RFP Document for Procurement of Enterprise Cloud-Based Data Loss Prevention (DLP) Solution for Endpoint DLP & Email DLP.

-ISSUED BY-

LIC Pension Fund Limited.

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CIN: U66020MH2007PLC176066

Date of RFP Document

12.10.2026

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Contents:

1. Introduction----------09

1.1. Disclaimer----------09

1.2. Background----------09

1.3. Definition/Abbreviations----------10

1.4. Issuing Authority----------10

1.5. Important Dates----------10

1.6. Contact Details----------10

2. RFP Process----------11

2.1. Invitation to Bid----------11

2.2. Activity Schedule----------12

2.3. Earnest Money Deposit (EMD)----------12

2.4. Bid Validity----------12

2.5. Instructions to Bidders----------13

2.6. Authorized Signatory----------13

2.7. Submission of Bids----------13

2.8. Pre-Bid Queries----------13

2.9. Taxes & Duties----------13

2.10. Confidentiality of Bid----------13

2.11. Offer Letter----------14

2.12. Declaration Regarding Non-Blacklisting and Litigation----------14

3. Bidder Eligibility Criteria----------14

3.1. OEM Eligibility Criteria----------14

3.2. Consortium/Subcontracting Policy----------14

3.3. Documentary Evidence Required----------15

4. Bid Evaluation Criteria----------15

4.1. Eligibility Evaluation----------15

4.2. Technical Evaluation----------15

4.3. Product Demonstration/Presentation----------16

4.4. Commercial Evaluation----------16

5. General Terms & Conditions----------16

A. Commercial & Contractual----------16

5.1. Contract Period----------16

5.2. Performance Bank Guarantee (PBG)----------16

5.3. Installation & Commissioning----------17

5.4. User Acceptance Testing (UAT)----------17

5.5. Technical Support----------17

5.6. Escalation Matrix----------17

5.7. Training & Documentation Requirements----------17

5.8. Change Management----------18

B. Security & Legal----------18

5.9. Inspection & Audit Rights----------18

5.10. Security Compliance----------18

5.11. Confidentiality----------18

5.12. Non-Disclosure Agreement (NDA)----------18

5.13. Intellectual Property Rights----------18

5.14. Limitation of Liability----------19

5.15. Indemnity----------19

5.16. Force Majeure----------19

5.17. Project Timeline----------19

5.18. Delay in Performance----------19

5.19. Liquidated Damages (LD)----------19

5.20. Vendor Obligations----------20

5.21. Subcontracting----------20

5.22. Conflict of Interest----------20

5.23. Fraudulent & Corrupt Practices----------20

C. Contract Closure & Regulatory Compliance----------20

5.24. Termination for Default, Insolvency & Convenience----------20

5.25. Governing Law----------21

5.26. Arbitration----------21

5.27. Jurisdiction----------21

5.28. Taxes & Statutory Compliance----------21

5.29. Compliance with CERT-In/PFRDA Guidelines----------21

6. Technical Requirements----------21

6.1. Solution Architecture----------22

6.2. Cloud Hosted DLP Requirements----------22

6.3. Cloud Security Requirements----------22

6.4. Cloud Certifications----------22

6.5. Scalability----------22

6.6. High Availability----------22

6.7. Reporting & Dashboard----------22

6.8. Compliance Requirements----------23

7. Scope of Work ----------23

A. User Scope----------23

B. Monitoring & Incident Management ----------23

C. Logging & Audit ----------23

D. Integration Requirements ----------23

E. Compliance & Data Residency ----------24

F. Log Retention----------24

8. Service Level Agreement (SLA)----------24

8.1. Service Availability----------24

8.2. Severity Levels----------24

8.3. Incident Response Time----------25

8.4. Resolution Time----------25

8.5. SLA Matrix----------25

8.6. Uptime Commitment----------25

8.7. Uptime Calculation----------25

8.8. Maintenance Window----------26

8.9. SLA Reporting----------26

8.10. SLA Penalties ----------26

8.11. Uptime Penalty----------26

8.12. RCA Timeline----------27

9. Commercial Terms----------27

9.1. Commercial Pricing----------27

9.2. Payment Schedule & Taxes----------27

9.3. Annual Maintenance Support----------28

10. Deliverables----------28

10.1. Software Licenses----------28

10.2. Professional Services----------28

10.3. Implementation----------29

10.4. Configuration----------29

10.5. Integration----------29

10.6. Training & Documentation----------29

10.7. Go-Live Support----------29

10.8. Technical Support----------29

11. Acceptance Criteria----------30

11.1. Installation Acceptance----------30

11.2. Configuration Acceptance----------30

11.3. Integration Acceptance----------30

11.4. UAT----------30

11.5. Production Go-Live----------30

11.6. Final Acceptance----------31

12. Annexures----------31

12.1. Annexure I: Offer Letter---------- 32

12.2. Annexure II: Conformity with Bidder Eligibility Criteria----------33

12.3. Annexure III: Bidder Organization Details----------35

12.4. Annexure IV: Functional/Non-Functional/Technical Specifications----------36

12.5. Annexure V: Commercial Bid Template----------39

12.6. Annexure VI: Manufacturer Authorization's Form (MAF)----------40

12.7. Annexure VII: Declaration Regarding Non-Blacklisting and Litigation----------42

12.8. Annexure VIII: Escalation Matrix----------43

12.9. Annexure IX: Bank Guarantee Format for Performance Bank Guarantee (s)----------44

12.10. Annexure X: Template for Pre-Bid Queries----------45

1. Introduction:

LIC Pension Fund Ltd. invites commercial quotes (technical & financial bids for Procurement of Enterprise Cloud-Based Data Loss Prevention (DLP) Solution covering Endpoint DLP and Email DLP to safeguard sensitive information and prevent data leakage.

The solution should provide centralized visibility, policy enforcement and compliance reporting across the organization and also to protect sensitive and confidential data from internal and external risks.

The selected vendor should provide comprehensive Annual Maintenance Contract (AMC) services covering both Cloud set up and DLP application support as defined in Service Level Agreements (SLAs).

1.1. Disclaimer:

This Bid document is issued by LIC Pension Fund Ltd, hereafter called as LIC PFL for the purpose of inviting sealed quotations from eligible bidders and shall not be construed as an offer or agreement. The information contained in this document is provided to assist bidders in preparing and submitting their proposals.

While due care has been taken in the preparation of this document, LCI PFL does not make any representation or warranty, express or implied, as to the accuracy, completeness or reliability of the information contained herein. Bidders are advised to conduct their own independent assessment and seek appropriate professional advice before submitting their bids.

LIC PFL reserves the right to modify, amend or supplement this Bid document or to cancel or withdraw the bidding process at any stage, without assigning any reason and without incurring any liability.

By participating in this bid process, the bidder acknowledges and agrees that LCI PFL shall not be held liable for any costs, expenses or losses incurred by the bidder in connection with the preparation or submission of the bid.

1.2. Background

LIC Pension Fund Ltd operates in a highly regulated environment and handles sensitive financial data. LIC Pension Fund Ltd is a leading Fund Management organization in pension fund sector regulated by Pension Fund Regulatory & Development Authority (PFRDA).

To strengthen its data protection posture, the organization is seeking a robust DLP solution that can:

- Prevent data leakage
- Data discovery and classification
- Ensure Audit and regulatory compliance reporting
- Monitor and control user activity & data movement across endpoints and emails.

1.3. Definitions/Abbreviations:

- DLP – Data Loss Prevention
- Endpoint DLP – Protects data on user devices and prevents unauthorized copying or sharing.
- Email DLP – Prevents sensitive information from being leaked through email.
- SLA – Service Level Agreement
- LIC PFL - LIC Pension Fund Ltd
- RFP - Request for Proposal
- AMC - Annual Maintenance Contract
- ATS - Annual Technical Support

1.4. Issuing Authority:

This Request for Proposal (RFP) is issued by LIC Pension Fund Ltd, having its office at Churchgate Mumbai. The issuing authority shall be responsible for conducting the tender process, including evaluation of bids, clarification of queries, award of contract and overall administration of the procurement process.

1.5. Important Dates:

The important dates and milestones relating to this RFP are provided in the clause 2.2 of RFP namely Activity Schedule.

Bidders are advised to adhere strictly to the timelines specified by the LIC PFL. The LIC PFL reserves the right to modify any of the dates or timelines at its sole discretion and such changes shall be communicated through an official corrigendum.

1.6. Contact Details:

All communications, requests for clarification and correspondence pertaining to this RFP shall be addressed only to the authorized officer mentioned below.

1. Name: Prasad Thakur

Designation: AGM

Department: IT

Contact Number: 9820174202

Email: it@licpensionfund.in

2. Name: Indrajeet Kadam

Designation: Manager

Department: IT

Contact Number: 9819062538

Email: it@licpensionfund.in

Address: 1st Floor, Industrial Assurance Building, B-5, Veer Nariman Rd, Churchgate, Mumbai, Maharashtra 400020

2. RFP Process:

The Bid Process outlined in this Request for Proposal (RFP) defines the procedures, timelines and requirements governing the submission, evaluation and selection of bids for the proposed Enterprise Data Loss Prevention (DLP) Solution. All bidders shall comply with the instructions, terms and conditions and requirements specified in this section throughout the procurement process.

Bidders are advised to carefully review the contents of this RFP and ensure that their bids are complete, responsive and submitted within the prescribed timelines. Any deviation from the requirements of this RFP may render the bid liable for rejection at the sole discretion of the LIC PFL.

2.1. Invitation to Bid:

The qualified bidders should submit their bids in a single sealed envelope containing two sealed envelopes for technical bid and commercial bid for the procurement, implementation, configuration, integration, testing, commissioning, training and support of the Enterprise Cloud-Based Data Loss Prevention (DLP) Solution as detailed in this Request for Proposal (RFP).

2.2. Activity Schedule:

The schedule of activities for this RFP, including issuance of the RFP, submission of pre-bid queries, bid submission, bid evaluation and award of contract, is Scheduled as per below:

#	Activity	Details
1	RFP Reference & Date	Ref: LICPFL/DLP/RFP/2026-27 Date: 12.10.2026
2	Address for submission of Bid	1st Floor, Industrial Assurance Building, Veer Nariman Road, Churchgate, Mumbai – 400020
3	Last Day and Time for receiving queries on Bid	16.10.2026, 05:00 PM **(To be sent on it@licpensionfund.in)**
4	Last Date of Bid Submission Date & Time	26.10.2026,05:00 PM
5	Opening of Technical Bids Date & Time	26.10.2026,05:25 PM
6	Opening of Commercial Bid	Technically qualified bidders will be informed the date of opening of commercial bid.
7	Mail-id for correspondence	it@licpensionfund.in

The LIC PFL reserves the right to revise the schedule at any stage of the procurement process without assigning any reason.

2.3. Earnest Money Deposit (EMD):

The bidder shall submit an Earnest Money Deposit (EMD) of **INR 10,000/-** (Rupees Ten Thousand Only) in the form of a Demand Draft (DD) drawn in favour of **"LIC Pension Fund Ltd".** The EMD can be paid through online payment method. The Bidder interested in paying online should intimate to the authorized officials of LICPFL who will share the Bank Details. The EMD shall remain valid for the period prescribed in this RFP and may be forfeited in accordance with the terms and conditions of the bidding process.

2.4. Bid Validity:

The prices quoted by the bidder shall remain firm and valid for a period of 180 days from the last date of bid submission. During this period, if the LIC PFL requires additional Cloud-Based

DLP licenses covered under this RFP, the bidder shall supply the same at the proportionate unit rates and commercial terms quoted in the commercial bid, subject to the terms and conditions of the contract.

2.5. Instructions to Bidders:

The qualified bidders should submit their bids in a single sealed envelope containing two sealed envelopes for technical bid and commercial bids.

Bidders are advised to carefully examine all instructions, terms and conditions, eligibility requirements, technical specifications and other provisions contained in this RFP before submitting their bids. Failure to furnish complete and accurate information or submission of a non-responsive bid may result in rejection of the bid.

2.6. Authorized Signatory:

The bidder shall nominate an Authorized Signatory who shall be responsible for signing and submitting the bid and all related documents under this RFP. The bidder shall furnish the complete details of the Authorized Signatory, including name, designation, contact number, email address and specimen signature, along with documentary evidence. All documents submitted as part of the bid shall be duly signed and stamped by the Authorized Signatory and the LIC PFL shall rely upon such authorization for all communications and contractual matters related to this RFP.

2.7. Submission of Bids:

The bid shall be submitted in accordance with the instructions specified in this RFP on or before the prescribed due date and time. The bidder shall ensure that all required documents, supporting certificates, declarations and annexures are duly signed and submitted in the prescribed format. Late submissions shall not be considered by the LIC PFL.

2.8. Pre-Bid Queries:

Bidders may submit their queries, clarifications or requests for interpretation regarding this RFP in the prescribed format as per **Annexure – X** on or before **the date as specified in activity schedule for pre bid queries** to the designated contact person through email. Responses to the pre-bid queries and any amendments to the RFP, if applicable, shall be communicated through an official corrigendum issued by the LIC PFL.

2.9. Taxes & Duties:

The quoted prices shall be **exclusive** of applicable taxes, duties and other statutory charges as specified in the commercial bid format.

2.10. Confidentiality of Bid:

The information contained in this RFP and all documents, data and information exchanged during the bidding process shall be treated as confidential by the bidder. The bidder shall not disclose any information relating to this RFP to any third party without the prior written

consent of the LIC PFL, except where such disclosure is required under applicable law or regulatory requirements.

2.11. Offer Letter:

The Offer Letter shall be submitted by the bidder on its official letterhead, duly signed and stamped by the Authorized Signatory. The Offer Letter shall confirm that the bidder has carefully examined the RFP document, understood its requirements and agreed to comply with all terms and conditions as per **Annexure – I.**

The bidder shall further confirm that the bid submitted is complete in all respects, remains valid for the prescribed bid validity period and that the information furnished in the bid is true, correct and authentic to the best of its knowledge.

2.12. Declaration Regarding Non-Blacklisting and Litigation:

The bidder shall submit a declaration on its official letterhead confirming that it has not been blacklisted, debarred, banned or declared ineligible by any Central Government, State Government, Public Sector Undertaking (PSU), Regulatory Authority, Financial Institution or any other Government Agency as on the date of submission of the bid as per **Annexure – VII**.

The bidder shall also declare that there are no pending material litigations, legal proceedings, investigations or regulatory actions that may adversely affect its ability to execute the proposed project. In the event of any such proceedings, the bidder shall provide complete details along with the status of the case.

3. Bidder Eligibility Criteria:

The purpose of this section is to define the minimum eligibility requirements that prospective bidders must satisfy to participate in the bidding process. The eligibility criteria are intended to ensure that only technically competent, financially sound and experienced organizations with the necessary capabilities are considered for evaluation as per **annexure – II.**

Bidders shall submit all required documentary evidence in support of their eligibility. Failure to meet any of the mandatory eligibility criteria or failure to submit the prescribed documentary evidence may result in rejection of the bid at the sole discretion of the LIC PFL.

3.1. OEM Eligibility Criteria:

The Original Equipment Manufacturer (OEM) of the proposed solution shall possess the necessary technical expertise, product maturity, implementation experience and support capability for the proposed DLP solution. The bidder shall ensure that the OEM complies with all eligibility requirements specified in this RFP and shall submit valid documentary evidence issued by the OEM wherever applicable as per **annexure - VI**

3.2. Consortium/Subcontracting Policy:

Bids submitted by a consortium or involving subcontracting shall be governed by the conditions specified in this RFP. The bidder shall clearly disclose the scope of work proposed to be executed by consortium members or subcontractors, if permitted by the LIC PFL. The

prime bidder shall remain solely responsible and accountable for the successful execution of the contract and fulfilment of all contractual obligations.

3.3. Documentary Evidence Required:

The bidder shall submit all supporting documents, certificates, declarations, authorizations and other documentary evidence as required under this RFP to establish compliance with the eligibility criteria. The LIC PFL reserves the right to verify the authenticity of the submitted documents and may seek additional information or clarifications from the bidder at any stage of the evaluation process.

4. Bid Evaluation Criteria:

The LIC PFL shall evaluate the bids received in accordance with the evaluation methodology specified in this RFP. The evaluation process shall be conducted in a fair, transparent and objective manner to identify the bidder offering the most technically compliant and commercially competitive solution.

The evaluation process shall comprise Eligibility Evaluation, Technical Evaluation (Product Demonstration/Presentation if required) and Commercial Evaluation. Only those bidders who successfully qualify at each stage of the evaluation shall be considered for the subsequent stage.

The Commercial Bid shall be opened only for those bidders who successfully qualify the Eligibility Evaluation, Technical Evaluation. The bidder submitting the Lowest quote (L1) in the Commercial Bid, after meeting all the eligibility, technical and commercial requirements of the RFP, shall be considered for award of the contract, subject to approval by the competent authority of the LIC PFL and fulfilment of all terms and conditions specified in this RFP.

4.1. Eligibility Evaluation:

The LIC PFL shall initially evaluate all the bids to determine whether the bidders satisfy the eligibility criteria specified in this RFP. Only those bidders who meet all mandatory eligibility requirements and submit the prescribed documentary evidence shall be considered for further technical evaluation as per **annexure – II**

The LIC PFL reserves the right to seek clarifications or additional documentary evidence from the bidder during the eligibility evaluation process, wherever considered necessary.

4.2. Technical Evaluation:

The technical evaluation shall be carried out to assess the bidder's compliance with the functional, technical, security, implementation, integration, support and operational requirements specified in this RFP as per **annexure - IV.** The evaluation shall be based on the technical proposal, supporting documents, compliance statements, certifications, project experience and any other information considered relevant by the LIC PFL.

4.3. Product Demonstration/Presentation:

The LIC PFL may require the bidder to provide a demonstration/presentation of the proposed solution to validate the functional capabilities, technical features, ease of administration, reporting capabilities, security controls and compliance with the requirements specified in this RFP.

The demonstration shall cover all major functional modules of the proposed solution and may include real-time scenarios as identified by the LIC PFL.

4.4. Commercial Evaluation:

Commercial bids of only those bidders who successfully qualify the eligibility evaluation, technical evaluation, product demonstration (where applicable) shall be opened for commercial evaluation.

The commercial evaluation shall be carried out in accordance with the methodology specified in this RFP. The bidder quoting the <Lowest Evaluated Price (L1), after considering all applicable commercial terms and conditions, shall be considered for award of the contract, subject to approval by the competent authority of LIC PFL.

5. General Terms & Conditions:

The terms and conditions specified in this section shall govern the contractual relationship between the LIC PFL and the successful bidder throughout the tenure of the contract. By submitting the bid, the bidder acknowledges that it has read, understood and agreed to comply with all the terms, conditions, obligations and requirements specified in this RFP.

The successful bidder shall be responsible for providing all products, services, implementation, support, documentation, training, maintenance and other deliverables in accordance with the provisions of this RFP and the subsequent Purchase Order/Contract Agreement.

A. Commercial & Contractual:

5.1. Contract Period:

The contract shall remain valid for a period of 3 years from the date of issuance of the Licenses, unless terminated earlier in accordance with the provisions of this RFP. The LIC PFL reserves the right to extend the contract for an additional period on the same terms and conditions or on mutually agreed terms.

5.2. Performance Bank Guarantee (PBG):

The successful bidder shall submit an unconditional and irrevocable Performance Bank Guarantee (PBG) equivalent to 3% of the total contract value in the prescribed format within 10 days from the date of issuance of the Letter/Email of Award of contract as per annexure – IX. The PBG shall remain valid for the entire contract period, including the warranty/support period and any additional claim period specified by the LIC PFL.

5.3. Installation & Commissioning:

The successful bidder shall be responsible for installation, configuration, integration, testing, commissioning and successful deployment of the proposed solution at locations specified by the LIC PFL. All activities shall be carried out in coordination with the LIC PFL IT Team and completed within the agreed implementation schedule.

5.4. User Acceptance Testing (UAT):

Upon completion of installation, configuration and integration, the bidder shall conduct User Acceptance Testing (UAT) in coordination with the LIC PFL. The UAT shall verify successful deployment, integration, policy configuration, data discovery and classification, incident detection, alerting, reporting, logging and overall compliance with the functional, technical, security and operational requirements specified in this RFP. The bidder shall demonstrate the solution in the deployment mode approved by the LIC PFL, including monitoring and policy enforcement capabilities, prior to Production Go-Live.

5.5. Technical Support:

The successful bidder shall provide comprehensive technical support throughout the contract period, including remote support, on-site support (where required), troubleshooting, software updates, security patches and resolution of incidents in accordance with the Service Level Agreement. The support windows shall be available as follows:

All working days from 10 AM to 10 PM.

On exceptional occasions the support may be required on holidays.

5.6. Escalation Matrix:

The bidder shall provide a detailed escalation matrix consisting of technical, operational, service delivery and management contacts for effective resolution of incidents and service requests. The escalation matrix shall include contact details, email addresses, telephone numbers and escalation timelines and shall be updated whenever there is a change in personnel as per annexure – VIII.

5.7. Training & Documentation Requirements:

The successful bidder shall provide comprehensive administrator and end-user training covering installation, configuration, administration, policy management, reporting, troubleshooting, backup, restoration and operational procedures of the proposed solution. The bidder shall also provide complete technical documentation, user manuals, administration guides, architecture documents, standard operating procedures (SOPs) and knowledge transfer documentation.

5.8. Change Management:

Any modification, enhancement, customization, configuration change or variation in the scope of work during the contract period shall be carried out only after obtaining prior written approval from the LIC PFL.

B. Security & Legal:

5.9. Inspection & Audit Rights:

The LIC PFL, its internal/external Auditors, Statutory Auditors, Regulatory Authorities or any agency authorized by the LIC PFL shall have the right to inspect, verify, review and audit the bidder's compliance with the terms and conditions of this RFP, the executed contract and applicable regulatory requirements. The successful bidder shall provide unrestricted access to relevant records, logs, reports, documentation, systems and personnel as may be reasonably required during such inspections or audits.

5.10. Security Compliance:

The successful bidder shall comply with the LIC PFL's Cloud Adoption Policy, Information Security Policy, Cyber Security Policy, PFRDA Cyber Security guidelines, statutory and industry standards throughout the contract period. The proposed solution shall adhere to the security requirements specified in this RFP and support implementation of appropriate administrative, technical and operational security controls to safeguard the LIC PFL's information assets.

5.11. Confidentiality:

The successful bidder shall maintain strict confidentiality of all information, documents, records, user's data, business information and any other confidential information received from the LIC PFL during the execution of the contract. Such information shall not be disclosed, copied, reproduced or used for any purpose other than the performance of the contractual obligations without the prior written consent of the LIC PFL, except where required under applicable law.

5.12. Non-Disclosure Agreement (NDA):

The successful bidder shall execute a Non-Disclosure Agreement (NDA) with the LIC PFL prior to commencement of the project or execution of the contract, in the format prescribed by the LIC PFL or provided by you after mutually agreed. The bidder shall maintain strict confidentiality of all information, data, documents, systems, configurations, and any other confidential information received from or accessed during the course of the project and shall not disclose the same to any third party without the prior written consent of the LIC PFL.

5.13. Intellectual Property Rights:

The successful bidder shall ensure that the proposed solution, software, licenses, documentation and related deliverables do not infringe upon any intellectual property rights of any third party. The bidder shall indemnify and hold the LIC PFL harmless against any

claims, losses, damages or legal proceedings arising out of any infringement of patents, copyrights, trademarks, trade secrets or other intellectual property rights.

5.14. Limitation of Liability:

For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to LIC PFL arising under or in connection with this agreement for an amount exceeding the total Cost of the Project. Service provider will ensure LIC PFL's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential LIC PFL's related information to the extent of loss so caused.

5.15. Indemnity:

The successful bidder shall indemnify, defend and hold harmless the LIC PFL, its directors, officers, employees and representatives from and against all claims, liabilities, losses, damages, penalties, costs and expenses arising from any breach of contractual obligations, negligence, intellectual property infringement, violation of applicable laws, data breach or any act or omission attributable to the bidder during the performance of the contract.

5.16. Force Majeure:

Neither party shall be liable for failure or delay in performing its contractual obligations if such failure or delay is caused by events beyond its reasonable control, including but not limited to natural disasters, war, civil disturbances, epidemics, acts of government or other force majeure events. The affected party shall promptly notify the other party in writing and take all reasonable steps to minimize the impact of such events.

5.17. Project Timeline:

The successful bidder shall complete the Project Go-Live of the Cloud-Based DLP Solution within six (6) weeks from the date of issuance of the Purchase Order (PO), unless otherwise extended by the LIC PFL in writing. The Project Timeline may be extended by two weeks after completion of six weeks subject to the bidder intimating about the reasons for delay in Implementation and taking prior approval from LIC PFL.

5.18. Delay in Performance:

The successful bidder shall perform all contractual obligations within the timelines specified in this RFP and the subsequent contract. In the event of any anticipated delay, the bidder shall immediately notify the LIC PFL in writing, stating the reasons for the delay and the proposed mitigation measures. Any delay attributable to the bidder beyond the agreed implementation timeline may attract Liquidated Damages (LD) and other contractual remedies.

5.19. Liquidated Damages (LD):

In the event of delay in delivery, implementation, commissioning or completion of contractual obligations attributable to the bidder, the LIC PFL may impose Liquidated Damages (LD) at the rate of **0.5% per week** or part thereof, subject to a maximum of 10% of

the total contract value. The imposition of Liquidated Damages shall be without prejudice to any other rights or remedies available to the LIC PFL.

5.20. Vendor Obligations:

The successful bidder shall be responsible for the supply, implementation, configuration, integration, testing, commissioning, documentation, training, maintenance, technical support and overall performance of the proposed solution throughout the contract period. The bidder shall ensure that adequate qualified personnel, technical expertise, tools and resources are deployed to fulfil all contractual obligations in accordance with the requirements of this RFP.

5.21. Subcontracting:

The successful bidder shall not subcontract, assign or transfer the whole or any part of the contractual obligations to any third party without the prior written approval of the LIC PFL. Where subcontracting is permitted, the successful bidder shall remain fully responsible and accountable for the performance, quality, security, confidentiality and compliance of all subcontracted activities.

5.22. Conflict of Interest:

The bidder shall disclose any actual, potential or perceived conflict of interest that may affect its participation in the bidding process or execution of the contract. The LIC PFL reserves the right to reject any bid or terminate the contract if it determines that a conflict of interest exists which may adversely impact the integrity or fairness of the procurement process.

5.23. Fraudulent & Corrupt Practices:

The bidder shall observe the highest standards of ethics, integrity, transparency and professionalism throughout the bidding process and the execution of the contract. Any act involving fraud, corruption, bribery, collusion, misrepresentation, coercion or any other unethical practice may result in rejection of the bid, forfeiture of the Earnest Money Deposit (EMD) if applicable, termination of the contract, blacklisting of the bidder and initiation of appropriate legal action by LIC PFL.

C. Contract Closure & Regulatory Compliance:

5.24. Termination for Default, Insolvency & Convenience:

The LIC PFL reserves the right to terminate the contract, in whole or in part, by giving **90 days** written notice to the successful bidder in the event of failure to perform contractual obligations, breach of any terms and conditions of the contract, repeated failure to meet the Service Level Agreement (SLA) or any other default attributable to the bidder. Such termination shall be without prejudice to any other rights or remedies available to the LIC PFL under the contract or applicable law.

5.25. Governing Law:

This RFP, the subsequent contract and all matters arising out of or in connection therewith shall be governed and construed in accordance with the laws of the Republic of India. The parties shall comply with all applicable statutory, regulatory and legal requirements during the execution of the contract.

5.26. Arbitration:

Any dispute, controversy or claim arising out of or relating to this RFP or the subsequent contract, which cannot be resolved amicably between the parties, shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, as amended from time to time. The venue, language and procedure of arbitration shall be as mutually agreed or as specified by the LIC PFL.

5.27. Jurisdiction:

Subject to the arbitration provisions contained herein, the courts having jurisdiction at Mumbai City shall have exclusive jurisdiction over all matters arising out of or relating to this RFP and the subsequent contract.

5.28. Taxes & Statutory Compliance:

The successful bidder shall be solely responsible for complying with all applicable statutory requirements, taxes, duties, labour laws and other legal obligations arising under the applicable laws of India. The bidder shall obtain and maintain all registrations, licenses, approvals and statutory clearances required for the execution of the contract and shall indemnify the LIC PFL against any liability arising from non-compliance.

5.29. Compliance with CERT-In/PFRDA Guidelines:

The proposed solution and all services provided by the successful bidder shall comply with the applicable directions, advisories and cybersecurity guidelines issued by CERT-In, PFRDA and any other regulatory or statutory authority applicable to the LIC PFL from time to time. The bidder shall promptly implement regulatory changes, security advisories, vulnerability mitigations and compliance requirements without adversely affecting the LIC PFL's operations.

6. Technical Requirements:

The proposed Enterprise Cloud-Based Data Loss Prevention (DLP) solution shall comply with the technical, functional, security and operational requirements specified in this RFP. The bidder shall provide a secure, scalable, highly available and enterprise-grade solution capable of protecting sensitive data across endpoints and email environments while ensuring seamless integration with the LIC PFL's existing IT infrastructure.

The bidder shall submit detailed technical documentation, architecture diagrams, compliance statements and supporting documents demonstrating compliance with all requirements specified in this section.

6.1. Solution Architecture:

The bidder shall propose a comprehensive and enterprise-grade solution architecture covering all components of the proposed DLP solution, including endpoint, email, management console, reporting and integration components. The architecture shall support centralized policy management, monitoring, logging, administration and secure communication between all solution components.

6.2. Cloud Hosted DLP Requirements:

The proposed solution shall be a cloud-native or cloud-hosted Enterprise DLP solution capable of protecting sensitive information across cloud applications, Software-as-a-Service (SaaS) platforms, endpoints and enterprise communication channels. The solution shall provide centralized policy enforcement, real-time monitoring, content inspection, incident management and data protection capabilities across the cloud environment.

6.3. Cloud Security Requirements:

The proposed solution shall implement industry-standard security controls to protect data at rest, data in transit and data in use. The solution shall support strong encryption, secure authentication, role-based access control, secure communication protocols, audit logging and other security mechanisms to safeguard the confidentiality, integrity and availability of the LIC PFL's information assets.

6.4. Cloud Certifications:

The proposed cloud platform and associated services shall comply with information security and cloud security standards. The bidder shall provide valid certifications, audit reports and compliance documents demonstrating adherence to applicable security, privacy and regulatory requirements throughout the contract period.

6.5. Scalability:

The proposed solution shall support seamless scalability to accommodate future growth in users, endpoints, data volume, policies, locations and cloud workloads without significant architectural changes or degradation in performance.

6.6. High Availability:

The proposed solution shall be designed to provide high availability through redundancy, failover mechanisms, load balancing and elimination of single points of failure. The bidder shall ensure uninterrupted service availability in accordance with the Service Level Agreement (SLA) and shall describe the high-availability architecture of the proposed solution.

6.7. Reporting & Dashboard:

The proposed solution shall provide centralized dashboards and comprehensive reporting capabilities for monitoring security events, policy violations, incidents, system health, user activities, compliance status and operational performance. The solution shall support

customizable reports, scheduled reporting, real-time dashboards, graphical analytics and export of reports in standard formats.

6.8. Compliance Requirements:

The proposed solution shall comply with all applicable regulatory, statutory, security and industry standards relevant to the LIC PFL. The bidder shall ensure that the solution supports audit, governance, risk management, data protection and compliance reporting requirements and shall provide documentary evidence demonstrating compliance with the applicable standards and regulatory guidelines.

7. Scope of Work

The selected vendor shall provide, implement and support a DLP solution covering:

A. User Scope

- 50 endpoint users
- 70 Microsoft 365 email IDs
- 50 endpoint desktops
- Implementation of proposed solution on cloud-based environment.
- Annual Maintenance support for the solution as per the defined Service Level Agreement.
- The solution must provide full protection across Endpoint and Email DLP as per Annexure – IV and following capabilities:

B. Monitoring & Incident Management:

The solution shall provide real-time monitoring, detection and investigation of DLP incidents, security alerts and notifications and tracking of policy violations, along with incident management and reporting capabilities based on defined policy.

C. Logging & Audit:

The solution shall maintain audit logs of DLP activities, administrative actions and policy violations and provide centralized dashboards and basic audit, incident and compliance reports based on defined policy.

D. Integration Requirements:

The solution shall support integration with Active Directory / LDAP, Microsoft 365 / Exchange and SIEM / SOC etc. based on defined policy.

E. Compliance & Data Residency:

- Support compliance with PFRDA Cyber Security Guidelines, CERT-In Directions, Digital Personal Data Protection Act (DPDPA), 2023, ISO/IEC 27001 and the LCI PFL's Information Security Policies and System Audits. The solution proposed should undergo security assessments like – VA/PT periodically.
- The cloud environment on which the solution will be deployed along with DLP logs, metadata and related information shall reside within India.
- The bidder shall provide documentary evidence of compliance with applicable data localization requirements.

F. Log Retention:

The solution shall support online log retention for a minimum of 6 months and archived log retention for a minimum of 2 years, with provision to export logs to SIEM or storage for long-term archival.

8. Service Level Agreement (SLA):

The successful bidder shall enter into a comprehensive Service Level Agreement (SLA) with the LIC PFL covering all service commitments, performance parameters, support obligations, incident management procedures, escalation mechanisms, reporting requirements and penalties for non-compliance. The bidder shall ensure compliance with all SLA parameters throughout the contract period and shall provide adequate technical resources to meet the agreed service levels.

8.1. Service Availability:

The bidder shall ensure continuous availability of the proposed DLP solution, including the management console, policy engine, reporting services, cloud services and associated components.

The solution shall maintain a minimum service availability of **99.7%,** excluding the approved maintenance window agreed upon with the LIC PFL.

8.2. Severity Levels:

Incidents reported by the LIC PFL shall be categorized based on business impact as follows:

SN	Severity	Description
1	**P1 – Critical**	Complete outage of DLP services, inability to enforce security policies, management console unavailable, or any issue resulting in significant business or security impact.
2	**P2 – High**	Partial degradation of DLP services affecting multiple users or key functionalities without complete service outage.
3	**P3 – Medium**	Functional issues with acceptable workaround available and limited business impact.

4	**P4 – Low**	Minor defects, cosmetic issues, documentation requests, reports, or enhancement requests with no business impact.

8.3. Incident Response Time:

The successful bidder shall acknowledge and initiate action on all incidents within the response timelines specified by the LIC PFL based on the severity level of the incident. Response time shall be measured from the time the incident is logged by the LIC PFL until the bidder acknowledges and begins corrective action.

8.4. Resolution Time:

The successful bidder shall resolve reported incidents within the resolution timelines prescribed for each severity level. Failure to restore the affected service within the agreed resolution time may attract penalties in accordance with the SLA and the terms of this RFP.

8.5. SLA Matrix:

SN	Severity	Response Time	Resolution Time
1	**P1**	30 Minutes	4 Hours
2	**P2**	1 Hour	1 Business Days
3	**P3**	4 Business Hours	3 Business Days
4	**P4**	1 Business Day	5 Business Days / Next Release/Mutually Agreed

8.6. Uptime Commitment:

The successful bidder shall ensure that the proposed solution consistently meets the agreed uptime commitment throughout the contract period. The uptime percentage shall be calculated on a monthly basis and any deviation from the committed service availability shall be treated as an SLA breach and may attract applicable penalties.

8.7. Uptime Calculation:

Monthly Availability (%) shall be calculated using the following formula:

Availability (%) = [(Total Time – Unplanned Downtime) ÷ Total Time] × 100

Where:

Total Time = Total number of hours in the calendar month.

Unplanned Downtime = Total duration of unplanned service interruptions attributable to the bidder.

Scheduled maintenance approved by the LIC PFL shall be excluded from uptime calculations.

8.8. Maintenance Window:

The successful bidder shall perform planned maintenance activities only during the maintenance window approved by the LIC PFL. Any scheduled maintenance likely to impact service availability shall be communicated to the LIC PFL in advance and shall require prior written approval from the LIC PFL.

8.9. SLA Reporting:

The successful bidder shall submit periodic SLA reports to the LIC PFL on a Quarterly basis along with payment invoices covering service availability, incident statistics, response and resolution performance, SLA compliance, security events, system health and any other operational metrics specified by the LIC PFL. The reports shall be submitted in the prescribed format and shall support audit and compliance requirements.

8.10. SLA Penalties:

SN	Monthly Availability	Penalty
P1 Issue		
1	4.00 hours to 8.00 hours	1% of total AMC Cost
2	8.01 hours to 16.00 hours	3% of total AMC Cost
3	16.01 hours to 24.00 hours	6% of total AMC Cost
4	24.01 hours to 48.00 hours	10% of total AMC Cost
P2 Issue		
1	24.00 hours to 36.00 hours	1% of total AMC Cost
2	36.01 hours to 48.00 hours	3% of total AMC Cost
3	48.01 hours to 60.00 hours	6% of total AMC Cost
4	60.01 hours to 72.00 hours	10% of total AMC Cost

Maximum penalty cap for the quarter is 10% of the total AMC Cost.

8.11. Uptime Penalty:

SN	Monthly Availability	Penalty
1	**99.70% and above**	Nill
2	**98.50%–99.69%**	2% of Monthly license cost
3	**97.50%–98.49%**	5% of Monthly license cost
4	**95.50% – 97.49%**	10% of Monthly license cost

The total penalty applicable under this SLA in the month shall not exceed **10% of the applicable license cost.**

8.12. RCA Timeline:

The successful bidder shall conduct a detailed Root Cause Analysis (RCA) for all Critical (P1) and High (P2) severity incidents and submit the RCA report to the LIC PFL within <2/3 Business Days> of incident resolution or as per mutually agreed by the LIC PFL. The RCA report shall include the root cause, impact assessment, timeline of events, corrective actions taken, preventive measures and recommendations to prevent recurrence of similar incidents.

9. Commercial Terms:

The commercial proposal shall include all costs associated with the supply, implementation, configuration, integration, testing, commissioning, training, documentation, warranty, technical support, maintenance, subscriptions and any other services required for successful implementation of the proposed Enterprise Cloud-Based Data Loss Prevention (DLP) Solution.

9.1. Commercial Pricing:

The quoted prices shall remain valid for the entire bid validity period and upon award of the contract, shall remain unchanged for the duration of the contract unless otherwise agreed by the LIC PFL.

9.2. Payment Schedule & Taxes:

Payments shall be released by the LIC PFL based on successful completion of the agreed project milestones, submission of the required documents, acceptance of deliverables and compliance with the terms and conditions of the contract.

The quoted prices shall be exclusive of applicable taxes, duties and other statutory charges as Commercial Bid Template **Annexure -V.**

The payment schedule and applicable milestones as per below:

SN	Milestone	% of Amount to be Paid
1	1st Year Product Licenses Cost on Successful completion of solution design, installation, deployment in the UAT environment and submission of implementation plan and technical documentation.	20%
2	1st Year Product Licenses Cost on Successful completion of configuration, integration with existing infrastructure, policy creation, successful UAT and signing of the Service Level Agreement (SLA).	30%
3	1st Year Product Licenses Cost on Successful Production Go-Live, completion of knowledge transfer, submission of all project deliverables.	40%
4	1st Year Product Licenses Cost on Successful completion of the stabilization period, fulfilment of the acceptance criteria, submission of all final documentation with training and issuance of the Final Acceptance Certificate by the LIC PFL.	10%

5	One Time Cost Implementation – Post Go live after 30 days	100%
6	OEM Cloud DLP Subscription / License charges for the **2nd Year** shall be payable annually in advance, subject to satisfactory performance and renewal of the subscription.	100% of Year-2 Subscription
7	OEM Cloud DLP Subscription / License charges for the **3rd Year** shall be payable annually in advance, subject to satisfactory performance and renewal of the subscription.	100% of Year-3 Subscription
8	Annual Support charges shall be payable on a quarterly basis in arrears (April–June, July–Sept, Oct–Dec, Jan–March).	25% of Annual Support Charges Payable Quarterly in arrears

9.3. Annual Maintenance Support:

The successful bidder shall provide Annual Maintenance Support (AMC/ATS) for the proposed solution for a period of 3 years as per **Commercial Bid Template Annexure -V**. The scope of support shall include software updates, patches, upgrades, bug fixes and technical assistance, components with the coordination with OEM, wherever applicable

10. Deliverables:

The successful bidder shall provide all products, software, subscriptions, licenses, professional services, implementation, documentation, training, support and other deliverables necessary for the successful deployment and operation of the proposed Enterprise Cloud-Based Data Loss Prevention (DLP) Solution. All deliverables shall be supplied in accordance with the requirements, timelines and acceptance criteria specified in this RFP and the subsequent Purchase Order/Contract Agreement.

The bidder shall ensure that all deliverables are complete, operational and fully integrated with the LIC PFL's existing IT infrastructure before the solution is considered ready for production use.

10.1. Software Licenses:

The successful bidder shall provide all software licenses required for the deployment, operation, administration, monitoring, reporting and management of the proposed Cloud based DLP solution having SaaS module. All licenses shall be genuine, legally procured, transferable (where applicable) and valid for the duration specified by the LIC PFL.

10.2. Professional Services:

The successful bidder shall provide all professional services required for planning, project management, solution design, implementation, deployment, configuration, integration, testing, migration, knowledge transfer and operational support. All professional services shall be delivered by suitably qualified and experienced personnel.

10.3. Implementation:

The successful bidder shall be responsible for the complete implementation of the proposed DLP solution, including installation, deployment, validation, testing and commissioning at the locations identified by the LIC PFL. The implementation shall be completed within the timelines specified in the project schedule and in accordance with the approved implementation plan.

10.4. Configuration:

The successful bidder shall configure the proposed DLP solution in accordance with the LIC PFL's security policies, operational requirements, regulatory obligations and approved implementation design. This shall include configuration of security policies, data classification rules, user roles, reporting, alerts, notifications, integrations and other operational settings.

10.5. Integration:

The successful bidder shall integrate the proposed DLP solution with the LIC PFL's existing infrastructure, including Active Directory, email platforms, endpoints, web gateways, network security solutions, SIEM/SOC, ticketing systems and other third-party applications as per applicability and requirement of the LIC PFL.

10.6. Training & Documentation:

The successful bidder shall provide comprehensive training for administrators, security teams and designated LIC PFL personnel covering installation, configuration, policy management, monitoring, reporting, troubleshooting, backup, restoration and routine administration of the proposed solution. The bidder shall also provide complete technical documentation, user manuals, administrator guides, architecture diagrams, standard operating procedures (SOPs) and knowledge transfer documents.

10.7. Go-Live Support:

The successful bidder shall provide dedicated on-site and/or remote Go-Live support during the production rollout of the proposed solution to ensure a smooth transition into the production environment. The bidder shall promptly resolve any issues identified during the stabilization period and provide continuous assistance until the solution is formally accepted by the LIC PFL.

10.8. Technical Support:

The successful bidder shall provide comprehensive technical support throughout the OEM warranty and support period in accordance with the agreed Service Level Agreement (SLA). Technical support shall include incident management, troubleshooting, remote and on-site assistance (where required), software updates, security patches, version upgrades and resolution of technical issues within the prescribed response and resolution timelines.

11. Acceptance Criteria:

The successful bidder shall complete all implementation activities, deliverables, testing and documentation in accordance with the requirements specified in this RFP. Acceptance of the proposed solution shall be subject to successful completion of all acceptance stages, verification by the LIC PFL and fulfilment of the technical, functional, security and operational requirements.

The LIC PFL reserves the right to reject any deliverable or implementation activity that does not conform to the requirements specified in this RFP. Final acceptance shall be granted only after successful completion of all acceptance milestones and issuance of written acceptance by the LIC PFL.

11.1. Installation Acceptance:

The successful bidder shall complete the installation and deployment of all software, cloud services, components and associated modules in accordance with the approved implementation plan. Installation Acceptance shall be granted after verification by the LIC PFL that all required components have been successfully installed and are operational.

11.2. Configuration Acceptance:

The successful bidder shall configure the proposed DLP solution in accordance with the LIC PFL's security policies, operational requirements, user roles, data classification policies, alerting mechanisms, reporting requirements and other configuration parameters specified in this RFP. Configuration Acceptance shall be granted after successful verification of all configured functionalities by the LIC PFL.

11.3. Integration Acceptance:

The successful bidder shall successfully integrate the proposed DLP solution with the LIC PFL's existing infrastructure, including email platforms, endpoints, web gateways, SIEM/SOC, ticketing systems and other third-party applications identified by the LIC PFL. Integration Acceptance shall be granted after successful validation of all required integrations and confirmation that the integrated environment operates as intended.

11.4. UAT:

The successful bidder shall support the LIC PFL during User Acceptance Testing (UAT) to validate that the proposed solution satisfies all functional, technical, operational, security, reporting and compliance requirements specified in this RFP. UAT Acceptance shall be granted upon successful completion of all agreed test cases and written confirmation from the LIC PFL.

11.5. Production Go-Live:

Following successful completion of implementation, integration, testing and UAT, the successful bidder shall support the production rollout of the proposed DLP solution. Production Go-Live shall be considered successful after the solution operates satisfactorily in

the production environment for a stabilization period of 30 days without any critical or major issues, as determined by the LIC PFL.

11.6. Final Acceptance:

Final Acceptance shall be granted only after successful completion of all implementation activities, acceptance milestones, documentation, training, knowledge transfer, stabilization and fulfilment of all contractual obligations specified in this RFP. The LIC PFL shall issue a formal written Acceptance Certificate upon satisfactory completion of all requirements, which shall signify successful completion of the implementation phase.

12. Annexures:

The annexures provided as part of this RFP form an integral part of the bidding document and shall be read in conjunction with all other sections of the RFP. Bidders shall complete, sign and submit all applicable annexures in the prescribed formats along with their bid.

The LIC PFL reserves the right to seek additional information, clarifications or supporting documents relating to any annexure during the bid evaluation process.

12.1. Annexure I: Offer Letter (To be submitted on the Company's Letter Head)

To,

Chief Executive Officer,

LIC Pension Fund Limited,

1st Floor, A Wing, Industrial Insurance Building,

Veer Nariman Road, Churchgate, Mumbai – 400020.

Sir/Madam,

RFP Ref. No: LICPFL/DLP/RFP/2026-29, Dated 12.10.2026 for Supply, Deployment, Implementation and Support of Cloud-Based Data Loss Prevention (DLP) Solution

Having examined the RFP document, terms and conditions including all Annexures the receipt of which is hereby duly acknowledged. We, the undersigned, offer to supply, deliver, install, maintain, manage solution/equipment / devices / appliances, in conformity with the said RFP documents in accordance with the schedule of prices attached in the commercial bid and made part of this RFP.

We hereby agree and accept all the clauses/terms and conditions mentioned in the **RFP dated 12-10-2026** and also subsequent modifications.

We understand that,

1) LICPFL is not bound to accept the lowest or any bid received and may reject all or any bid.
2) If our Bid for this RFP/tender is accepted, we undertake to enter into and execute at our cost, when called upon by LICPFL to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bids together with your written acceptance thereof shall constitute a binding contract between us.
3) If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
4) If we fail to accept the L1 price arrived at on the basis of commercial bid (despite having accepted the terms and condition for the same in our bid document), LICPFL has full rights to forfeit the **earnest money deposit (EMD) of Rs.10,000/- (Rupees Ten thousand)** submitted to LICPFL by us after the bidding process is complete. LICPFL shall reserve the right for not informing us/seeking our permission before doing so.

Dated at Mumbai ----------

Thanking you,

Yours faithfully

Authorized Signatory,

For _____ (Company Name)

12.2. : Annexure II: Conformity with Bidder Eligibility Criteria: (To be submitted on the Company's Letter Head)

RFP Reference No: LICPFL/DLP/RFP/2026-27, Date: 12.10.2026 for Cloud Based DLP Solution.

Name of the Bidder _____

SN	Eligibility Criteria	Details of Compliance document attached	Bidders Response
1	a) The bidder should be a registered entity in India. Bidder must be registered entity under Companies Act, 1956, OR b) A company/statutory body owned by Central/State Govt.	a) Certificate of incorporation /registration Under Companies Act to be attached. b) Valid GST registration certificate Note: For Statutory bodies/Govt. undertakings proof of ownership by Authorized personnel.	
2	a) Copy of PAN (Permanent Account Number) b) Copy of TAN (Tax Deduction Account Number)	Copy of the PAN and TAN to attach	
3	The bidder shall have an average annual turnover of at least Rs. 3 Crore during the last three financial years.	Audited accounts statements/CA Certificate for the same have to be attached.	
4	The proposed Cloud-Based DLP solution shall be live and operational in a cloud environment as on the date of bid submission The bidder should have successfully implemented any standard DLP solution **in at least one organization.**	Copy of purchase order/ suitable documentary evidence	
5	The bidder should not have been blacklisted by any of Government Authority or Public-Sector Undertaking (PSUs). In case, in the past, the name of their Company was blacklisted by any of the Govt. Authority or PSUs, the name of the company or organization must have been removed from the blacklist as on date of submission of the tender, otherwise the bid shall not be considered. Bidder should not have any litigation with any organizations which may materially impact the bidders' capability to implement the scope of this RFP.	Self-Declaration should be submitted in Annexure - VII	

6	Bidder should have been making profit before taxes during the last three financial years.	The copies of Profit and Loss Statements for the relevant years, duly attested by the authorized Signatory of the Company.	
7	The OEM must be duly compliant with latest ISO standards	Certificate Copies of ISO Certificates	
8	Authorization from OEM for DLP if bidder is not OEM but SI for solution.	Authorization Letter from OEM as per annexure VI	
9	The bidder should have at least 10 employees on roll.	Certificate from Authorized official of Company.	

Authorized Signatory Name:
Designation:
Office Seal:
Place & Date:

12.3. Annexure III: Bidder Organization Details. (To be submitted on the Company's Letter Head)

RFP Reference No: LICPFL/DLP/RFP/2026-27, Date: 12-10-2026 for Cloud Based DLP Solution
Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate LICPFL to verify the correctness of the information.

SN	Item	Details
1	Full Legal Name of The Bidder	
2	Year Of Establishment	
3	Registered Office Address	
4	Address For Correspondence	
5	Authorized Person(S) To Be Contacted	
6	Telephone Number(S)	
7	Email Id	
8	Type of the Firm/Private Limited/Public Limited/Government Sector/Other	
9	Whether Registered Under Companies Act or Any Other Act	
10	Registration Number & Date	

For, and on behalf of:(Bidder)

Authorized Signatory Name:

Designation:

Office Seal:

Place:

Date:

12.4. Annexure IV: Functional/Non-Functional/Technical Specifications of Cloud Based DLP Solution: (To be submitted on the Company's Letter Head)

RFP Reference No: LICPFL/DLP/RFP/2026-27, Date: 12-10-2026 for Cloud Based DLP Solution.
Name of the Bidder: _____

1. Endpoint DLP:

- Functional Requirements:

SN	Functional Requirement	Compliance (Yes/No)	Bidder Remarks
1	Discover, classify and protect sensitive data stored on endpoints.		
2	Monitor and control data copied to removable media (USB, External HDD/SSD, CD/DVD, etc.).		
3	Monitor and control copy, paste and clipboard operations based on defined policy.		
4	Monitor print activities and enforce print restrictions based on defined policy.		
5	Monitor file copy and move operations based on defined policy.		
6	Monitor local drives, network shared folders and mapped network drives.		
7	Prevent unauthorized file transfers based on DLP policies.		
8	Support policy-based monitoring, blocking, alerting and user notification.		
9	Generate alerts, audit logs and compliance reports for policy violations.		

- Technical Requirements:

SN	Technical Requirement	Compliance (Yes/No)	Bidder Remarks
1	Support deployment on Windows operating systems.		
2	Support centralized policy management.		
3	Integrate with Active Directory / LDAP.		
4	Provide tamper protection for Endpoint DLP agents.		

5	Integrate with SIEM / SOC solutions if required.		
6	Support predefined and custom data classifiers.		
7	Support structured and unstructured data protection based on defined policy.		
8	Support encryption of sensitive files based on defined policy.		

2. Email DLP:

- Functional Requirements:

SN	Functional Requirement	Compliance (Yes/No)	Bidder Remarks
1	Monitor outbound email communications.		
2	Inspect email subject, body and attachments.		
3	Detect sensitive information using predefined and custom classifiers.		
4	Apply predefined and customizable DLP policies.		
5	Block unauthorized transmission of sensitive emails.		
6	Quarantine emails violating DLP policies.		
7	Display user notification and policy tips before sending sensitive emails.		
8	Generate audit logs, incident reports and compliance reports.		
9	Support centralized monitoring and reporting of email DLP incidents.		

- Technical Requirements:

SN	Technical Requirement	Compliance (Yes/No)	Bidder Remarks
1	Integrate with Microsoft 365.		

2	Support inspection of multiple attachment formats (PDF, Word, Excel, ZIP, etc.).		
3	Integrate with Active Directory / LDAP if required.		
4	Support centralized policy management.		
5	Integrate with SIEM / SOC solutions.		
6	Support predefined and custom data classifiers.		
7	Support protection of structured and unstructured data based on defined policy.		
8	Support incident investigation reporting.		

Common Non-Functional Requirements (Applicable to Entire DLP Solution):

SN	Non-Functional Requirement	Compliance (Yes/No)	Bidder Remarks
1	Cloud-native SaaS-based DLP solution.		
2	Support enterprise-wide scalability and centralized management.		
3	Provide centralized dashboard, monitoring and reporting.		
4	Support secure communication using TLS 1.2 or higher.		
5	Store logs and DLP-related data within India		
6	Support configurable log retention as specified in the RFP.		
7	Support software upgrades and patches with minimal service disruption.		
8	Comply with applicable regulatory and security requirements specified in the RFP.		

12.5. Annexure V: Commercial Bid Template: (To be submitted on the Company's Letter Head)

The bidder shall submit the commercial proposal strictly in the prescribed format provided by the LIC PFL. All applicable prices, subscription charges, implementation costs, professional services, support charges and any other commercial components shall be clearly indicated as per below template:

Commercial Bid Template

(To be filled by the Bidder) **(Prices in Rupees Exclusive Of Taxes)**

SN	Item	Yr 1	Yr 2	Yr 3	Remarks
1	Cloud Based DLP License Cost for (50 endpoints and emails each)				Includes 3 Years OEM Cloud Subscription, Software Licenses, Product Warranty, Technical Support, Software Updates, Security Patches, Bug Fixes, Version Upgrades and L3 OEM Support
2	Cost for Retention of Logs for 2 years.				The Solution should have archive logs for a period of two years for audit and compliance purposes
3	AMC Support Cost For 3 Years (From System Integrator)				Preventive maintenance, operational support, administration, policy management, incident resolution, health monitoring, remote support, reporting, OEM coordination and SLA support.
4	One time Implementation Cost		NA	NA	It will be one time project implementation cost.
5	Total				It will be grand total of all items.
6	Grand Total				

- Note: All prices quoted shall be in INR and exclusive of applicable taxes.
- Prices shall remain valid for the entire contract period.
- No conditional pricing will be accepted.

12.6. Annexure VI: Manufacturer Authorization's Form (MAF): (To be submitted on the Company's Letter Head)

The bidder shall submit a Manufacturer Authorization Form (MAF) issued by the Original Equipment Manufacturer (OEM), authorizing the bidder to participate in this tender and to supply, implement, support and maintain the proposed solution. The authorization shall remain valid for the duration of the bidding process and the contract period.

Chief Executive Officer,

LIC Pension Fund Limited,

1st Floor, A Wing, Industrial Insurance Building,

Veer Nariman Road, Churchgate,

Mumbai - 400020.

This has reference to LICPFL's **RFP Ref. No: LICPFL/DLP/RFP/2026-27, Dated 12-10-2026 for** Supply, Deployment, Implementation, and Support of Cloud-Based Data Loss Prevention (DLP) Solution

We, _____ (OEM), established and reputed manufacturers/providers of **Cloud-Based Data Loss Prevention (DLP) Solution** and related cloud security services, having our registered office/head office at _____ and regional office/support centre at _____, hereby confirm that **M/s.** _____ (Name and Address of Bidder), hereinafter referred to as the **"Partner"**, wishes to participate in the above-mentioned bid/project and has entered into a valid agreement with us for the supply, deployment, implementation, subscription, maintenance, and support of our Cloud-Based DLP Solution and related services.

The Partner is hereby entitled and authorized to do the following:

a) Resell, implement, deploy, configure, integrate and support _____ **(OEM)** Cloud-Based Data Loss Prevention (DLP) Solution, including subscriptions, licenses, professional services, implementation services, training, and support services in India.

b) Bid, negotiate, execute, and conclude a contract with **LIC Pension Fund Limited** for the supply, deployment, implementation, commissioning, warranty, subscription, technical support, and maintenance of the Cloud-Based DLP Solution and associated services manufactured, developed, or supplied by _____ **(OEM)**.

_____ **(OEM)** confirms that, within the scope of its agreement with its authorized partner, it shall provide the required product warranty, subscription services,

software updates, security patches, upgrades (where applicable), technical assistance, and OEM-backed support for the Cloud-Based DLP Solution supplied through its authorized partner for the period specified in the RFP, commencing from the date of successful implementation and acceptance by LIC Pension Fund Limited.

Further, _____ (OEM) certifies that:

1. The proposed Cloud-Based DLP Solution is an OEM-supported commercial product and complies with the technical specifications prescribed in the RFP.
2. The proposed solution shall remain covered under OEM warranty, subscription, updates, and technical support for a minimum period of three (3) years from the date of successful implementation and acceptance by LIC Pension Fund Limited, or for the duration specified in the RFP, whichever is applicable.
3. During the contract period, the OEM shall provide access to:
    - Product updates and upgrades (where entitled).
    - Security updates and threat intelligence.
    - Bug fixes and patches.
    - Technical support through OEM-authorized support channels.
    - Escalation support for critical incidents.
4. The OEM confirms that the bidder is an authorized implementation and support partner for the proposed Cloud-Based DLP Solution and is competent to deliver implementation, integration, migration, configuration, training, and post-implementation support services.

Name of Authorized Signatory: _____

For and on behalf of M/s. _____ (OEM)

Designation: _____

Contact Details: _____

Date: _____

Place: _____

(Name of Original Equipment Manufacturer - OEM)

(Authorized Signatory with Company Seal)

12.7. Annexure VII: Declaration Regarding Non-Blacklisting and Litigation: (To be submitted on the Company's Letter Head)

Chief Executive Officer,

LIC Pension Fund Limited,

1st Floor, A Wing, Industrial Insurance Building,

Veer Nariman Road, Churchgate,

Mumbai - 400020.

This has reference to LICPFL's **RFP Ref. No: LICPFL/DLP/RFP/2026-27, Dated 12-10-2026 for Cloud Based DLP Solution** as specified by LIC Pension Fund Limited.

We _____ (name and address of the bidder) hereby confirm that we have not been blacklisted/de-barred by any Govt./ PSU/ BFSI organization/ Government Departments in India, including LICPFL, as on date of submission of the bid. Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last three years.

We also declare that we do not have any litigation with any organizations which may materially impact our capability to implement the scope of this RFP.

Authorized Signatory Name:

Designation:

Company/ Office Seal:

Place:

Date: _____/_____/2026

12.8. Annexure VIII: Escalation Matrix (To be submitted on the Company's Letter Head)

RFP Ref. No: LICPFL/DLP/RFP/2026-27, Dated 12-10-2026 for Cloud Based DLP Solution

Name of the Company: _____ (Delivery /Installation Related Issues)

SN	Name	Designation	Level	Office Address	Phone No	Mobile No	Fax No	Email ID
1		Support Level One-SPOC	One					
2		Team Lead-Project Manager	Second					
3		Service Delivery Manager/Regional Manager	Third					
4		Head Contact (if response is not received in 1 week)	Fourth					

Name of the Company: _____ (Service /Support Related Issues)

Sr.No	Name	Designation	Level	Office Address	Phone No	Mobile No	Fax No	Email ID
1		Support Level One-SPOC	One					
2		Team Lead-Project Manager	Second					
3		Service Delivery Manager/Regional Manager	Third					
4		Head Contact (if response is not received in 1 week)	Fourth					

12.9. Annexure IX: Bank Guarantee Format for Performance Bank Guarantee (s) (To be submitted on the Bank's Letter Head)

This Deed of Guarantee executed by the _____ (Bank name) "A Scheduled bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places "having its head office at _____(hereinafter referred to as "the Bank") in favour of LIC Pension Fund Limited, 1st Floor, A Wing, Industrial Assurance Building, Veer Nariman Road, Churchgate, Mumbai 400020, (hereinafter referred to as "LICPFL") for an amount not exceeding Rs.____/- (Rupees ____only) at the request of "Vendor Name & Address" _____(hereinafter referred to as the "Vendor").

This guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs. ____ (Rupees …in words ….), and the Guarantee shall remain in force for a period up to ___ (date) and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____(date) by LICPFL.

Whereas _____ (Vendor's Name) having its head office at _____ has been selected as the vendor by LICPFL as per terms and conditions mentioned in the tender document/**RFP Ref. No: LICPFL/DLP/RFP/2026-27, Dated 12-10-2026 for Cloud Based DLP Solution** And whereas the _____ (name & address of the Bank) has agreed to give on behalf of the Vendor a guarantee (Performance Bank Guarantee), therefore we hereby affirm that we guarantee and are responsible to you on behalf of the vendor up to a total amount of Rs. _____ (Rupees …. In words ……) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees …. In words ……) as aforesaid, without your need to prove or show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREINABOVE:

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

a. Our liability under this guarantee is restricted to a sum of Rs. ___ (Rupees …. In words….).
b. The Bank Guarantee will be valid for a period up to _____
c. A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/full sum under the guarantee to LIC Pension Fund Ltd.
d. LICPFL need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

DATED AT THIS DAY OF 2026 SEALED & SIGNED BY BANK

12.10. Annexure X: Template for Pre-Bid Queries:

Bidders seeking clarification on any provision of this RFP shall submit their queries only in the prescribed Pre-Bid Query Format within the timeline specified in the Activity Schedule **(Pre-Bid Queries should be sent on it@licpensionfund.in)**. Queries submitted in any other format or after the prescribed deadline may not be considered by the LIC PFL.

Pre-Bid Query Template

(To be filled by the Bidder)

SN	RFP Document Reference(s) (Section &Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause

For and on behalf of :(Bidder Name)

Authorized Signatory Name:

Designation:

Office Seal:

Place:

Date:

****

Dated at Mumbai, this 12th day of October 2026.

Managing Director and CEO