

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



**Response to pre-bid queries-2dated 13<sup>th</sup> October 2023**

**Life Insurance Corporation of India – RFP for onboarding bidder to provide ISMS, BCMS & Related Services of Ref No.: CO-ERM-IT-CSD-2023-2024/ISMS & BCMS dated 01 September 2023**

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

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
1	SectionE:Scope of Services	1. In-scope services	41	b) Activity 2 - Vendor/ Third party Risk Management <input type="checkbox"/> Phase 1: Vendor Identification and Prioritization o Compile a list of all third-party vendors engaged by LIC (approximately 100 vendors).	We understand that the list of vendors or any third party organization / agency will be provided by LIC. It will not be feasible for the bidder to identify all the third parties involved in the process and activities of LIC.	LIC shall provide the list of vendors to the bidder.
2	SectionE:Scope of Services	2. Activity Frequency and Payment Terms	47	Point 5 - Implementation of SDLC Framework  Minimum yearly 20 Applications to be transitioned to SDLC framework	(1) The transition scope may be considered to be under the respective development team or the department. (2)The bidder may be excluded from the liability of SDLC transition. (3) The transition may affect the applications / software already functioning on legacy code and data. Clarification required on the	Point 1 - Understanding is correct. The responsibility of development related activities shall lie with LIC. Bidder shall be responsible for providing necessary guidance, support and recommendation for

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					<p>responsibility and liability of the transition as it is understood that bidder shall only provide recommendation.</p> <p>(4) It is also requested that any delay due to dependency on the software development team or stakeholder may not be penalized on the bidder.</p> <p>(5) Please clarify if scope covers existing Applications as well for transition to new SDLC framework</p> <p>(6) If yes to point 5, please confirm what if the existing Application is not being able to transition due to dependency on development team/out dated coding, or relevant issue. In such scenario, dependency is not in bidder</p>	<p>seamless transition.</p> <p>Point 2, 3, 5, 6 - Scope include existing application of LIC and any new application developed during the contract period. Minimum of 20 application per year to be covered. Bidder along with LIC shall conduct workshops to understand the feasibility of the transition and charter a detailed plan and approach for the same. Based on the feasibility outcome, the applications shall be finalised for transition and approved by LIC.</p> <p>Point 4 - Understanding is correct. Penalty will not be applicable if there is delay due to issues pertaining to LIC.</p>
3	Section C: Instructions to Bidders (ITB)	28. Period of Validity of Bids	27	a) Bids shall remain valid for 70 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.	<p>Request to amend the clause as: "Bids shall remain valid for 06 months from the last date of bid submission as prescribed by LIC"</p> <p>Reasoning: The manpower resources and cost estimation is not feasible to be maintained for 70 months period.</p>	Please adhere to the RFP clause.

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4	SectionE:Scope of Services	-	48	Minimum Count of Resources to be deployed - 6	Please clarify manpower deployment for onsite, if manpower is required to be deployed onsite for entire duration of the project for 5 years.  If resource needs to be onsite, please mention the location(s) where the resources will be stationed.	Resources to be deployed at LIC Premises in Mumbai for entire contract period.
5	Section I: Penalties	-	53	5 Maintenance of runbook and automated tracker giving details of each activity carried out with tracking	Request clarification on the runbook and automated tracker. Are additional tools to be deployed for monitoring purposes?	Excel based trackers. Formats to be proposed by bidder and acceptable to LIC
6	Section I: Penalties	-	53	6 Submission of Monthly dashboards Rs. 500/- per week of delay.	Clarification required on the type of dashboard. Is a tool or digital interface required?	PPT based dashboards. Formats to be proposed by bidder and acceptable to LIC
7	-	-	-	-	Kindly provide the count of employees as this is needed for both ISO27001 and IS022301 certification perspective.	The same shall be provided to successful bidder.
8	-	-	-	-	We are writing you for helping us with the “Name and Address of e-tender service provider” required in the Process Compliance Form to be submitted in Annexure H as part of the technical bid.	

**Executive Director (ERM)/CRO**