poller with aggressive/customizable polling intervals.	The solution is capable to show the topology in single map and also have the functionality to customize the polling intervals separately and not on the maps. Kindly confirm if this meets your requirement	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1339	Annexure F: Technical Specification	Network Management System	631	Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	Tool can provide VLAN topology separately. This is will meet the objective. Kindly confirm	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1340	Annexure F: Technical Specification	Network Management System	638	Should be able to generate a graphical representation of the network. Identify which devices are inactive or out of compliance. Use filters to immediately view isolated specific network segments. Capture a snapshot of the current state of the network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC and IP address and host name.	Need clarity on out of compliance and Capture a snapshot of current state of the network use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1341	Annexure F: Technical Specification	Network Management System	681	Solution should adhere to Micro services and thus be built on modern container technologies (like Docker, Kubernetes) mode. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK, CNCF certified) platform provided by the bidder.	We Humbly request LIC to remove this clause as NMS is light weight tools and can be installed on VM based solution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1342	Annexure F: Technical Specification	Network Management System	690	Proposed NMS solution must support Network Telemetry collector-based monitoring of Network infra to reduce overhead of data gathering from network nodes.	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1343	Annexure F: Technical Specification	Network Management System	704	Solution should identify underutilized servers – both physical and virtual – providing the necessary metrics to assess utilization. Metrics should include server name, management IP, CPU utilization, Used Memory, network traffic, number of processes, number of users, and a normalized average ranking.	We Humbly request LIC to remove this clause as not related to Network Management System	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1344	Annexure F: Technical Specification	Network Management System	707	Out of the box support for Ansible integration for configuration automation.	Need more clarity on the use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1345	Annexure F: Technical Specification	Network Management System	729	The solution should provide alert, in case of failure of overlay from a location. It should also provide alert if an alternative overlay is being used to reach its destination.	Need more clarity on the use case	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1346	Annexure F: Technical Specification	Network Management System	751	The Solution should support AI / GPT-powered analysis features for anomaly detection and predictive insight generation in infrastructure monitoring environments.	What is the GenAI model that LIC will be providing? Is it OnPrem or SaaS?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1347	Annexure F: Technical Specification	Reports & Dashboards	821	The Security Reports module must be included, with the following capabilities: <ol style="list-style-type: none"> 1. IPS Event Collection Report to provide insights into intercepted IPS signatures, including associated IP addresses. 2. Firewall Enforcement Report to show rule hit counts by traffic category (allow, drop, inspect). 3. Malware File Collection Report detailing blocked malicious files along with their sources. 4. Internet Browsing Report offering categorized 	We Humbly request LIC to remove this clause	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1348		Reports & Dashboards		Show NAC success/fail trends, device posture stats, and non-compliant endpoints.	We Humbly request LIC to modify the clause as below. Show device posture stats, and non-compliant endpoints.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1349	Annexure F: Technical Specification	Reports & Dashboards	862	Generate forensic event reports showing affected IPs, time of anomaly, and involved services.	We Humbly request LIC to remove this clause as this is related to IPAM	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1350	3. Sizing Requirements	Point I	66	<p>I. The selected OEM shall provide a 3 - month pre-subscription deployment period ("Deployment Subscription") prior to the 'Go Live' and commencement of the actual commercial subscription term at no additional cost to LIC. In the event that the implementation and successful go live of the solution is delayed due to reasons solely attributable to the OEM or its authorized implementation partner, the Deployment Subscription period shall be automatically extended by a duration equivalent to the delay period, at no additional cost to LIC. These licenses will be used exclusively for purposes of: Pre-production deployment Integration testing UAT (User Acceptance Testing) Performance/stress testing Staff training and familiarization. The deployment licenses should be fully functional, support all proposed features/modules, and be technically identical to the production version to ensure a seamless transition to go-live. The OEM must ensure that support and updates (including bug fixes and patches) are provided for the deployment licenses during this period. The 3-month deployment license period shall commence upon formal written request by LIC and may overlap with final configuration and staging activities.</p>	<p>We understand and agree to the requirement of providing a 3-month pre-subscription deployment period at no additional cost to LIC.</p> <p>However, we seek clarification on how such delays will be handled in scenarios where the delay is attributable to LIC — for example, delays in approvals, environment readiness (network port opening, VAPT, CISO clearance, etc.), or dependencies on LIC's internal teams. In such cases, will LIC appropriately adjust the OEM license commercial subscription start date.</p>	Please adhere to the RFP clause
1351	3. Sizing Requirements	Point II	66	<p>Subscription Utilization Flexibility and True-Up/True-Down While the mentioned Subscription Quantities are indicative, actual subscription consumption may vary at the time of go-live or during subsequent renewals and there needs to be subscription utilisation flexibility. Subscription will be taken for the actual count usage at the end of Deployment period of 3 months. At each annual renewal milestone, a true-up/true-down exercise shall be conducted based on actual usage (as validated through reports or deployment audit) and the subscription will be increased / decreased as per requirement. The subscription count and charges for the subsequent year shall be adjusted accordingly. Any endpoint using the subscription post go live in previous subscription year , for less than 90 days not be counted for charges and for 90 days and above will be counted for full year subscription charges.</p>	<p>We request you to kindly clarify how LIC would consider the scenario wherein there is unavailability of endpoints or systems due to reasons beyond the bidder's control — such as force majeure events, network outages, system unavailability, system in repair, discarded, asset transfer to warehouse or disruptions caused by third-party service providers. We would like to understand how such situations will be treated in relation to the clause stipulating the 90-day period for subscription renewal consideration.</p> <p>We would appreciate your guidance on how such instances should be communicated and what supporting documentation would be required for LIC's evaluation.</p>	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1352	3. Sizing Requirements	Point III	66	<p>III. LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS- Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence.</p>	<p>As a bidder aligned with a specific OEM, we would like to clarify that we do not have the authorization to manage with third-party OEM solutions such as Sapphire IMS, OpenText, ManageEngine, or Nutanix. To best of our knowledge, usually the licenses of mentioned solutions are non-transferable, we would not be in a position to utilize or commercially offset them through discounts or extended terms.</p> <p>We respectfully request LIC to remove the requirement to manage these existing OEM solutions</p>	Please refer to Corrigendum
1353	3. Sizing Requirements	Point IV	66	<p>RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE: There would be no change in the subscription charges for the initial 5 years other than the quoted subscription charges in the bid. Subscription charges post 5 years will be revised by applying same discount percentage as offered in this proposal to the published pricing by the OEM as available prior to the renewal date. However, any increase in the subscription charges post 5 years will be capped to maximum increase of 5% on annual basis.</p>	<p>We would like to highlight that, as per our OEM's global pricing policy, there is a standard year-on-year price increase in the range of 10–12%. Additionally, considering the potential appreciation of the USD over a 5-year period, it becomes commercially unviable to commit to a maximum cap of 5% annual increase.</p> <p>We request LIC to kindly reconsider this clause while retaining the right to negotiate based on prevailing market conditions and mutual agreement at the time of renewal.</p>	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1354	6 Eligibility Criteria & Annexure C: Eligibility Criteria	Point 10	16	The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:	<p>OEM to share justification</p> <p>We humble request you to change the clause as mentioned below:</p> <p>The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert or PinkVerify. The PeopleCert / PinkVerify accreditation must meet at least one of the following thresholds:</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1355	Current State Assessment & Infrastructure Details	Current ITSM Environment			What is the current utilization and performance baseline of the existing solution?	Details will be shared with successful bidder
1356	Current State Assessment & Infrastructure Details	Current ITSM Environment			Are there existing integration points between OpenText ITSM and the ManageEngine/Nutanix solutions that we need to maintain?	Details will be shared with successful bidder
1357	Current State Assessment & Infrastructure Details	Asset Inventory Validation			Can you provide the current inventory with breakdown by location (DC/DR/branches)?	Details will be shared with successful bidder
1358	Current State Assessment & Infrastructure Details	Asset Inventory Validation			Are there any planned infrastructure changes or migrations during the 5-year contract period?	Details will be shared with successful bidder
1359	Current State Assessment & Infrastructure Details	Network & Security Architecture			Can you provide network topology diagrams showing current monitoring infrastructure?	Details will be shared with successful bidder
1360	Current State Assessment & Infrastructure Details	Network & Security Architecture			What SIEM solution is currently in use and what are its integration capabilities?	Details will be shared with successful bidder
1361	Current State Assessment & Infrastructure Details	Network & Security Architecture			Which PAM solution needs to be integrated, and what APIs are available?	Details will be shared with successful bidder
1362	Current State Assessment & Infrastructure Details	Existing ITIL Processes			What is the current maturity level of ITIL processes in your organization?	Details will be shared with successful bidder
1363	Current State Assessment & Infrastructure Details	Existing ITIL Processes			Are there documented workflows and approval matrices that need to be replicated in the new solution?	Details will be shared with successful bidder

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1364	Current State Assessment & Infrastructure Details	Existing ITIL Processes			What are the current SLA definitions and how are they measured?	Details will be shared with successful bidder
1365	Current State Assessment & Infrastructure Details	User Access and Authentication			Are there specific LIC departments that require segregated access or workflows?	Details will be shared with successful bidder
1366	Technical Requirements Clarification	Legacy System Integration			Given the existing Sapphire IMS licenses valid until Aug 2029, is the expectation full migration or co-existence with data synchronization?	Please refer to Corrigendum
1367	Technical Requirements Clarification	Legacy System Integration			What specific data fields need to be migrated from existing OpenText ITSM solution?	Details will be shared with successful bidder
1368	Technical Requirements Clarification	Legacy System Integration			Are there any hard dependencies on existing ManageEngine Release & Deployment workflows that cannot be changed?	Details will be shared with successful bidder
1369	Technical Requirements Clarification	Third-party System Integrations			Can you provide API documentation for your existing SMS Gateway?	Details will be shared with successful bidder
1370	Technical Requirements Clarification	Third-party System Integrations			What monitoring tools (beyond those mentioned) need integration for auto-ticketing?	Details will be shared with successful bidder
1371	Technical Requirements Clarification	Third-party System Integrations			Are there any custom applications or databases that require integration?	Details will be shared with successful bidder
1372	Technical Requirements Clarification	Security Integration Requirements			Are there existing security policies or configurations that must be preserved?	Details will be shared with successful bidder
1373	Technical Requirements Clarification	Security Integration Requirements			What encryption standards are currently in use for data at rest and in transit?	Details will be shared with successful bidder
1374	Technical Requirements Clarification	Performance Expectations			What are your current system response time baselines that need to be maintained or improved?	Details will be shared with successful bidder
1375	Technical Requirements Clarification	Performance Expectations			During peak hours, what is the actual concurrent user load on existing systems?	Details will be shared with successful bidder
1376	Technical Requirements Clarification	Performance Expectations			Are there specific performance benchmarks or metrics that the new solution must achieve?	Details will be shared with successful bidder
1377	Technical Requirements Clarification	Disaster Recovery Requirements			What are your current RTO and RPO requirements for ITSM operations?	Details will be shared with successful bidder

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1378	Implementation Approach and Constraints	Implementation Dependencies			Are there any organizational changes, migrations, or other IT projects during the 40-week implementation that could impact this project? The 40-week window is very small for such an enterprise-level implementation with approvals, dependencies, workshops, testing, and go-live activities—how will this be managed?	Details will be shared with successful bidder
1379	Risk Assessment and Mitigation	Integration Complexity			Are there backup systems or manual processes available if integration issues arise?	Details will be shared with successful bidder
1380	Risk Assessment and Mitigation	Integration Complexity			What testing environments are available that mirror production for integration validation?	Details will be shared with successful bidder
1381	Risk Assessment and Mitigation	Data Migration and Quality			What is the data quality status in existing systems, and are there known data cleansing requirements?	Details will be shared with successful bidder
1382	Risk Assessment and Mitigation	Data Migration and Quality			How will data consistency be maintained across multiple systems during migration?	Details will be shared with successful bidder
1383	Risk Assessment and Mitigation	Data Migration and Quality			Are there data retention policies that affect migration scope or approach?	Details will be shared with successful bidder
1384	Risk Assessment and Mitigation	Business Continuity			How will you handle helpdesk operations during system transitions?	Details will be shared with successful bidder
1385	Risk Assessment and Mitigation	Business Continuity			Are there alternative communication channels if the new system experiences issues?	Details will be shared with successful bidder
1386	Risk Assessment and Mitigation	Compliance and Audit			When is your IRDAI audit scheduled, and does the system need to be operational for it?	Details will be shared with successful bidder
1387	Risk Assessment and Mitigation	Compliance and Audit			Are there other regulatory inspections or audits that could impact implementation timeline?	Details will be shared with successful bidder
1388	Additional Considerations	Knowledge Transfer and Dependency			How will intellectual property rights be handled for any customizations or configurations?	Details will be shared with successful bidder

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1389	Section E: Scope of Services	3.Sizing Requirements	Page No.65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 enduser/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/ServiceDesk user licenses are required.	In case of Named helpdesk/resolver/serviceDesk user what count should be considered ? Please provide more details on how User Management will be handled.	Please refer to Corrigendum
1390	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	OpenText ITSM Solution which includes Incident management, Problem management, CMDB & Configuration Management and Asset management – HAM.	Please provide more details on the migrations that need to be covered as part of the solution	Details will be shared with successful bidder
1391	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	Manage Engine Solution for Release & Deployment management and Nutanix Solution for monitoring and Capacity management.	Please provide more details on the migration and integrations to be covered as part of the solution.	Details will be shared with successful bidder
1392	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	OpenText Enterprise Network management system Solution, which includes Network nodemanager, service node manager, Smart plugin, NPS- Capacity, etc.	Please provide more details on the migrations that need to be covered as part of the solution	Details will be shared with successful bidder
1393	Section E: Scope of Services	1. Brief Scope of Work	Page No.51 Point - 10	The proposed ITSM Solution should integrate with the LIC existing Asset management Solutions	Please provide more details on the existing Asset Management solution and the expected migrations.	Details will be shared with successful bidder
1394	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 20"	"The Solution should integrate the call tracking and ticketing with the existing system or provide the same with entries from historical data of the previous Solution. It should be able to track logged calls."	Need more information with regards to the call tracking system	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1395	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.103 Point - 31"	Support flow path visualization from source to destination including intermediate hops.	Graphical representation of the complete ticket lifecycle, tracing the request journey from creation through intermediate stages—such as assignment, updates, approvals, and escalations—until final resolution.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1396	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	"Page No.104 Point - 38"	"All AI Ops functions including anomaly detection, trend forecasting, and correlation should extend beyond infrastructure elements to business service-level insights for proactive service management."	The solution should provide event correlation capabilities, real-time alerts to administrators, along with both real-time and historical performance analysis. It should support trend reporting and flexible ad-hoc reporting for deeper insights.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1397	Annexure F: Technical Specification	Incident Management	"Page No.104 Point - 47"	The solution should have option to identify & record the source of reporting of the incident (such as event/alarm trigger, email, person or group, phone etc.)	"If the Source is API, then integration ID which is used will be captured as requester. Group email based ticket is created then requester will be the group."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1398	Annexure F: Technical Specification	Incident Management	"Page No.105 Point - 76"	Ability to store and maintain alerting distribution lists based on incident types.	Need more details to check the feasibility.	Store alerting lists by incident type (e.g., Security, Network, Application); feasibility depends on system integration
1399	Annexure F: Technical Specification	Problem Management	"Page No.106 Point - 96"	Solution should allow a problem record to be escalated based on pre-established rules with option to manually overridden conditions	Are we referring to SLA for Problem Management. If yes, Can we create an incident and track the SLA?	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1400	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 99"	Problem records should be monitored and tracked against tolerance breaches and solution should be able to send notification to respective users whenever there is a breach	Please provide more details	SLA violations, repeated system failures, the solution must notify relevant users immediately when a breach occurs.
1401	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 101"	Solution should allow problem resolution to include a workaround and that information can be visible elsewhere like CI (Configuration Item) records, incident records, knowledge data, service reports.	"Solution should allow problem resolution to be tracked in Knowledge base, Incident Request and in the Respective problem request and can extracted as a report of that problem Problem Resolution can be tracked in KB, Incident Request and in the respective Problem Request as well as via report of that problem. Could we remove CI, because directly we cannot store workarounds,resolution within CI"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1402	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 105"	Ability to prevent closure of a problem before all assignments have been resolved	Are we referring to the associated request {Request and Change Request}.	Yes, the understanding is correct.
1403	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 116"	The ability to present historical data on problems and known errors for use by support staff during the investigation process.	Are we referring to the history of the server or the asset? Or the history of the problem request	It is referring to the history of the problem request
1404	Annexure F: Technical Specification	Problem Management	"Page No.107 Point - 121"	Ability to integrate with event and alert monitoring Solutions, and allow for automatic creation, updating and closure of tickets from these Solutions.	Usually Incident ticket will be created for the monitoring solution. Need to understand the use-case for creating it as problem request.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1405	Annexure F: Technical Specification	Change Management	"Page No.110 Point - 168"	Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA).	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1406	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 111 Point - 187"	CMDB for release build and deployment activities.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1407	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 111 Point - 197"	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	Need use-case about when CI goes to Unauthorized state to confirm the feasibility.	An unauthorized state means a Configuration Item (CI) has been changed or is operating outside its approved configuration, without proper approval or documentation
1408	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 112 Point - 210"	The Solution should allow configuring automatic workflow actions triggered by specific CI field values or changes.	Need more details/ Use-case to check from the feasibility.	Trigger Change Request: If a CI's Status changes to "In Maintenance", initiate a linked change request for approval.
1409	Annexure F: Technical Specification	CMDB & Configuration Management	"Page No. 112 Point - 223"	Ingest SDN topology and configuration using APIs and model flow paths.	The Solution shall provide the capability to ingest Software Defined Network (SDN) topology and configuration details through APIs and accurately model network flow paths, ensuring visibility into traffic patterns and efficient troubleshooting of performance issues.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1410	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No.117 Point - 303"	"Ability to quickly gain efficiencies in the delivery and support of IT services through a self-service Solution on top of your existing ITSM implementation (incident, change, asset, work orders)"	Need more details on Work Order requirement.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1411	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No.118 Point - 319"	The Solution should apply rules controlling the re-opening a service request	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1412	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No.118 Point - 337"	"The Solution should be capable of automating service desk processes, capturing & tracking information & speeding problem solving process."	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1413	Annexure F: Technical Specification	Service Desk and Service Request Fulfilment Management	"Page No:118 Point - 332"	Tickets pertaining to a Zone or Division or Branch should be accessible only to devices within its domain.	The solution should ensure that tickets related to a specific Zone, Division, or Branch are accessible only to users and devices within the corresponding domain, maintaining strict access control and segregation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1414	Annexure F: Technical Specification	Knowledge Management	"Page No:119 Point - 348"	Solution should provide feature to find out knowledge Gaps.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1415	Annexure F: Technical Specification	Knowledge Management	"Page No:120 Point - 369"	Store past breach patterns and forensic summaries as knowledge base references.	"The solution should help store past issues, root cause analysis as knowledge base references. Are we referring to fetch details from the open source?"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1416	Annexure F: Technical Specification	Knowledge Management	"Page No:119 Point - 359"	Ability to make certain fields in the knowledge article template mandatory	The solution shall provide the capability to designate certain fields in knowledge article templates as mandatory.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1417	Annexure F: Technical Specification	Service Level Management	"Page No.120 Point - 377"	The Solution should facilitate the development of a Service Improvement Plan (SIP) linked to the CSI register	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1418	Annexure F: Technical Specification	Service Level Management	"Page No.121 Point - 397"	Ability to create and publish Service Components that may include both Professional Services and Technical Services.	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1419	Annexure F: Technical Specification	Service Level Management	"Page No.121 Point - 402"	"SLAs must include metrics for link uptime, tunnel availability (overlay/underlay), firewall response latency, and mobile app notification delivery times."	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1420	Annexure F: Technical Specification	Service Level Management	"Page No.122 Point - 402"	"The Solution must support defining SLAs and escalation rules across multiple Bidders or support teams, enabling seamless coordination for multi-party service delivery."	"The Solution must support defining SLAs and escalation rules across support teams. Group Based OLA can be configured . Multi-Party Service Delivery is not feasible."	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1421	Annexure F: Technical Specification	Service Level Management	"Page No.120 Point - 374"	"Point 374: SLA record have field or fields to record service information. For example: scope, service criticality, contacts, service level targets, agreement date."	The solution shall provide SLA records with dedicated fields to capture comprehensive service information, including service scope, criticality, designated contacts, service level targets, and the agreement date.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1422	Annexure F: Technical Specification	Service Level Management	"Page No.122 Point - 407"	Point 407: Assignments and Escalations to one Bidder should not be accessible to other Bidders.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1423	Annexure F: Technical Specification	Asset Management	"Page No.123 Point - 427"	The Solution should support local distribution preferred servers and peer downloading	Please provide more details	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1424	Annexure F: Technical Specification	Asset Management	"Page No.123 Point - 432"	The Solution should have ability to track standalone executable- based applications on each computer i.e., Applications that do not need to be installed but just needs to execute a standalone program	Please help removing this pointers since it will be covered as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1425	Annexure F: Technical Specification	Asset Management	"Page No.124 Point - 441"	The Solution should have ability to track changes in inventory and ability to collect registry information	The Solution should have ability to track changes in inventory and ability to collect system information.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1426	Annexure F: Technical Specification	Asset Management	"Page No.124 Point - 443"	Discovered assets should include detailed metadata such as device name, serial number, hardware/software version, system name, and description for CMDB updates.	Please provide more detail on what description should be available as part of CMDB Updates.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1427	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 459"	The System should be able to recognize software whose file name has been changed by the user by reading the original header information.	The proposed solution must be capable of accurately identifying installed software irrespective of changes made to file names by end-users, by reading and analyzing the original file header or metadata information.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1428	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 461"	For Hardware Inventory Management the System should allow admin to configure which serial number is retrieved (motherboard chassis, array, controllers, or hard drive chassis).	"For hardware inventory management the system should allow admin to create custom fields and track all the serial numbers. For which device are we referring to fetch Serial Number?"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1429	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 477"	The Solution should have Self Service Portal for allowing end- user to manage their own devices. This will reduce Helpdesk calls for password reset and other simple tasks.	"The proposed solution must provide a Self-Service Portal that enables end-users to independently manage routine IT tasks, including but not limited to password resets, device requests, and software access, thereby reducing the volume of Helpdesk calls and enhancing operational efficiency. What are we referring in regards to user managing their own asset?"	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1430	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 488"	Logical assets such as overlay tunnels, firewall rule sets, and API endpoints should be documented with change/version history.	The Solution must allow documentation of logical assets, including but not limited to overlay tunnels, firewall rule sets, and API endpoints, within the Asset/CMDB module. The Solution should also maintain a complete change and version history for these assets, with traceability ensured through integrated Change Management workflows.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1431	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 474"	"The Solution should be capable to support each local admin to maintain cost & depreciation sheets with respect to each asset / at aggregate level as per LIC's custom policy within Asset Management Solution itself."	The proposed solution must provide an integrated Asset Management module capable of maintaining cost and depreciation details for each asset at both individual and aggregate levels. The solution should allow local administrators to configure and manage these calculations in accordance with the organization's custom policies, and generate reports and dashboards directly within the system without requiring external tools.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1432	Annexure F: Technical Specification	Asset Management	"Page No.123 Point - 425"	"Solution should provide an out-of-box agent deployment Solution for installing agents and it should be able to take feeds from Active Directory, Domains and manually. It should also support the following agent deployment methods – Active Directory Group, Policies, login scripts, email, software distribution Solutions, manually installing the agent."	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1433	Annexure F: Technical Specification	Asset Management	"Page No.123 Point - 428"	"The agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available."	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1434	Annexure F: Technical Specification	Asset Management	"Page No.123 Point - 434"	"Solution must include a ""Software ID Catalogue"" that identifies all commonly used applications / thousands of Standard publishers/ software Bidders & their Solutions."	The solution must include a comprehensive 'Software ID Catalogue' that identifies all commonly used applications, thousands of standard software publishers, and their corresponding solutions. The catalogue should be extensible to allow addition of custom software entries and must support tracking for license compliance and usage	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1435	Annexure F: Technical Specification	Asset Management	"Page No.124 Point - 452"	"The Solution should have ability to execute a script before and/or after installation. It should also support custom script based execution"	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1436	Annexure F: Technical Specification	Asset Management	"Page No.124 Point - 457"	"The Solution should support backup and configuration management over SSH, TELNET, FTP, SFTP, NETCONF, and APIs, with capabilities for automated IOS upgrades and configuration pushes."	The solution must provide comprehensive network device configuration and backup management capabilities, supporting commonly used protocols. It should enable firmware upgrades, configuration pushes to multiple devices, version tracking, and rollback options to ensure network reliability and compliance.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1437	Annexure F: Technical Specification	Asset Management	"Page No.125 Point - 466"	"It should allow rollback to previous configurations with side-by- side comparison, identify non-compliant configurations proactively, and send alert notifications with failure reasons."	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1438	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 476"	The Solution should support bare metal provisioning where-in existing servers can be re-imaged	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1439	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 483"	The Solution must support application/process blacklisting or whitelisting on end user computing devices	Please help removing this pointers since it can be acheived as part of Endpoint Central	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1440	Annexure F: Technical Specification	Asset Management	"Page No.126 Point - 475"	The Solution should have ability to model power policies before being deployed to estimate savings	Need more information on the types of policies	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1441	Annexure F: Technical Specification	Service Catalogue Management	"Page No.132 Point - 609"	Should maintain a detailed service catalogue that includes descriptions, pricing, and service level agreements (SLAs) for each service.	"Should maintain a detailed service catalogue that includes descriptions and service level agreements (SLAs) for each service. Pricing cannot be listed for catalogue but we can list pricing for the asset. Check if we can remove pricing "	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1442	Annexure F: Technical Specification	Service Catalogue Management	"Page No.132 Point - 612"	"Solution should define service customers / consumers, possible to define teams responsible for each service (technical team, financial team etc.)"	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1443	Annexure F: Technical Specification	Service Catalogue Management	"Page No.132 Point - 614"	"Allow access rights to be assigned depending on the categorization of services based on their status in the portfolio (Planned, Designed, Active, Retired, etc.)"	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1444	Annexure F: Technical Specification	Service Catalogue Management	"Page No.132 Point - 616"	"Each catalogue item should support workflow automation and back-end integration (via REST APIs) with SD-WAN controllers, firewall management systems, and traffic monitoring platforms."	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1445	Annexure F: Technical Specification	Service Catalogue Management	"Page No.132 Point - 617"	Catalogue items must support conditional logic (e.g., auto-select underlay path type based on location) and validation of input formats for IPs, ports, and interfaces.	Please provide more details.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1446	Annexure F: Technical Specification	Service Catalogue Management	"Page No.132 Point - 618"	Catalogue entries must indicate the impact on service availability and provide expected provisioning timelines aligned with change windows.	The solution must support creation of service catalog entries that clearly indicate the impact on service availability and provide expected provisioning timelines. These timelines must be configurable to align with approved change windows and SLA targets.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1447	Annexure F: Technical Specification	Release Management	"Page No.128 Point - 535"	Point 535: Ability to manually kick off approval process or override approval workflow.	The solution should allow administrators to manually initiate the approval process or override the existing approval workflow when necessary.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1448	Annexure F: Technical Specification	Availability Management	"Page No.131 Point - 606"	Manage dual-stack IPv4/IPv6 and latest environments.	Duplicate Pointer for 567,641 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1449	Annexure F: Technical Specification	Availability Management	"Page No.131 Point - 605"	"Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions."	Duplicate Pointer for 637 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1450	Annexure F: Technical Specification	Availability Management	"Page No.131 Point - 604"	The system should provide an outage summary that gives a high-level health indication for each device as well as the details and root cause of any outage.	Duplicate Pointer for 636 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1451	Annexure F: Technical Specification	Availability Management	"Page No.131 Point - 603"	The System should be able to monitor Quality of Service (QoS) parameters configured to provide traffic classification and prioritization for reliable traffic transport. The Solution should be able to discover, and model configured QoS classes, policies and behaviors.	Duplicate Pointer for 635 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1452	Annexure F: Technical Specification	Availability Management	"Page No.131 Point - 602"	"Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down."	Duplicate Pointer for 634 - Please help to remove the duplicate pointers	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1453	Eligibility Criteria	Eligibility Criteria	"Page no. 15 Point no. 5"	"During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause: 1. Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity."	"Kindly relax the below criteria for wider participation At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry Point no. 2 ITAM asking for 35000 endpoints request to reduce it for 20000 endpoints Point no. 4.asking 10000 network devices (NMS) request to reduce it to 4000 devices having more than 500 branches"	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1454	Eligibility Criteria	Eligibility Criteria	"Page no. 15 Point no. 9"	"During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below: 1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India. "	"Kindly relax the below criteria for wider participation At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry Point no. 2 asking for 50000 endpoints request to reduce it for 20000 endpoints Point no. 4.asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches"	Please refer to Corrigendum for Revised Eligibility Criteria
1455	Sizing Requirements	Sizing Requirements	Page no.65	"Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/Service desk user licenses are required. "	In case of Named helpdesk/resolver/servicedesk user what count should be considered	Please refer to Corrigendum
1456	Annexure C	Eligibility Criteria	"Page no. 94 Point no. 5"	"During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause: 5. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 6. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 7. Proposed ITOM and capacity management solution for at least 1500 servers in at least one the above entities. Note: Maximum of three (3) client reference will be considered to meet the above requirement. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity. of the above entities 8. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of"	"Kindly relax the below criteria for wider participation At least 3 references from IRDA/RBI - please reduce it to at least 1 reference from RBI/IRDA and 2 other from any industry Point no. 6 asking for 35000 endpoints request to reduce it for 20000 endpoints Point no. 8.asking 10000 network devices request to reduce it to 2000 devices having 500 branches"	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1457			"Page no. 95 Point no.9"	"During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below: 1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India "	"Kindly relax the below criteria for wider participation At least 2 references - please reduce it to 1 reference for RBI / IRDA and other 2 from any other industry Point no. 2 ITAM asking for 50000 endpoints request to reduce it for 20000 endpoints Point no. 4.asking 10000 network devices request to reduce it to 4000 devices having more than 500 branches"	Please refer to Corrigendum for Revised Eligibility Criteria
1458	Eligibility Criteria	4	15	The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India.	The Bidder/Bidder parent company or OEM should have minimum 1 years of experience in supplying, implementing, and supporting enterprise ITSM/ITOM/NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India.	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1459	Eligibility Criteria	5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in- scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1460	Eligibility Criteria	9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences Proposed ITAM Solution for at least 50000 Endpoints and Servers Proposed ITOM and capacity management solution for at least 3000 servers Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in- scope modules as per the RFP) for at least 100 technicians/resolver/helpdesk licences Proposed ITAM Solution for at least 20000 Endpoints and Servers Proposed Network management solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India. 	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1461	Eligibility Criteria	10	16	<p>The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:</p> <ol style="list-style-type: none"> 1. Platinum Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/processes. 2. Gold Accreditation: covering a minimum of 10 (ten) ITIL v4 practices/processes. 3. Silver Accreditation: covering a minimum of 12 	<p>The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:</p> <ol style="list-style-type: none"> 1. Platinum Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/processes. 2. Gold Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/processes. 3. Silver Accreditation: covering a minimum of 8 	Please refer to Corrigendum for Revised Eligibility Criteria
1462	Eligibility Criteria	11	16	<p>The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>OR</p> <p>If bidders do not have OEM certified professionals as mentioned above, in such case bidder should include OEM professional services for implementation and cost of same has to be factored accordingly.</p>	OEM certified professionals as mentioned above, in such case bidder should include OEM professional services for implementation and cost of same has to be factored accordingly.	Please refer to Corrigendum for Revised Eligibility Criteria
1463	<i>Annexure D: Technical Scoring</i>			<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder/bidder parent and Sister Company/OEM should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1464	<i>Annexure D: Technical Scoring</i>			<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the</p>	<p>The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 20000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
1465	<i>Annexure D: Technical Scoring</i>			<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
1466	<i>Annexure D: Technical Scoring</i>			<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☒ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India/Private organisation</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1467	Annexure D: Technical Scoring			<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☐ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the</p>	<p>The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
1468	Annexure D: Technical Scoring			<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☐ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client)</p> <p>Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed ITSM solution implemented with minimum 100 technician/ resolver/ helpdesk/fulfiller licences,</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>
1469	Annexure D: Technical Scoring			<p>The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>☐ Up-to 10 resources -> No marks</p> <p>☐ Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks</p> <p>Supporting Document: Undertaking on bidder letter head</p> <p>needs to submit along with certification details and</p>	<p>Bidder/OEM must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>☐ Up-to 10 resources -> No marks</p> <p>☐ Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks</p> <p>Supporting Document: Undertaking on bidder letter head</p> <p>needs to submit along with certification details and</p>	<p>Please refer to Corrigendum for Revised Annexure D - Technical Scoring</p>

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1470	Eligibility Criteria Annexure C: Eligibility Criteria		15/94	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ul style="list-style-type: none"> •Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licenses in at least one of the above entities •Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities •Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities •Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client reference will be considered to meet the above requirement. Entity for the purpose of this clause means entity in India regulated by IRDAI/ RBI or Government/ PSU entity.</p>	<p>Requesting you to change the clause to below:</p> <p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least two (2) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities and Global entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ul style="list-style-type: none"> •Proposed ITSM solution (any 4 out of 14 in scope modules as per the RFP) for at least 100 technicians/resolver/helpdesk licenses in at least one of the above entities •Proposed ITAM Solution for at least 2500 Endpoints and Servers in at least one of the above entities •Proposed ITOM and capacity management solution for at least 1000 servers in at least one of the above entities •Proposed Network Management Solution (NMS) for minimum of 1000 network devices spread across 50 branches in India in at least one of the above entities. <p>Note: Maximum of two (2) client reference will be considered to meet the above requirement. Entity for the purpose of this clause means entity in India regulated by IRDAI/ RBI or Government/ PSU entity or Global Entity.</p>	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1471	Eligibility Criteria Annexure C: Eligibility Criteria		16/95	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organization in India. Each reference should meet the minimum requirement mentioned below:</p> <ul style="list-style-type: none"> •Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licenses •Proposed ITAM Solution for at least 50000 Endpoints and Servers •Proposed ITOM and capacity management solution for at least 3000 servers •Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>Requesting you to change the clause to below:</p> <p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least one (1) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities or Global entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ul style="list-style-type: none"> •Proposed ITSM solution (any 4 out of 14 in scope modules as per the RFP) for at least 150 technicians/resolver/helpdesk licenses in at least one of the above entities •Proposed ITAM Solution for at least 4000 Endpoints and Servers in at least one of the above entities •Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities •Proposed Network Management Solution (NMS) for minimum of 2000 network devices spread across 75 branches in India in at least one of the above entities. 	Please refer to Corrigendum for Revised Eligibility Criteria
1472	13. Online Reverse Auction		29 - 30	Reverse Auction	Requesting LIC to consider commercial evaluation as QCBS Bid (70:30) and cancel the reverse auction.	Please adhere to the RFP clause
1473	Annexure D: Technical Scoring		98	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/ resolver/ helpdesk/ fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity /Government /PSU organization in India.</p> <ul style="list-style-type: none"> • Every reference -> 2.5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 4 out of 14 in-scope modules as per the RFP) for a minimum of 2000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/ resolver/ helpdesk/ fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity /Government /PSU organization in India or Global Entity.</p> <ul style="list-style-type: none"> • Every reference -> 5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 5 marks for this criterion.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1474	Annexure D: Technical Scoring		98	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <ul style="list-style-type: none"> • Every reference -> 2.5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 2500 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India or Global Entity.</p> <ul style="list-style-type: none"> • Every reference -> 5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 5 marks for this criterion.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1475	Annexure D: Technical Scoring		99	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <ul style="list-style-type: none"> • Every reference -> 2.5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India or Global Entity.</p> <ul style="list-style-type: none"> • Every reference -> 5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 5 marks for this criterion</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1476	Annexure D: Technical Scoring			<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <ul style="list-style-type: none"> • Every reference -> 2.5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India or Global Entity.</p> <ul style="list-style-type: none"> • Every reference -> 5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 5 marks for this criterion.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1477	Annexure D: Technical Scoring			<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <ul style="list-style-type: none"> • Every reference -> 2.5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 1000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India or Global Entity.</p> <ul style="list-style-type: none"> • Every reference -> 5 Marks subject to a maximum of 10 Marks <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 5 marks for this criterion.</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1478	9. Termination		84	<p>Right to terminate</p> <p>If Bidder 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 Bidder written notice of 15 days.</p>	<p>Right to terminate</p> <p>Bidder 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 Bidder written notice of 45 days.</p>	Please adhere to the RFP clause
1479	Liquidated Damages			Missing Clause	We request to cap the liquidated damages at 10% of the total TCV.	Please adhere to the RFP clause
1480	Annexure C: Eligible Criteria	Point 2	94	The Bidder must have an annual turnover of a minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.	Change Required- We request you to kindly amend the clause as follows: "The Bidder must have an average annual turnover of Rs. 50 Crores during the last three (3) audited financial years preceding the date of this RFP."	Please refer to Corrigendum for Revised Eligibility Criteria
1481	Annexure C: Eligible Criteria	Point 4	94	The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity /Government /PSU organisation in India.	Change Required- We request you to kindly consider allowing OEM's experience to be counted towards the bidder's pre-qualification criteria for MSE bidders. Additionally, we request exemption from the minimum experience requirement for MSE bidders under the Services category.	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1482	Annexure C: Eligible Criteria	Point 5	94	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>Change Required- During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder/OEM must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1483	Annexure C: Eligible Criteria	Point 6	95	The bidder should have an office in Mumbai /MMR to deploy on site resources at LIC office.	Change Required- The bidder/OEM should have an office in Mumbai /MMR to deploy on site resources at LIC office.	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1484	Annexure C: Eligible Criteria	Point 9	95	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences Proposed ITAM Solution for at least 50000 Endpoints and Servers Proposed ITOM and capacity management solution for at least 3000 servers Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India. 	<p>Change Required- During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India by bidder/OEM. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences Proposed ITAM Solution for at least 50000 Endpoints and Servers Proposed ITOM and capacity management solution for at least 3000 servers Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India. 	Please refer to Corrigendum for Revised Eligibility Criteria
1485	Annexure C: Eligible Criteria	Point 10	95	<p>The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds:</p> <ol style="list-style-type: none"> Platinum Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/processes. Gold Accreditation: covering a minimum of 10 (ten) ITIL v4 practices/processes. Silver Accreditation: covering a minimum of 12 (twelve) ITIL v4 practices/processes. 	<p>Change Required- The proposed OEM solution must support ITIL v4 and possess valid industry-recognized accreditation for the ITSM capabilities, certified by PeopleCert. The PeopleCert accreditation must meet at least one of the following thresholds by Bidder/OEM:</p> <ol style="list-style-type: none"> Platinum Accreditation: covering a minimum of 8 (eight) ITIL v4 practices/processes. Gold Accreditation: covering a minimum of 10 (ten) ITIL v4 practices/processes. Silver Accreditation: covering a minimum of 12 (twelve) ITIL v4 practices/processes. 	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1486	6. Eligibility Criteria	Eligibility criteria No 5	15	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>We request you to ammend the pre qualification clause as per the following</p> <p>"During the last five years preceding the date of this RFP, the bidder/OEM should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.</p> <p>Further the bidder/OEM must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 100 concurrent or 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 30000 35000 Endpoints and Servers combined in at least one of the above entities Proposed ITOM and / capacity management solution for at least 1500 1100 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. <p>Note: Maximum of three (3) client references will be</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1487	6. Eligibility Criteria	Eligibility criteria No 9	16	<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India 	<p>We request you to ammend the pre qualification clause as per the following</p> <p>"During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 100 concurrent or 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 5000010,000 Endpoints and Servers 3. Proposed ITOM and / capacity management solution for at least 30001100 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India. " <p>Justification:</p> <p>ITSM: By industry practice, the named-to-concurrent user ratio is 3:1; thus, 100 concurrent licences equate to 300 named technicians.</p> <p>ITAM/ITOM: The PPP-MII Order, 2017 (and amendments) and DPE guidelines explicitly allow relaxation of prior experience/turnover norms to promote Class-1 Make in</p> 	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1488	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point -1	97	<p>The Bidder should have supplied, implemented / maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end -users at client organization. The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The current criteria consider only Bidder experience, excluding OEM's proven deployments and creating bias toward specific Bidder+OEM combinations. We request that experience of Bidder/OEM be considered to ensure fair evaluation. Further, requiring four references for full marks is highly restrictive, particularly for MSMEs and Class-1 Make in India OEMs. As per PPP-MII Order 2017 (revised July 2024) and DPE guidelines, relaxations are encouraged to promote indigenous OEMs. Large-scale deployments of this nature are significant achievements; hence, fewer credible references should be sufficient for full scoring.</p> <p>"The Bidder/OEM should have supplied, implemented/maintained the IT service management (ITSM) Solution (any 6 out of 14 in-scope modules as per the RFP) for a minimum of 10000 end users at client organization.</p> <p>The solution must have been deployed with minimum 100 Technician/resolver/helpdesk/fulfiller licenses from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1489	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 2	97	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The current criteria consider only Bidder experience, excluding OEM's proven deployments and creating bias toward specific Bidder+OEM combinations. We request that experience of Bidder/OEM be considered to ensure fair evaluation. Further, requiring four references for full marks is highly restrictive, particularly for MSMEs and Class-1 Make in India OEMs. As per PPP-MII Order 2017 (revised July 2024) and DPE guidelines, relaxations are encouraged to promote indigenous OEMs. Large-scale deployments of this nature are significant achievements; hence, fewer credible references should be sufficient for full scoring.</p> <p>"The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 2500010,000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.55 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1490	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 3	97	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>Capacity Management is not sold as a standalone module by most OEMs; it is natively integrated within ITOM/ITSM suites. Mandating it separately creates artificial barriers and risks excluding Class-1 Make in India OEMs with comprehensive, industry-aligned solutions.</p> <p>Similarly, restricting scoring to Bidder references overlooks OEM deployments. Considering Bidder/OEM experience ensures fairness. Further, requiring four references for full marks is overly restrictive. Large-scale deployments are significant achievements; awarding 5 marks per reference (max 2 references) is a balanced approach.</p> <p>This aligns with the PPP-MII Order, 2017 and DPE relaxations, which mandate relaxation of restrictive norms to encourage MSMEs and domestic OEMs.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM should have supplied, implemented / maintained IT operation management (ITOM) solution/Capacity management for minimum of 1000500 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference ->2.55 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1491	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 4	97	<p>The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>Industry practice treats Capacity Management as an inherent part of ITOM/Server Performance Management solutions, not as a separate license. Mandating it independently restricts fair participation and limits competition. We therefore request that the criterion be amended to prioritize "Make in India compliant solutions", in line with the PPP-MII Order, 2017 and Government priorities of self-reliance, cost efficiency, and long-term sustainability. A similar approach has already been adopted in LIC Tender Ref: LIC/CO/IT/DT/2025-26/RFP/PM dated 14.07.2025.</p> <p>In light of this, we propose amending the clause to" The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder. Note: One client reference will be considered for the maximum of 2.5 marks for this criterion. Make in India-</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1492	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 5	98	<p>The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.</p>	<p>The current criteria consider only Bidder experience, excluding OEM's proven deployments and creating bias toward specific Bidder+OEM combinations. We request that experience of Bidder/OEM be considered to ensure fair evaluation. Further, requiring four references for full marks is highly restrictive, particularly for MSMEs and Class-1 Make in India OEMs. As per PPP-MII Order 2017 (revised July 2024) and DPE guidelines, relaxations are encouraged to promote indigenous OEMs. Large-scale deployments of this nature are significant achievements; hence, fewer credible references should be sufficient for full scoring.</p> <p>In light of this, we propose amending the clause to "The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Note: One client reference will be considered for the maximum of 2.5 5 marks for this criterion."</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1493	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 6	98	<p>LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder for the proposed ITSM solution implemented with minimum 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 35000 IT asset, ITOM and capacity management for 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 2 (two) IRDAI / RBI regulated entity Or are Government / PSU organisation in India. The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 7.5 marks. (maximum 2 client)</p> <p>Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is received.</p>	<p>The PPP-MII Order, 2017 (and amendments) and DPE guidelines explicitly allow relaxation of prior experience/turnover norms to promote Class-1 Make in India OEMs. Such relaxations ensure fair participation, align with Atmanirbhar Bharat, and prevent restrictive eligibility criteria from favoring only a few global OEMs.</p> <p>In light of this, we propose amending the clause to</p> <p>"LIC would carry out reference visit/telephonic discussion with the existing customer of the bidder/OEM for the proposed ITSM solution implemented with minimum 100 concurrent or 200 technician/ resolver/ helpdesk/fulfiller licences, ITAM solution for 12000 35000-IT asset, ITOM and capacity management/server performance management for 1100 1500 server and NMS solution for 10000 network devices spread across 1500 branches by the proposed OEM in 1 (One) 2 (TWO) IRDAI / RBI regulated entity Or are Government / PSU organisation in India.</p> <p>The input received from the customer during site visit/ customer feedback will be considered for scoring.</p> <p>☑ For each of the customer reference submitted in the bidder's eligibility criteria 15 marks. (maximum 1 2 client)</p> <p>Note: 3 Marks will be reduced from each reference, if no customer satisfaction signed letter attesting to the successful implementation and operation of the proposed solution is</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1494	Annexure D: Technical Scoring	Annexure D: Technical Scoring Point 8	99	<p>The Bidder during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p><input checked="" type="checkbox"/> Every reference ->2 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)</p>	<p>Current criteria only account for Bidder experience, overlooking OEM's proven deployments. Including Bidder/OEM ensures fair evaluation.</p> <p>In light of this, we propose amending the clause to</p> <p>"The Bidder/OEM during the last 5 years preceding to the date of this RFP should have supplied, implemented, and supported the proposed Solution by the proposed OEM Solution of PO value Greater than 5 Cr in a single or multiple PO in IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p><input checked="" type="checkbox"/> Every reference -> 2.5 Marks subject to a maximum of 5 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO)"</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1495	Annexure F: Technical Specification	Annexure F: Technical Specification	102	Evidence in the compliance format.	<p>Could you please specify what constitutes acceptable evidence for each technical requirement? For example, are you seeking:</p> <p>Product data sheets, brochures, or A detailed technical proposal outlining how the proposed solution meets each requirement?</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1496	Annexure F: Technical Specification	Annexure F: Technical Specification	116	<p>281. The system should support ingestion of raw flow data in formats such as IPFIX, NetFlow v9/v10, JFlow, CFlow, and NetStream from a wide range of devices including routers, switches, firewalls, load balancers, NGFWs, and capable endpoints.</p>	<p>In order to calculate the hardware sizing and license count, please provide following details</p> <p>Sys Log management 1. Total EPS (Event per second)</p> <p>Flow management 1. Total FPS (Flow Event per second)</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1497	Annexure F: Technical Specification	Annexure F: Technical Specification point no 240	113	240 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1498	Annexure F: Technical Specification	Annexure F: Technical Specification point no 482	126	482 - The Solution should support customized dashboards showing calendar-based counts of configuration backup successes/failures globally and regionally, with drill-down for failure causes.	<p>Requiring calendar-based counts of configuration backup successes/failures with regional drill-downs is overly prescriptive and limits flexibility. Modern platforms provide customizable dashboards and reporting, where such views can be created as needed without hardcoding the format. Industry practice emphasizes flexible, user-defined dashboards over rigid specifications.</p> <p>Suggested Alternative: "The solution should support customizable dashboards and reporting with the ability to track backup status and analyze failure causes regionally or globally."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1499	Annexure F: Technical Specification	Annexure F: Technical Specification point no 602	131	602 - Network Management Solution Console should clearly identify in topology primary links and back up links and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1500	Annexure F: Technical Specification	Annexure F: Technical Specification point no 627	133	627 - Should have MIB browsing, MIB loading, and MIB expression collection features.	<p>MIB browsing, loading, and expression collection are legacy features used in earlier-generation tools. As per industry best practices (e.g., Gartner-recommended modern monitoring frameworks), current solutions provide automated discovery, pre-configured MIBs, and out-of-the-box templates, eliminating the need for manual MIB handling. Retaining this requirement favors outdated approaches, adds unnecessary complexity, and restricts adoption of modern, efficient, and future-ready solutions. We therefore request removal/modify the clause of this feature from technical compliance to align with contemporary standards.</p> <p>Suggested clause : "Should have MIB browsing / MIB loading / MIB expression / out of the box templates of the OEM for the collection features."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1501	Annexure F: Technical Specification	Annexure F: Technical Specification point no 631	133	631 - Proposed Solution must provide Spotlight views for Router Redundancy, VLAN list. When clicked on a particular VLAN from VLAN List, participating devices only for that particular VLAN gets highlighted in the topology map.	<p>The requirement for Spotlight views of router redundancy and VLAN list with topology highlighting is OEM-specific and not essential for ITSM/NMS functionality. Modern NMS platforms already provide flexible topology visualization, VLAN discovery, and device relationship mapping without prescribing a specific "spotlight" feature. Such prescriptive wording risks vendor lock-in and limits fair participation.</p> <p>Suggested Alternative: "The solution should provide topology visualization with the ability to view VLANs and their status."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1502	Annexure F: Technical Specification	Annexure F: Technical Specification point no 634	133	634 - Network Management Solution Console should clearly identify primary links and back up links in topology and should change color for back up links once it get activated when primary link is down.	<p>The requirement to show primary/backup links in topology with color changes is very prescriptive and tied to specific OEM implementations. Modern NMS tools already provide flexible topology views and status indicators through standard discovery and visualization methods without mandating fixed behaviors. Retaining such OEM-specific features may limit fair participation. We therefore request removal or rewording of this clause to a vendor-neutral form such as: "The NMS should provide topology visualization with clear indication of link status and failover events."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1503	Annexure F: Technical Specification	Annexure F: Technical Specification point no 644	134	644 - Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications.	<p>In reference to Point 644: "Manage device access and authorization through a centralized control model that is integrated with your standard workflow and approval processes through mail notifications."</p> <p>We request clarification on the intended use case for this requirement. Specifically, is the expectation that the NMS/ITSM solution should directly control device-level access and authorization, or that it should integrate with existing IAM/AAA systems (e.g., Active Directory, RADIUS, TACACS) and only manage workflow approvals? Understanding the scope will help ensure the proposed solution meets the exact business need without duplicating IAM/security functionalities.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1504	Annexure F: Technical Specification	Annexure F: Technical Specification point no 706	138	706 - Deep automation-oriented insights to capture and visualize the value of automations in network space. Provide ROI analysis for tasks such as OS Upgrades, Provisioning, Remediation, Diagnostics, Audit Policy Check and Compliance Reporting.	<p>The requirement for deep automation-oriented insights with ROI analysis across OS upgrades, provisioning, remediation, diagnostics, audit, and compliance is highly prescriptive and specific to certain OEMs. It imposes an overwhelming expectation that is not standard for ITSM/NMS solutions. Industry practice is to provide ROI insights at a solution or process level, rather than for each granular automation task. Mandating this risks vendor lock-in and restricts fair competition. We therefore request that the clause be revised or removed to allow ROI reporting at the overall solution level, ensuring vendor-neutrality and realistic implementation.</p> <p>Suggested clause</p> <p>"The solution should provide automation insights and ROI reporting at the overall solution or process level, without mandating task-level granularity."</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1505	Annexure F: Technical Specification	Annexure F: Technical Specification point no 754	141	754 - The Solution must support automated configuration recommendations based on learned best practices and offer the ability to apply those changes selectively.	<p>The requirement for automated configuration recommendations based on learned best practices is highly OEM-specific and dependent on proprietary algorithms. This functionality is not a standard feature across NMS/NCM solutions and risks vendor lock-in. Industry-standard NMS/NCM platforms instead provide robust policy compliance, audit, and rollback mechanisms to ensure configuration integrity. We therefore request removal of this clause, or rewording it in vendor-neutral terms to avoid restricting competition.</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1506	3. Sizing Requirements	3. Sizing Requirements	66	<p>III LIC - Asset Management currently holds active Asset management licenses for approximately 90,000 Assets from Tecknodreams Software Consulting Pvt. Ltd. (Sapphire IMS Platform for Hardware and Software Asset Inventory Management). These subscriptions have unutilized validity periods till Aug,2029. Further, LIC has OpenText ITSM Solution perpetual licences which includes Incident management, Problem management, CMDB & Configuration Management and Asset management (HAM). Manage Engine Solution with perpetual licences model for Release & Deployment management and Nutanix Solution for monitoring and Capacity management. OpenText Enterprise Network management system Solution, which includes Network node manager, service node manager, Smart plugin, NPS-Capacity, etc. Details will be provided to the successful bidder.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required solution. If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate and integrated with these in the overall ITSM Solution and ensure co-existence. LIC will require resources to manage these solution during their continued existence</p>	<p>In reference to the clause regarding existing ITSM/Asset Management solutions and associated licenses, we respectfully submit that mandating integration, migration, or commercial offset/credit mechanisms for existing subscriptions inherently favors current OEMs and their bidders. This creates an uneven playing field and restricts participation from qualified new entrants.</p> <p>Modern procurement practices emphasize vendor neutrality and fair competition. Requiring integration or migration of legacy solutions is not essential to delivering the proposed ITSM solution and may increase cost and complexity unnecessarily.</p> <p>We therefore request removal of any requirement for integration, migration, or commercial offset/credit mechanisms related to existing licenses, ensuring a level playing field for all bidders/OEMs.</p>	Please refer to Corrigendum
1507	Section D: Current Environment	8.Project Completion Timelines	72	A penalty of 0.5% of the total contract value will be levied for each week of delay from the timelines as defined in the signed agreement with the Bidder subject to maximum 10% of total contract value	Request penalty to be aligned to a % of delayed deliverable and not % of total contract value	Please adhere to the RFP clause
1508	Section D: Current Environment	8.Project Completion Timelines- Implementation SLA- Criteria #3,4,6,7,8,9	73	0.25 % of the total PO value per week of delay or part thereof.	Request penalty to be aligned to a % of delayed deliverable and not % of total PO	Please adhere to the RFP clause

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1509	Sizing Requirements	Sizing Requirements	Page no.65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 end user/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/Service desk user licenses are required.	In case of Named helpdesk/resolver/servicedesk user what count should be considered	Please refer to Corrigendum
1510	Section E: Scope of Services	3.Sizing Requirements	Page No.65	Number of users who will be accessing the proposed Enterprise ITSM Solution are 65000 enduser/employee. For which LIC propose 205 concurrent and 195 named helpdesk/resolver/Service desk user licenses are required.	In case of Named helpdesk/resolver/servicedesk user what count should be considered ? Please provide more details on how User Management will be handled.	Please refer to Corrigendum
1511	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	OpenText ITSM Solution which includes Incident management, Problem management, CMDB & Configuration Management and Asset management – HAM.	Please provide more details on the migrations that need to be covered as part of the solution	Details will be shared with successful bidder
1512	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	Manage Engine Solution for Release & Deployment management and Nutanix Solution for monitoring and Capacity management.	Please provide more details on the miration and integrations to be covered as part of the solution.	Details will be shared with successful bidder
1513	Section E: Scope of Services	7.Expected Hardware & Software Requirements from LIC	Page No.72	OpenText Enterprise Network management system Solution, which includes Network nodemanager, service node manager, Smart plugin, NPS- Capacity, etc.	Please provide more details on the migrations that need to be covered as part of the solution	Details will be shared with successful bidder
1514	Section E: Scope of Services	1. Brief Scope of Work	Page No.51 Point - 10	The proposed ITSM Solution should integrate with the LIC existing Asset management Solutions	Please provide more details on the existing Asset Management solution and the expected migrations.	Details will be shared with successful bidder
1515	Annexure F: Technical Specification	General Requirement, Ticketing & Self Service	Page No.102 Point - 8	The system should be able to handle loss of connectivity failure of the Centralized ITSM Solution with the ability to support mirrored systems at offsite Disaster recovery facilities across different geographic locations.	The solution should ensure business continuity by handling connectivity interruptions or failures of the centralized ITSM system, with support for mirrored instances at offsite disaster recovery sites across multiple geographic locations. Please provide more details on the DC, DR setup. Need High Availability on DC as well as DR or just DC DR setup is	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1516	6. Eligibility Criteria	Sr No-5	Pg No 15 of 177	<p>The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>The bidder should submit details (including in-scope module implemented) as per format under Annexure E along copies of the Letter of acceptance (LoA)/work order/ contract/engagement letters (EL) And Completion certificate / Sign off on client's letter head confirming relevant experience</p>	<p>Request to Amend-</p> <p>The Bidder should have minimum 3 years of experience in supplying, implementing, and supporting enterprise ITSM, ITOM, NMS and ITAM Solution for IRDAI or RBI regulated entity / Government /PSU organisation in India.</p> <p>The bidder should submit details (including in-scope module implemented) as per format under Annexure E along copies of the Letter of acceptance (LoA)/work order/ contract/engagement letters (EL) And Completion certificate / Sign off on client's letter head/CA Certificate confirming relevant experience</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1517	6. Eligibility Criteria	Sr No-5	Pg No 15 of 177	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p> <p>Purchase order (PO) / Deployment Certificate issued by client to the bidder</p>	<p>Request to Amend-</p> <p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) One entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder/OEM must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities <p>Note: Maximum of three (3) Minimum 1 client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity. Purchase order (PO) / Deployment Certificate issued by client to the bidder</p>	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1518	6. Eligibility Criteria	Sr No-5	Pg No 15 of 177	<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities <p>Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity. Purchase order (PO) / Deployment Certificate issued by client to the bidder</p>	<p>Request to Amend-</p> <p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises inscope solutions for at least three (3) One entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause:</p> <ol style="list-style-type: none"> 1. Proposed ITSM solution (any 6 out of 14 inscope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities <p>Note: Maximum of three (3) Minimum 1 client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity. Purchase order (PO) / Deployment Certificate issued by client to the bidder</p>	Please refer to Corrigendum for Revised Eligibility Criteria

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Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1519	6. Eligibility Criteria	Sr No-11	Pg No 16 of 177	<p>The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>OR</p> <p>If bidders do not have OEM certified professionals as mentioned above, in such case bidder should include OEM professional services for implementation and cost of same has to be factored accordingly.</p> <p>List of resources with following details to be provided on company letter head:</p> <p>Name Designation Years of experience Certification name Certification number Certification copies to be attached.</p>	<p>Request to Amend-</p> <p>The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP.</p> <p>OR</p> <p>If bidders do not have OEM certified professionals as mentioned above, in such case bidder should include OEM professional services for implementation and cost of same has to be factored accordingly.</p> <p>List of resources with following details to be provided on company letter head:</p> <p>Name Designation Years of experience Certification name Certification number Certification copies to be attached.</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1520	Annexure -D Technical Scoring	Sr No-2	Pg No- 97 of 177	<p>The Bidder should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>Request to Amend-</p> <p>The Bidder/OEM should have supplied, implemented / maintained the IT Asset management (ITAM) solution for minimum of 25000 Endpoints from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1521	Annexure -D Technical Scoring	Sr No-3	Pg No- 97 of 177	<p>The Bidder should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	<p>Request to Amend-</p> <p>The Bidder /OEM should have supplied, implemented / maintained IT operation management (ITOM) solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India.</p> <p>☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks</p> <p>Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder.</p> <p>Note: One client reference will be considered for the maximum of 2.5 marks for this criterion</p>	Please refer to Corrigendum for Revised Annexure D - Technical Scoring

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1522	Annexure -D Technical Scoring	Sr No-4	Pg No-97 of 177	The Bidder should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder. Note: One client reference will be considered for the maximum of 2.5 marks for this criterion	Request to Amend- The Bidder /OEM should have supplied, implemented / maintained the Capacity management solution for minimum of 1000 Server and storage devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the Purchase orders (PO) / Deployment Certificate issued by client to the bidder. Note: One client reference will be considered for the maximum of 2.5 marks for this criterion	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1523	Annexure -D Technical Scoring	Sr No-5	Pg No-98 of 177	The Bidder should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work) Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.	Request to Amend- The Bidder/OEM should have supplied, implemented / maintained the network management Solution with minimum of 10000 network devices from the proposed OEM's in IRDAI or RBI regulated entity / Government /PSU organization in India. ☑ Every reference -> 2.5 Marks subject to a maximum of 10 Marks Supporting Document: Bidder (SI) should provide Copy of the Purchase orders/Work order/engagement letter along with invoices and/or Certificate of completion of the work) Note: One client reference will be considered for the maximum of 2.5 marks for this criterion.	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1524	Annexure -D Technical Scoring	Sr No-10	Pg No-99 of 177	The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP. ☑ Up-to 10 resources -> No marks ☑ Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence.	Request to Amend- The bidder must have minimum 10 permanent professionals with experience in implementing the similar Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP. ☑ Up-to 10 resources -> No marks ☑ Every Additional 1 Resource ->1 Mark subject to maximum of 10 marks Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and	Please refer to Corrigendum for Revised Annexure D - Technical Scoring
1525	Online Reverse Auction	Sr No-13	Pg No-29 of 177	After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held.	We request to evaluate the bid by LCBS and not by RA	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1526	6. Eligibility Criteria	Sr No-2	Pg No 15 of 177	<p>The Bidder must have an annual turnover of a minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.</p> <p>Annual audited balance sheet / Statutory Audited Certification for the last three financial years</p>	<p>Request to Amend- The Bidder must have an annual turnover of a minimum of Rs. 50 100 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.</p> <p>Annual audited balance sheet / Statutory Audited Certification for the last three financial years</p>	Please refer to Corrigendum for Revised Eligibility Criteria
1527	.Service Level Agreement	Sr No-9	Pg No 75 of 177	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows: LIC may cancel the purchase order placed which will be conveyed to the vendor in writing The penalty clause as mentioned in point above will be applicable. Deductions of penalty will be made from any amount payable to the vendor by LIC. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance LIC Guarantees under this bid. Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai.</p> <p>Termination of contract and blacklisting. 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 to a maximum of 10% of the cost of that</p>	Request to remove the blacklisting clause	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1528	Sr No-8	Project Completion Timelines	Pg No 72 of 177	Issuance of Purchase Order to successful bidder-T Phase 1 – Planning & Designing Workshop-T+14 Weeks Phase 2 - Implementation-T+ 28 Weeks Phase 3 - User acceptance testing-T+ 32 Weeks Phase 4 - Movement to production environment (Deployment)-T+ 36 Weeks Phase 5 - Training and knowledge transfer-T+40 Weeks Phase 6 - Post Go-Live support-5 years from Go-live date	Request to Amend the Delivery Schedule- Phase 1 – Planning & Designing Workshop-T+14 Weeks Phase 2 - Implementation-T+ 28 32 Weeks Phase 3 - User acceptance testing-T+ 32 36 Weeks Phase 4 - Movement to production environment (Deployment)-T+ 36 40 Weeks Phase 5 - Training and knowledge transfer-T+ 40 45 Weeks Phase 6 - Post Go-Live support-5 years from Go-live date	Please adhere to the RFP and Corrigendum regarding revised timelines
1529	6. Eligibility Criteria			The Bidder must have an annual turnover of a minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP.	The Bidder must have an annual turnover of a minimum of Rs. 50 Crores per annum during any 2 out of the last 3 audited financial years preceding the date of this RFP(the 50 cr criteria will open flood gates for Tier 2 and Tier 3 bidders and this could impact the quality of service and the overall delivery of the project,min criteria should be Rs 300 Crores	Please refer to Corrigendum for Revised Eligibility Criteria
1530	6. Eligibility Criteria			During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.	During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's (should be replaced by any OEM) on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.	Please refer to Corrigendum for Revised Eligibility Criteria
1531	Payment terms & conditions			Payment terms & conditions	100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.- Payment of licenses should be on delivery of licenses and implementation should be milestone basis .	Please adhere to the RFP clause

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1532	Section B- 6 eligibility criteria			<p>During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in-scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities. Further the bidder must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI or Government/PSU entity.</p>	<p>Request for change in Eligibility criteria: During the preceding the date of this RFP, the bidder/ OEM should have supplied, implemented or managed on premises dedicated instance in-scope solutions for at least two (2) entities in India that are regulated by IRDAI/RBI/SEBI or are Government/PSU entities. Further the bidder/ OEM must meet the following minimum requirements which can be demonstrated through one or multiple purchase orders issued by the entities whose reference is submitted by the bidder under this clause: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities 2. Proposed ITAM Solution for at least 1500 Endpoints and Servers in at least one of the above entities 3. Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities 4. Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities. Note: Maximum of three (3) client references will be considered to meet the above requirements. Entity for the purpose of this clause means entity in India regulated by IRDAI/RBI/SEBI or Government/PSU entity</p> <p>Reason for change - As ServiceNow is primarily a cloud based service provider, we do have 2 on premise implementations in Public sector (RBI and SEBI) and rest of the top banks in India are on cloud, one of the largest banks in India is on ServiceNow dedicated instance</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1533	Section B- 6 eligibility criteria			<p>During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 50000 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 3000 servers 4. Proposed Network management solution (NMS) for minimum of 15000 network devices spread across 1500 branches in India</p>	<p>Request for change in Eligibility criteria: During the last five years preceding the date of this RFP, the Proposed OEM solution should have been implemented in minimum 2 (two) IRDAI / RBI/SEBI regulated entity or are Government / PSU organisation in India. Each reference should meet the minimum requirement mentioned below: 1. Proposed ITSM solution (any 6 out of 14 in-scope modules as per the RFP) for at least 300 technicians/resolver/helpdesk licences 2. Proposed ITAM Solution for at least 1500 Endpoints and Servers 3. Proposed ITOM and capacity management solution for at least 1500 servers 4. Proposed Network management solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India</p> <p>Reason for change - As ServiceNow is primarily a cloud based service provider, we do have 2 on premise implementations in Public sector (RBI and SEBI) and rest of the top banks in India are on cloud, one of the largest banks in India is on ServiceNow dedicated instance deployment (similar to on premise set up) and we request you to allow us to consider the same as reference too as part of the bid to comply to the eligibility criteria. In addition, most of our customers use existing end point management solutions in their architecture to discover end points and hence take the data into CMDB and do not discover all the endpoints via ServiceNow discovery. This has helped our clients in optimising the cost of the project. This is one of our unique features and request you to reduce the count of end points being discovered via</p>	<p>Please refer to Corrigendum for Revised Eligibility Criteria</p>
1534	Annexure F - technical specification			<p>The proposed Solution must have option to define announcements for notifying end users / requesters about any important information with option to schedule it for certain time period</p>	<p>Request for changing this to mandatory functionality due to the following reason: This is a critical requirement within a ITSM solution and is currently called out as Non Mandatory in the RFP. The importance of the feature is as follows for LIC: Announcement based notifications for System downtime for maintenance can be proactive in nature and will help business users to plan their activities accordingly and also optimize the no. of tickets coming in during the maintenance window and hence will result in improved Employee satisfaction and improve business outcome with direct cost reduction as inflow of tickets will come down by more than 95% during the maintenance window period. Considering the above, we request you to consider this functionality as Mandatory for LIC solution success</p>	<p>Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification</p>

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1535	Annexure F - technical specification			Ability to manage and link incident records to multiple SLAs and tiers of service based on IT departments.	<p>Request for changing this to mandatory functionality due to the following reason:</p> <p>This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature ensures incidents are dynamically linked to the correct SLA/OLA based on context, automatically monitored for compliance, and continuously analyzed to identify bottlenecks, inefficiencies, and improvement opportunities. With real-time SLA tracking, predictive breach alerts, workflow automation, and AI-driven process mining, IT leaders can enforce accountability and also drive ongoing service improvement across the enterprise. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1536	Annexure F - technical specification			The system must deduce the root cause of the problem and in topology it should visually pinpoint single impacting device as well as other impacted devices through various colours.	<p>Request for changing this to mandatory functionality due to the following reason:</p> <p>This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature will help reduce noise from events coming in from monitoring tools and hence pin point the exact problem to be solved in the topology. This will have a direct impact on incident resolution TAT and system uptime and performance. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1537	Annexure F - technical specification			Ability to integrate with event and alert monitoring Solutions, and allow for automatic creation, updating and closure of tickets from these Solutions.	<p>Request for changing this to mandatory functionality due to the following reason:</p> <p>This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature enables LIC to proactively monitor and hence solve the issues before the end users report the incidents and hence directly impacting the system uptime as well as system performance. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success</p>	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1538	Annexure F - technical specification			Ability to easily identify the affected CIs whenever a change is made to a particular CI.	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature helps LIC to ensure risk-aware approvals are given, prevent change collisions, and minimize service outages due to unplanned change management exercises. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1539	Annexure F - technical specification			The self-service interface should allow end users to search and utilize a knowledge base to resolve common issues without assistance.	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: With Virtual agent enabled knowledge base, users will be able to solve L0 category tickets via self service. This is one of the critical components to move tickets from L1 to L0 and hence will have a direct impact on cost of resolution of per ticket for LIC. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1540	Annexure F - technical specification			The Solution should have ability to track changes in inventory and ability to collect registry information	Request for changing this to mandatory functionality due to the following reason: This requirement is currently called out as non mandatory in the RFP, but this is one of the critical feature for LIC solution adoption success for the following reason: This feature is critical to optimize Hardware and software purchase cost and management of the cost and hence will have direct impact on LIC's IT budget optimization. We request you to move this point to mandatory considering the impact of the functionality to LIC solution success	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1541	6		15	During the last five years preceding the date of this RFP, the bidder should have supplied, implemented or managed the proposed OEM's on-premises in scope solutions for at least three (3) entities in India that are regulated by IRDAI/RBI or are Government/PSU entities.	Requesting for the word 'proposed' to be removed for this clause.	Please refer to Corrigendum for Revised Eligibility Criteria
1542	6		15	1. Proposed ITSM solution (any 6 out of 14 in scope modules as per the RFP) for at least 200 technicians/resolver/helpdesk licences in at least one of the above entities	Requesting for the word 'proposed' to be removed for this clause.	Please refer to Corrigendum for Revised Eligibility Criteria

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1543	6		15	Proposed ITAM Solution for at least 35000 Endpoints and Servers in at least one of the above entities	Requesting for the word 'proposed' to be removed for this clause.	Please refer to Corrigendum for Revised Eligibility Criteria
1544	6		15	Proposed ITOM and capacity management solution for at least 1500 servers in at least one of the above entities	Requesting for the word 'proposed' to be removed for this clause.	Please refer to Corrigendum for Revised Eligibility Criteria
1545	6		15	Proposed Network Management Solution (NMS) for minimum of 10000 network devices spread across 1500 branches in India in at least one of the above entities	Requesting for the word 'proposed' to be removed for this clause.	Please refer to Corrigendum for Revised Eligibility Criteria
1546	G		87	100 % of the cost of the software subscriptions /Licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.	Requesting to change the term to: 70% payment of the software subscription to be done upon delivery and 20% upon installation and 10% upon go-live.	Please adhere to the RFP clause
1547	9		73	Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO).	Request to change the penalty % to 5 % of the contract value.	Please adhere to the RFP clause
1548	E			Github integartion	GitHub and Ansible integration shall be supported for configuration versioning and automation.	Please refer to Corrigendum for Revised Annexures F1 & F2 - Technical Specification
1549	E			Post implementation support	How many months support is expected	Please adhere to the RFP clause
1550	E			Training & Certification	how many trainings sessions are expected to LIC Training personnel	Please adhere to the RFP clause
1551	E			The on-site support Personnel should be able to troubleshoot the problems raised and should maintain a log of them	How many months and how many people are expected on site	Please adhere to the RFP clause
1552				Scope of Work	Both the solutions are completely different and hence the request to separate the ITSM solution from the NMS solution. The only common factor is an integration between the NMS & ITSM solution. This is required so that when incidents are identified by the NMS they can integrate and raise service tickets (maybe incident, problems, change requests).	Please refer to Corrigendum
1553	Poin-11-Eligibility Criteria		16	The bidder must have minimum 10 permanent professionals with experience in implementing the proposed Solutions, on their payroll with Professional OEM level certifications by the proposed OEM valid on the date of RFP. OR If bidder do not have OEM certified professionals as mentioned above, in such case bidder should include OEM professional services for implementation and cost of same has to be factored accordingly.	1. The Certification of ITSM/ITAM/ITOM professional should be generic in nature. The current clause asks for professionals certified by proposed OEM which is highly restrictive. 2. The bidders will generally not keep such specialized professionals of its payroll without a project. They will hire required professionals only after award of the project. So, this flexibility should be permitted.	This requirement is is to ensure that the bidder has the technical expertise necessary for the integration and maintenance of the solution.

RESPONSE TO PRE-BID QUERIES

Sr. No.	RFP Section with title	Sub-Section	Page No	RFP Clause	Bidder's Query	LIC's Response
1554	Point no-53 - Consortium or sub-contracting		45	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Bidder. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise. Subcontracting in any form is not allowed unless expressly permitted by LIC.	This clause is again highly restrictive. Generally OEM's and system integrators tie-up together for bidding. Further if a system integrator doesn't meet one or two eligibility criteria, it will normally tie-up with another organization for bidding. So, this flexibility should be allowed. Current clause neither allows consortium nor sub-contracting. This should be amended.	Please refer to Corrigendum

Executive Director(IT/Digital Transformation)