Life Insurance Corporation of India
Central Office, Mumbai

Response to pre-bid queries-1 dated 03October 2023

Life Insurance Corporation of India – RFP for onboarding Information Security Service Provider (ISSP) of Ref No.: CO-ERM-IT-CSD-2023-2024/ISSP 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	Section A: Introduction	3. Activity Schedule	8	Last date & time for submission of bids 29 September 2023, latest by 04:00 PM	Request you to please extend the proposal submission date by 3 weeks from date of response to pre-bid queries	Please refer to revised timelines for submission of bids.
2	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	**S. No. 2:** The Bidder shall be CERT-In empaneled as of date and for the last 3 years from the date of this RFP.	**Request to kindly modify clause as below:** The bidder must be empanelled by CERT-In**/In process of empanelment with CERT-In** for providing IT Security auditing service and the empanelment should be valid at the time of technical bid opening.	Please adhere to RFP clause

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3	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	**S. No. 3:** The Bidder must have an average annual turnover of minimum Rs. 5 crores per annum during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.	**Request to kindly modify clause as below:** The Bidder must have an average annual turnover of minimum Rs. 5 crores during the last 3 years **(FY-2020-21, 2021-22 as per the last published audited balance sheets AND FY 2022-23 (as per Provisional Certificate)**	Please refer to modifications, clarifications, addendum etc.
4	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	**S. No. 4:** The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021	**Request to kindly modify clause as below:** The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during the last 3 years **(FY-2020-21, 2021-22 as per the last published audited balance sheets, P&L statement AND FY 2022-23 (as per Provisional Certificate)**	Please refer to modifications, clarifications, addendum etc.
5	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	**S. No. 5:** The Bidder should have minimum of 5 years of experience in providing Information Security Services to organisations in PSU/Private Sector Firms with a market cap of 500 croresin India or BFSI Sector.	**Request to kindly modify clause as below:** The Bidder should have minimum of 5 years of experience in providing Information Security Services to organisations in PSU/Private Sector Firms with a market cap of 500 crores in India or BFSI Sector **or Globally**	Please adhere to RFP clause
6	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	20	**S. No. 6:** The bidder should have minimum of 5 unique services (out of the 7 services in Part-A related to this RFP) of relevant work provided to organisations in Large PSU/Private Sector Firms with a market cap of 500 crores in Indiaor BFSI Sector during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.	**Request to kindly modify clause as below:** The bidder should have minimum of 5 unique services (out of the 7 services in Part-A related to this RFP) of relevant work provided to organisations in Large PSU/Private Sector Firms with a market cap of 500 crores in India or BFSI Sector **or Globally** during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.	Please adhere to RFP clause

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7	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	20	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	**Request to kindly modify clause as below:** The Bidder should have minimum **10** permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 ~~(at least one each)~~ employed with them.	Please refer to modifications, clarifications, addendum etc.
8	Section C: Instructions to Bidders (ITB)	55. Consortiums or sub-contractor	36	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.	Request to allow **Joint Venture/ Consortium/ Subcontracting (1 Lead member + 1 Consortium Member), modify the clause as below Incase of consortium/JV, the Lead Bidder should have the Empanelment of its firm with the CERT-IN and member/partner, should have applied for CERT-In empanelment as on 31st August 2023.**	Please adhere to RFP clause
9	Section L: Enclosures	Annexure D: Technical Scoring	62	**S. No. 2:** The Bidder should have carried out relevant work related to Information Security Services provided to organisations in PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector, as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 03(three) financial years from the date of this RFP.	**Request to modify clause as:** The Bidder should have carried out relevant work related to Information Security Services provided to organisations in PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector **in India / Global**, as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 03(three) financial years from the date of this RFP.	Please adhere to RFP clause
10	Section L: Enclosures	Annexure D: Technical Scoring	62	**S. No. 3:** 30 resources and above – 20 marks 20 resources and above – 15 marks	**Request to modify clause as:** **10 resources and above: 10 marks** **20 resources and above: 20 marks**	Please adhere to RFP clause

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11	Additional Clauses for inclusion Indemnity				Tenderer shall indemnify and hold harmless the bidder for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such Bidder.	Please adhere to RFP clause
12	Additional Clauses for inclusion Limitation of the Bidder's Liability towards the Purchaser				Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive, or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services	Please adhere to RFP clause
13	Additional Clauses for inclusion Non-solicitation				Bidder shall not hire employees of Tenderer or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of Tenderer directly involved in this contract during the period of the contract and one year thereafter.	Please adhere to RFP clause

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14	Additional Clauses for inclusion Force Majeure				1) Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. 2) For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days. 3) Unless otherwise directed by Tenderer in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. 4) In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, Tenderer and the bidder shall hold consultations in an endeavour to find a solution to the problem. 5) Notwithstanding above, the decision of Tenderer shall be final and binding on the bidder regarding termination of contract or otherwise	Please adhere to RFP clause

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15	Additional Clauses for inclusion Termination for Convenience				1) In case of termination, Tenderer shall pay the bidder for all work-in progress, Services already performed, and expenses incurred by the bidder up to and including the effective date of the termination of this Agreement. 2) Tenderer shall be entitled to terminate/cancel the purchase order at any time for the balance order quantity which is within the delivery schedule with no liability on either side and without assigning any reason thereof. However, the purchase order for the quantity which has already been offered for inspection shall not be cancelled and supply of the same shall be availed in due course of time. 3) Bidder may terminate/cancel the contract by giving a written notice of 30 days in case: a) Its invoices are not paid on time b) If Tenderer fails to comply with the terms of agreement	Please adhere to RFP clause

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16	Additional Clauses for inclusion Retention of copies				On payment of all bidder fees in connection with the Contract, Tenderer shall obtain a non-exclusive license to use within its internal business, subject to the other provisions of this Contract, any Deliverables or work product for the purpose for which the Deliverables or work product were supplied. bidder retains all rights in the Deliverables and work product, and in any software, materials, know-how and/or methodologies that bidder may use or develop in connection with the Contract.	Please adhere to RFP clause
17	Additional Clauses for inclusion Non-Exclusivity				It is agreed that the services are being rendered on a non-exclusive basis and the bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.	Please adhere to RFP clause
18	Red Team		NA	NA	We assume that External facing IPs and assets can be tested from a remote location	Understanding is correct
19	NA		NA	NA	Our Legal and Risk team are reviewing the RFP. Please allow us some more time to share those questions	-
20	Bid Submission		NA	29 September 2023, latest by 04:00 PM	Considering the complexity of the RFP we request Bid submission to be extended by 2 weeks	Please refer to revised timelines for submission of bids.
21	Annexure C: Eligibility Criteria		NA	The Bidder must have an average annual turnover of minimum Rs. 5 crores per annum during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021	We request LIC to revise the turnover of the bidder to a minimum of 1000 Cr per annum during last 03 years	Please adhere to RFP clause
22	Annexure C: Eligibility Criteria		NA	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them	We request LIC to revise the permanent certified professional to a minimum of 100 certified professionals with any of the given certifications	Please adhere to RFP clause

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23	Section E	1. In-scope services	42	Part A - Activity 2 - Penetration testing	Is LIC is having risk severity guidelines for classifying high, medium and low severity vulnerabilities	Please refer to modifications, clarifications, addendum etc.
24	Section E	1. In-scope services	44	Part A - Activity 4 -Security Network Architecture review	Rule base review of network devices, as applicable. -- How many network devices in scope for rule base review and approximate number of rules per devices	The bidder is expected to review the rules of all the implemented firewalls. The count of firewalls shall be provided to the successful bidder.
25	Section E	1. In-scope services	41	Part A - Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	The CA and VA scans shall be an ongoing activity. -- We would like to ascertain the monthly approximate number of requests for ad hoc CA and VA scans.	The CA & VA scans shall be an ongoing activity. The successful bidder shall cover 15,000 assets bi-annually.
26	Section E	Part B - Point 2 - Activity Frequency and Payment Terms	48	Clause 2 - Activity Frequency and Payment Terms	Big Application – 15 Days, Medium Application – 10 Days, Small Application – 8 Days -- Is the Max Activity Timelines only relevant for the initial round of testing and review, or revalidation be performed as well?	The mentioned timelines are applicable for initial round of testing and revalidation testing as well.
27	Section E	Part B - Point 2 - Activity Frequency and Payment Terms	48	Clause 2 - Activity Frequency and Payment Terms	Automated code review of web &mobile applications -- For mobile applications code review, Is this only for the backend code or also for the frontend/native code that will be covered under MAST?	The bidder is expected to review the entire code base of the in-scope web and mobile applications
28	Section E	1. In-scope services	46	Part A - Activity 7 - Forensic Investigation on Demand	Will the Client provide the external media required to store the forensically acquired evidences?	Bidder shall bring the necessary storage media to store the evidences and the same shall be submitted to LIC.

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29	Section E	1. In-scope services	46	Part A - Activity 7 - Forensic Investigation on Demand	Will any of the backup media required to store the logs/activities performed be provided by the Client?	Bidder shall bring the necessary storage media to store the evidences and the same shall be submitted to LIC.
30	Section E	1. In-scope services	46	Part A - Activity 7 - Forensic Investigation on Demand	Will the format for the Chain of Custody (CoC) be executed by the Client or Bidder ?	A standard format mutually agreed between LIC and successful bidder shall be defined and maintained by each of the parties for tracking changes if any performed by either of the parties.
31	Section E	1. In-scope services	46	Part A - Activity 7 - Forensic Investigation on Demand	Will the forensic investigation be carried out on client premises or within the Bidder's lab/office?	Investigation to be performed at LIC premises only. Any travel expected outside of Mumbai, such expenses would be reimbursed by LIC on actuals.
32	Section E	1. In-scope services	46	Part A - Activity 7 - Forensic Investigation on Demand	Does the Client require Bidder's professionals to appear for Expert Witness Testimony ?	Understanding is correct
33	Section E	1. In-scope services	46	Part A - Activity 7 - Forensic Investigation on Demand	Does the court appearance as the Expert Witness require any documentations to be signed by an incident handler?	Understanding is correct
34	Section E	1. In-scope services	46	Part A - Activity 7 - Forensic Investigation on Demand	Are there any restrictions for the tools being used to acquire the forensic image?	No. Bidder shall bring the applicable tools for acquiring the forensic image and other activities as part of forensic investigation.

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35	Section E	1. In-scope services	45	Part A - Activity 5 - Application security Review	Bidder to ensure that the UAT setup is the exact replica of the application that is hosted in production. -- We assume that, LIC to confirm UAT is exact replica of production for applications in scope	Bidder shall seek necessary clarifications from the application owners during the information collection stage for ensuring UAT replica is the exact replica of the application that is hosted in production.
36	Section E	1. In-scope services	45	Part A - Activity 5 - Application security Review	Confirmatory test should be carried out after receiving a request and confirmation from the application on closure/mitigation of vulnerabilities, reported during initial testing. -- Kindly confirm one round of confirmatory testing should be consider	Understanding is correct. The confirmation test shall be performed until successful closure/mitigation of the reported vulnerability.
37	Section E	1. In-scope services	41	Vulnerability Assessment	Please confirm if activities (VA/CA/PT) to be perform in non business hours	Production environment shall be scanned during non-peak hours. Rest can be done anytime based on asset owner approval.
38	Section E	1. In-scope services	46	f) Activity 6 - Secure code review	Kindly provide breakup for 200 applications-How many web and mobile applications with scaling i.e. Big/Medium/Small	Please refer to modifications, clarifications, addendum etc.
39	Section A	Point 3	8	Activty Schedule	Requesting you to extend "Last Date of Submission of Bids" till 13th October 2023	Please refer to revised timelines for submission of bids.
40	Section I	Point 8	54	Penalties	Kindly confirm, no penalties will be charged in case of onsite resource take paid leave as per comapany leave policy(22 working days of leave per financial year)	Please refer to modifications, clarifications, addendum etc.

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41	Section B:	5. Overview of RFP	Page 11	Note: Deployment of Testing Tools: The successful bidder shall be responsible for deploying necessary testing tools in accordance with the scope mentioned in the RFP. Bidder to ensure the tools shall have enterprise-wide coverage	Requesting to specify / clarify commercial tools expected by LIC for vendor to deploy	Bidder to propose a blend of commercial and open source tools to be deployed in the LIC environment for performing the in-scope activities. Bidder to ensure the proposed tools have enterprise wide coverage. The proposed tools should be acceptable to LIC.
42	Section C:	11. Eligibility Criteria	Page 19 & 49	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	As per page no. 49 Point 3) Resource Deployment, In Part A, Either one of OSCP/OSCE is required for Security Testing services and red teaming. We have done more than 100 security testing engagements and 20+ red teaming project in last 3 years, however we have never witnessed requirement of OSCE for any such project. On the contrary, in page no. 19, OSCE is made compulsory in the eligibility criteria. Hence, we Request you to give relaxation in OSCE certification or allow either one of OSCP/OSCE in elgibility criteria.	Please refer to modifications, clarifications, addendum etc.
43	2.Activity Frequency and Payment Terms	2.Activity Frequency and Payment Terms	48	Grey Box security testing of web and mobile applications : Approx 200 applications	Let us know the 1) Total number of Web application (Big/ Medium/ Small) 2) Total number of Android / iOS Mobile Application (Big/ Medium/ Small)	Please refer to modifications, clarifications, addendum etc.
44	2.Activity Frequency and Payment Terms	6 - Secure code review	48	Secure code review for Approx 200 applications	What are the Total number of lines of code for All the 200 Applications ? Number for LOC each of BIG, Medium and Small apps	Please refer to modifications, clarifications, addendum etc.

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45	2.Activity Frequency and Payment Terms	Activity 5 - Application security Review	45	• The application security review (grey box testing) of approximately 200 hosted applications and approximately 1000 APIs shall be performed using commercial tools with necessary manual intervention. The UAT setup of the applications will be considered for testing. Bidder to ensure that the UAT setup is the exact replica of the application that is hosted in production.	Is PT required for all 1000 APIs as its not mentioned in the tabe	Understanding is correct
46	c) Activity 3 -	Red team Exercise	43	Red teaming is a multi-blended attack involving several facets of social engineering, physical penetration testing	How many locations to be considered for physical PT (which includes tier-1&2 cities)	Please refer to modifications, clarifications, addendum etc.
47	c) Activity 3 -	Red team Exercise	43	Social engineering gathers information and pivots to internal networks through phishing, vishing, phone, and in-person based campaigns.	For Phishing excersise, can you give us number of target users & locations?	Please refer to modifications, clarifications, addendum etc.
48	Annexure D: Technical Scoring	Services as covered in Part B	62	Weekly, monthly, and quarterly project status reports for the duration of the contract. Reporting frequency, formats and content will be determined by bidder jointly with LIC at the start of contract. Vendor should maintain runbook and make it available for inspection at any point of time.	What type of PO's are requried in this? Should we provide experiences of project PO related to **Cyber security audits which includes project management and coordination, Compliance audits?** Thisclause is not clear	Understanding is correct. Evidences related to project management, coordination, audits including remediation assistance, etc. can be provided by the bidder.
49	Section K:	Payment Terms & Conditions	Page 56	1) No advance payment or interest payment will be made by LIC. 2) Payment will not be released till the completion of the in-scope activities	Requesting payment on a monthly basis, based on the work completed during that month	Please adhere to RFP clause

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50	Section C - Instructions to Bidders	11. Eligibility Criteria	19	The Bidder shall be CERT-In empaneled as of date and for the last 3 years from the date of this RFP	We are a LLP firm possessing over five years of extensive experience in delivering Information and Cyber Security Audit services. Further, our firm is also registered with the Institute of Chartered Accountants of India (ICAI), and we have maintained uninterrupted practice since the inception of our firm and we are duly registered with MSME. In this regard, we would request an amendment to also include: "The Bidder shall be CERT-In empaneled as of date and for the last 3 years from the date of this RFP or A Chartered Accountant firm shall be a Partnership Firm / Limited Liability Partnership (LLP) firm under the Limited Liability Partnership Act, 2008, registered with the Institute of Chartered Accountants of India (ICAI), who fulfil the following criteria: • continuous practice of at least five years • a minimum of four partners before the date of appointment • at least one Partner shall be Certified Information Systems Auditor (CISA) / DISA of ICAI • at least one partner shall be a Fellow Member of the ICAI • at least one Partner shall have a minimum of three years of experience in Cyber Security / Information Security review or Cyber Security / Information Security audit of either Insurance Companies or Banks or Mutual Funds"	Please adhere to RFP clause

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51	Section C - Instructions to Bidders	11. Eligibility Criteria	19	The Bidder should have minimum 5 years of experience in providing services related to Information and Cyber Security Audits as requested in this RFPfor the PSU/Private Sector Firms with a market cap of 500 croresin India or BFSI Sector.	We possess over five years of extensive experience in delivering Information and Cyber Security related Audit services. Furthermore, we are duly registered with the Ministry of Micro, Small, and Medium Enterprises (MSME). As our client portfolio includes multiple engagements over small, medium and large entities, we would request you to update the clause to: "The Bidder should have minimum 5 years of experience in providing services related to Information and Cyber Security Audits as requested in this RFP for PSUs/Private Sector Firms"	Please adhere to RFP clause
52	Section E	a) Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	41	If the SCD for any technology is not available with LIC, then it should be created by the bidder.	Are there any specific technologies for which SCDs do not exist, and should the bidder create SCDs for these technologies?	Such details shall be provided to successful bidder.
53					Are there any specific tools or software licenses that we need to use for the scans, or can we propose our own?	Bidder to propose a blend of commercial and open source tools to be deployed in the LIC environment for performing the in-scope activities. Bidder to ensure the proposed tools have enterprise wide coverage.
54	Section E	a) Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	43	Preparation of dashboard as per the agreed format, circulation, and update of the dashboard status as per the confirmatory testing status.	What is the expected frequency of dashboard updates and reporting on VA findings?	Please refer 'Section H: Deliverables, Clause D2' of the RFP.

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55	Section E	c) Activity 3 - Red team Exercise	43	The table-top exercise shall be conducted once in 6 months, with at least 2 scenarios during each exercise.	What are the expectations for the table-top exercise, including the number of scenarios, frequency, and the principal scenarios to be tested?	As part of table-top exercise, bidder shall conduct sessions on real life cyber attacks for the top management of LIC and its employees to measure the level of awareness of the LIC employees.
56	Section E	d) Activity 4 - Secure network architecture review	44	Analysis of current network architecture design in light of Risk Profiles estimated as above Identification of unmitigated risks in current network architecture design and deployment.	Could you provide additional context regarding the risk profiles that will be used for the assessment and how these risk profiles will be estimated?	Risk profiles refer to the criticality of the assets.
57				Network Segmentation and placement of applications, databases, critical Network Devices, security devices, and servers with DC network based on risk profile.		
58	Section E	g) Activity 7 - Forensic investigation on demand	46	Perform Cyber forensics and Incident investigation of diverse applications, including web/client-based applications and database (oracle, MS SQL, Postgres etc.) to identify potential breaches.	Can you clarify whether the forensic investigation services will focus on internal incidents within LIC's network or also extend to external incidents involving third parties?	Incidents with respect to LIC owned assets will be part of scope. For external incidents involving third parties and wherever LIC has an arrangement will be part of scope.
59	Section E	g) Activity 7 - Forensic investigation on demand	46	Perform Cyber forensic investigation of various operating systems such as (but not limited to) Windows, Linux, UNIX, Mac OSX etc. to ensure a thorough assessment.	Can you provide more details on the range of operating systems, applications, and networking and security devices that should be investigated during a cyber forensic investigation?	Such details shall be provided to successful bidder

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60	Section E	1. In-scope Services, Part A Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	41	The activities include the configuration audit and vulnerability assessment of approximately 15,000 assets covering servers, databases, network devices,middleware, endpoints, etc. - Authenticated/Credential scans to be performed by the bidder. - The CA and VA scans shall be an ongoing activity	Are the mentioned activities to be performed on the entire inventory of 15,000 assets? Or can it be performed based on employing a sampling criteria?	Bidder is expected to cover 15,000 assets as part of the scope. There will be no sampling criteria.
61	SectionE: Scope of Services	Activity 1 - Secure Configuration Document (SCD) Creation and Review	41	Secure Configuration Document (SCD) Creation and Review	Please specify the exact count for below	Please refer to modifications, clarifications, addendum etc.
62					- Existing SCD	
63					- New SCD to prepare	
64	SectionE: Scope of Services	Activity 6 - Penetration Testing	42	Penetration Testing	Please specify whether one time retest is a part of scope	The retest shall be performed until successful closure/mitigation of the reported vulnerability.
65	SectionE: Scope of Services	Activity 4 - Secure network architecture review	44	Secure network architecture review	1) Please specify count of co-locations	Five Co-Locations
66					a) Is application architecture review part of scope	Understanding is correct.
67	SectionE: Scope of Services	Activity 6 - Secure code review	45	Secure Code review	a) Total Lines of Code approximately per application	Please refer to modifications, clarifications, addendum etc.
68					b) Will the code be available for scan on cloud?	No. The scanning tool shall be deployed in LIC's environment
69					c) Please provide total number of repositories for 200 applications	Please refer to modifications, clarifications, addendum etc.

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70	SectionE: Scope of Services	Activity 7 - Forensic investigation on demand	48	Forensic investigation on demand	1) We need 10 business days per asset for investigation 2) We need expectation clarity from Tier-1 (4 hours) and Tier-II (6 hours) response time activity as there are wide variety of in-scope locations and to have a head start, 4-6 hours may be required to acknowledge and start IR activity	Please refer to modifications, clarifications, addendum etc.
71	Section C: Instructions to Bidders (ITB)	56. Conflict of interest	36	Conflict of interest	This is to clarify that the conflict-of-interest clause - Should only be limited to the Project Team that is involved with LIC during the course of engagement. - This clause should not be applicable to the bidding entity as a whole. - Please consider associates and associates in India. - No potential conflicts related declaration will be provided and any conflict related declaration will be given as on the current date.	Please adhere to RFP clause
72	Section C: Instructions to Bidders (ITB)	Annexure M: Non-Disclosure Agreement (NDA)	76	Annexure M: Non-Disclosure Agreement (NDA)	In lieu of the NDA on page 76, we will include the following as a part of proposal: "Notwithstanding anything to the contrary, Respondent shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by the company/ Respondent. Such retention shall be subject to obligations of confidentiality mentioned herein".	Please adhere to RFP clause
73	6 General Instructions	9	12	Pre-Contract Integrity Pact(IP): This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact with LIC, on a stamp paper of Rs. 500, would be eligible to participate in bidding. "Pre Contract Integrity Pact" format is given in Annexure J.	Only that bidder will allow for participate in the RFP those give the Pre-Contract Intergrity Pact	Understanding is correct

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74	SectionE:Scope of Services	3. Resource Deployment	48	Resource deploy	Resource deployed at a specific site or only the LIC headquarters	Bidder to deploy resources at LIC premises in Mumbai.
75	SectionE:Scope of Services	Vulnerability Assessment	41	For scenarios where authenticated scans fail, bidder shall perform necessary analysis to identify the cause of scan failure.For such scenarios, bidder shall provide alternative ways to review/assess such assets.	Which level of Support Engineer will be present when troubleshooting to connect in the LIC environment	The minimum experience of resources to be deployed is mentioned in "Section E: Scope of Services; 3. Resource Deployment"
76	Regarding the eligibility criteria table	NA	19	a. It has been stated that "The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them".	Is this statement is non-negotiable? We have certified professionals with most of those credentials but not all of them, so is it mandatory for us to have one of each category?	Please refer to modifications, clarifications, addendum etc.
77	Regarding the NPV rule	NA	21	a. In the NPV formula there is a requirement to enter the specific period/year/time.	Our query: This period has not been clearly outlined or specified.	Please refer to Annexure F - Commercial Bid (Indicative Pricing).
78	Regarding the Technical scoring	NA	62	a. Although, we have understood the basic marking format.	Our query is: As shown in the Marks column of Configuration Audit and VA Testing, it has been mentioned "5 instance and above= 10marks and Min 3 instances= 5marks", so if an organization has 4 instances what is the rule for marking? Kindly provide clarity on this.	Please adhere to RFP clause.
79	EMD- Rs.10.00 Lacs	9. (EMD)	18	ii) In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria.	We are MSEM under medium category, so please reconfirm for the waiver of EMD. (Certificate attached)	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
80	Point No 11or Annexure C - Eligibility Criteria	7	19-20 or 60	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	We request you to reduce the certified professionals (not count)	Please refer to modifications, clarifications, addendum etc.
81	Annexure-D: Technical Scoring	2	62	The Bidder should have carried out relevant work related to Information Security Services provided to organizations in PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector, as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 03(three) financial years from the date of this RFP.	Instead of last 3 financial years, can you please increase the number of years (i.e. more than 3 years)	Please refer to modifications, clarifications, addendum etc.
82	In-scope services	Part -A	41	Vulnerability Assessment: Vulnerability Assessment (VA) scanning shall be conducted for Servers, Network devices, middleware devices and any platform available in the network	Need count for Vulnerability Assessment assets, preferably separate count for Servers, Network devices, middleware devices, etc.	Such details shall be provided to successful bidder. Bidder to ensure 15,000 assets are covered as part of the scope.
83	Deployment of Testing Tools		11	The licenses for all tools should be in the name of Life Insurance Corporation of India.	Please guide us on this line , while purchasing the Tool in the name of LIC Ex. Process , dealer , Distributor who can provide Best price to LIC	Please refer to modifications, clarifications, addendum etc.
84	Point No 11or Annexure C - Eligibility Criteria	7	19-20 or 60	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	As OSCE has been retired & very limited companies having this certification so we request you to reduce the certified professionals (not count) means – any 4 certification out of total 7 certification	Please refer to modifications, clarifications, addendum etc.
85	Section E	1. In-scope services	41	Part A - Configuration audit	Will this for all systems or Sample basis (based on population) ?	Bidder to cover 15,000 assets bi-annually.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
86			41	Part A- Vulnerability Assessment	Scanners /scripts to be installed on LIC premises or bidder's systems ?	All activities shall be conducted at LIC premises.
87			41	Part A- Vulnerability Assessment	License for the scanning tools will be provided by LIC / bidder?	Please refer "Section 5: Overview - Part A - Note: Deployment of Testing Tools"
88			42	Part A - Penetration testing	Systems / assests and labs setup will be provided by LIC / bidder?	Please refer "Section 5: Overview - Part A - Note: Deployment of Testing Tools"
89	General			Leave policy	As a normal policy please allow resources to take a leave in a year where our billing will not be affected. Means allow 24 paid leaves in a year per resource.	Please refer to modifications, clarifications, addendum etc.
90	General			Extension of last date	From 19th to 28th Sept is holiday period due to festival so most of the members will be on leave in this period & we required more time after getting your response of pre-bid queries so we request you to extend the last date by 2 weeks i.e. 12th of Oct 23 till 5.00pm .	Please refer to revised timelines for submission of bids.
91	In-scope services	Part -A	42	Penetration Testing : 200 assets covering network & network security devices and internet facing web applications	Need bifurcation of Network, Network security devices & Web Applications (Internet facing) from 200 assets .	Bidder to perform reconnaissance to identify the public exposed URLs and IP Addresses. Total of 200 assets to be covered as part of the scope.
92					In Web Applications Only Application PT is in scope or we have to conduct PT for infrastructure (Servers, Network & Network Security devices) associated with Web applications	Understanding is correct
93	In-scope services	Part -A	44	Secure network architecture review : Comprehensive security assessment of entire LIC network(DC, DR, NDR & Co-Locations) as well as in-scope applications	Location details of DC, DR, NDR & Co-Locations required As well in-scope applications list is required	Locations details are mentioned in the RFP. 200applications to be covered as part of the scope.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
94	11- Eligibility Criteria	2	20	The Bidder shall be CERT-In empaneled as of date and for the last 3 years from the date of this RFP	Sir, in order to encourage wider participation, we request you to change the clause to the following: The Bidder shall be CERT-In empaneled as of date and for the last 3 financial years (2020-21, 2021-22, 2022-23) from the date of this RFP	Please adhere to RFP clause
95	Section 4.	Objective Note	10	Note – To ensure a transparent and unbiased selection process, bidders currently engaged in similar projects resulting from prior RFPs will not meet the qualifications criteria for this RFP, due to the potential conflict of interest. Also, the successful bidder for this RFP, if found to have a conflict of interest based on the scope of the project, will be ineligible to participate in upcoming RFPs that align with the conflicting interests identified.	Please confirm the conflict of Interest in brief	Please Refer "Section C, Clause 56" of the RFP
96	Overview of RFP	Deployment of Testing Tools: 5	11	The licenses for all tools should be in the name of Life Insurance Corporation of India.	Since the license that is being used is a consultant license, which cannot be transferred or purchased in the name of LIC but can be used for audit. The license will therefore be in the Auditor Firm's name.	Please refer to modifications, clarifications, addendum etc.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
97	Overview of RFP	**Part A:** Note - Point Nos 6	11	Point Nos 6 - Bidder shall provide hands-on training to the LIC team on the tools but not limited to	Please elaborate more on this point/ Clarification required	• Bidder shall provide hands-on training to the LIC team on the tools but not limited to: o Tool Implementation and Configuration o Policy/Rule Creation and updation o Periodic version upgradation of the tool and its underlying server/VM o Using the tool for performing the testing o Understanding the report generation and false positive analysis process. o Report preparation
98	Overview of RFP	Part B: Bidder shall deploy certified resources for the following:	11	If LIC intends to implement a Governance, Risk and Compliance (GRC) Solution or any other workflow automation solution, then the successful bidder shall be responsible for coordinating with the SI/OEM and support in integrating the data related to the in-scope services (Part – A & Part – B).	What would be auditors responsibility	Bidder shall be responsible for providing relevant data in required format related to in scope activities for seamless integration of the GRC tool. Bidder shall not be responsible for any implementation aspects of the GRC Tool.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
99	3. Submission of Bids	Point Nos 3	15	The contents of the soft copies submitted on the pen-drive and the contents of the hard copies must be exactly the same. If not, the BID MAY BE REJECTED.	How do we share the password	The bidders to submit separate password for each of Eligibility, Technical Evaluation and Commercial bids via separate email after receiving communication from LIC.
100	11. Eligibility Criteria	Eligibility Criteria – Point Nos. 7	20	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	· We would request to kindly delete this point " (at least one each) " since details of 15 resources are already given	Please refer to modifications, clarifications, addendum etc.
101					· Alternatively, we suggest to modify "atleast one each" to "**atleast 3 of mentioned certifications**)	
102					· OSCE is a retired certification. Hence, request you to delete the same.	
103	c) Notification of Award:	Point No. I	21	The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of all applicable taxes such as GST.	How is that be bifurcation to be done for next 5 years	Please refer to Annexure F - Commercial Bid (Indicative Pricing).

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
104	25	Performance Bank Guarantee (PBG) Point (A)	27	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) equal to 10% of the Purchase Order(s) placed within 30 days of issue of purchase order by LIC. If not, the bid/ contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS).	· Requested to kindly accept the PBG from Scheduled commercial bank / Indian private sector bank. Since we are working with many Government department where they accept the PBG from these banks · As per Office Memorandum by Ministry of Finance No. F.9/4/2020-PPD dated 12-11-2020, the Performance Security should be 3% of value of contract. Request you to consider the same	1. PBG is accepted from an Indian Public/Private/Scheduled banks. However, PBG is not accepted from cooperative banks. 2. The Office Memorandum by Ministry of Finance No. F.9/4/2020-PPD dated 12-11-2020 is no longer valid. Therefore, selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee equal to 10% of the Purchase Order(s) placed within 30 days of issue of purchase order by LIC
105	SectionE:Scope of Services	1. In-scope services Part A	41	a) Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	· Do we have to deploy man power to conduct continues VA	Please Refer "Section E: Clause 3: Resource Deployment"
106					· Frequency of Audit	Please Refer "Section E: Clause 2: Activity Frequency and Payment Terms"
107					· Total number of SCD to be created	Please refer to modifications, clarifications, addendum etc.
108					· Total number of SCD to be reviewd	
109					· Total Number of database server is required	
110					· Total Number of Network devices is required	

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
111					· Total number of security Devices is required	
112					· Locations of audit required	Bidder to deploy resources at LIC premises in Mumbai.
113	SectionE:Scope of Services	b) Activity 2 -Penetration Testing	41	The penetration testing of approximately 200 assets covering network & network security devices and internet facing web applications shall be performed bi-annually using well known commercial tools with necessary manual intervention. The PT will include black box testing of the web applications as well as all internet facing infrastructure components/services. This type of security assessment should use the industry standard penetration test methodologies (like OSSTM) and scanning techniques at the minimum. The black box testing shall use OWASP & SANS checklists as baseline.	Total number of web application required(bi annually Audit)	Bidder to perform reconnaissance to identify the public exposed URLs and IP Addresses. Total of 200 assets to be covered as part of the scope.
114	Section E: Scope of Services	c) Activity 3 - Red team Exercise	42	Red Team Exercise	(Frequency required or will it be an daily activity)	Please Refer "Section E: Clause 2: Activity Frequency and Payment Terms"
115	Section E: Scope of Services	d) Activity 4 - Secure network architecture review	44	Secure network architecture review	· Total number of location to be covered in network Architecture · Total number of network and security devices required(location wise	Locations to be covered: DC, DR, NDR & Co-Locations Details of assets shall be provided to successful bidder

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
116	Section E: Scope of Services	e) Activity 5 - Application security Review	45	Application security Review: The application security review (grey box testing) of approximately 200 hosted applications and approximately 1000 APIs shall be performed using commercial tools with necessary manual intervention. The UAT setup of the applications will be considered for testing. Bidder to ensure that the UAT setup is the exact replica of the application that is hosted in production.	Size of Application required · Small: 0-150 input fields · Medium: 150-500 input fields , · Large: 500 and above input fields	Please Refer "Section E: Clause 2: Activity Frequency and Payment Terms"
117	Section E: Scope of Services	f) Activity 6 – Secure code review	45	Secure code review: The application secure code review of approximately 200 hosted applications shall be performed using commercial tools with necessary manual intervention.	· Line of code required of each Application(approx.)	Please Refer "Section E: Clause 2: Activity Frequency and Payment Terms"
118	Section E: Scope of Services	Part B	47	Bidder shall deploy certified resources for the following: · Assess the audit reports submitted by the auditors for Information and Cyber Security Audits. · Charter a project plan basis the assessed reports for ensuring compliance status. · Based on evidence and compliance received from LIC stakeholders, validate the compliance status. · Guide LIC in remediation/closure of non-compliant observations identified in the audits by providing periodic awareness sessions and trainings. Bidder shall not be involved and responsible for implementing of the recommendations.	· Kindly confirm No.of Department and locations to be covered	Such details shall be provided to the successful bidder. Bidder to deploy resources as per "Section E: Clause 3: Resource Deployment"

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
119	Section E: Scope of Services	Part B: Bidder shall deploy certified resources for the following:	47	Assess the audit reports submitted by the auditors for Information and Cyber Security Audits.	Whether we need to deploy the certified resources on the LIC premises or can they support remotely. In case of deployment at LIC Premises, what would be the location	Bidder needs to deploy resources at LIC Premises in Mumbai
120	Section E: Scope of Services	Part B: 2. Activity Frequency and Payment Terms	47	LIC will reimburse the expenses like Lodging, boarding, travelling, food etc. for jobs to be carried outside Mumbai as per LIC guidelines. LIC may provide guest house accommodation wherever available, in that place instead of lodging accommodation.	Since LIC would be reimbursing the expense We understand the same has not to be included in commercial bid	Understanding is correct.
121					Would the expenses be met by LIC directly or we have to incur then bill to claim the reimbursement of it.	Bidder shall submit the bills of all such expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.
122	Section E: Scope of Services	Part B 2. Activity Frequency and Payment Terms	47	Point No. 1: Vulnerability Assessment for 15,000 IT Assets	· Kindly confirm total No. of VA to be performed. Is it 15,000 per year / quarter	Bidder to cover 15,000 assets bi-annually.
123					· VA can be performed from one centralized Location	Understanding is correct
124	Section E: Scope of Services	2. Activity Frequency and Payment Terms	48	Point No. 7 Forensic investigation on demand Response Time of bidder: · Tier 1 – 4 hours · Tier 2 – 6 hours	Requested to kindly increase the response time to 24 working hours	Please adhere to RFP clause
125	Section E: Scope of Services	3. Resource Deployment	49	3. Resource Deployment CEH V9 & above	We request you to mention the same as CEH since personnel will be more experience if he has done CEH earlier	Please adhere to RFP clause
126	Section I:	Penalties	54	· Maintenance of run book and automated tracker giving details of each activity carried out with tracking - Rs.500/-per week of delay. · Submission of Monthly reports - Rs.500/-per week of delay.	Since this specific point is not related to IS audit activity requested to kindly delete this clause	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
127	Annexure D:	Technical Scoring	62	Point 3 : The Bidder should have permanent professionals with any of CISA/CISM/CISSP/OSCP/OSCE/ISO22301/ISO 27001 LA/LI/CEH employed with them.	A Self Declaration from HR / Authorized signatory should be fine – Please confirm	Self declaration along with list of employee details and proof of valid certification.
128	Annexure D:	Technical scoring	62	The Bidder should have relevant years of experience & expertise related to Information and Cyber Security Audits as per regulatory requirements, guidelines, and mandate of IRDAI / SEBI / RBI / Government / Regulatory body in India.	What kind of documents are required . OR Self declaration should be fine	Copies of the Letter of acceptance (LoA)/work order/ purchase order/contract/ completion certificate/ confirming relevant experience
129	Annexure D:	Technical scoring	62	Point Nos 2: Red team Exercise	Instance means the number of times the activity is being carried out Ex – if we have done red team exercise on half yearly basis or a year for an organization it will be counted s 2 instance s Red team instance to be mentioned as Ø Minimum 2 instance - 5 Marks Ø Above 2 Instance & Above – 10 Marks	Instances refer to Client/Organisation/Company for which the mentioned assessment has been carried out by the bidder. One PO/Contract will be considered as one instance.
130	Overview of RFP	NA	NA	Deployment of Testing Tools	We understand Vulnerability assessment and configuration review is ongoing activity. We need to understand existing tool being used within the LIC environment and whether same tool can be leveraged with added license from our end.	Bidder shall be responsible for deploying necessary testing tools as per RFP.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
131	Section E: Scope of Services	a) Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	NA	Secure Configuration Document (SCD) Creation and Review	Need to understand the total number of unique technologies present within LIC environment.	Please refer to modifications, clarifications, addendum etc.
132	Section E: Scope of Services	a) Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	NA		Total number of SCD documents available	Please refer to modifications, clarifications, addendum etc.
133	Section E: Scope of Services	b) Activity 2 - Penetration Testing	NA	Penetration testing of approximately 200 assets	We understand that total 200 assets to be covered in external penetration test activity. We would request to share the bifurcation for below: Total number of publicly exposed URLs	Bidder to perform reconnaissance to identify the public exposed URLs and IP Addresses. Total of 200 assets to be covered as part of the scope.
134	Section E: Scope of Services	b) Activity 2 - Penetration Testing	NA	Penetration testing of approximately 200 assets	Total number of public facing IP address for network, security devices and web servers	Bidder to perform reconnaissance to identify the public exposed URLs and IP Addresses. Total of 200 assets to be covered as part of the scope.
135	2. Activity Frequency and Payment Terms	3. Red team Exercise	NA	Internal Red Teaming - Entire internal infra of LIC	As we understand, it will cover the scope for IT infrastructure which are reachable from Mumbai Head office covering the DC, DR, Near DR and Co- locations.	Understanding is correct
136	Section E: Scope of Services	d) Activity 4 - Secure network architecture	NA	Various network and security areas are considered for	Need to know total number of co-locations	5 Co-locations

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
137		review		comprehensive security assessment of entire LIC network (DC, DR, NDR & Co- Locations) as well as in-scope applications.	Whether application architecture review for 200 applications to be performed in this scope	Understanding is correct
138					Need to understand the total cloud environments	Currently, the LIC infrastructure is mostly hosted on-premises. However, if LIC decides to host its infrastructure on cloud, the same shall be part of the scope.
139	NA	NA	NA	Additional Clause: Limitation of the Bidder's Liability towards the Purchaser	The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated	Please adhere to RFP clause
140	NA	NA	NA	Additional Clause: Limitation of the Bidder's Liability towards the Purchaser	The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
141	2. Activity Frequency and Payment Terms	Forensic investigation on demand	46	Service Fee	Since it is difficult to gauge the type of forensic support needed, we would request to consider the per man day rate should be consider in fee. Basis on the overall efforts, fee will be calculated and paid.	Please refer to modifications, clarifications, addendum etc.
142	NA	NA	NA	Additional Clause: Indemnity	The Client shall indemnify and hold harmless the GT Entities and GT Bharat LLP for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such GT Entity or GT Bharat LLP	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
143	NA	NA	NA	Additional Clause: Non-solicitation	During the Restricted Period, no Engagement Personnel of either party shall solicit for employment any Engagement Personnel of the other party. "Engagement Personnel" shall be defined as only those personnel of either party who a) are directly involved in the provision of Services under the applicable Statement of Work, or b) are the direct recipients of such Services. The "Restricted Period" shall be defined to include a) the Term of the applicable Statement of Work, b) a period of 12 months after the expiration of such Term, and c) for those Engagement Personnel whose involvement as a direct provider or recipient of Services ends prior to the expiration of the Term, for 12 months after such involvement ends. Provided, that this restriction shall not apply to (i) Engagement Personnel of a party who respond to general advertisements for positions with the other party, (ii) Engagement Personnel of either party who come to the other party on their own initiative without direct or indirect encouragement from the other party's Engagement Personnel, or (iii) generic recruiting activities by non-Engagement Personnel, including direct outreach by recruiters of either party who have sourced the individuals in the ordinary course of recruiting through the use of research, agencies, social media and/or other technology or tools	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
144	NA	NA	NA	Additional Clause: Force Majeure	Force Majeure to facilitate remote working. i. To the extent that the provision of the Services is impacted by a pandemic (including COVID19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services. ii. Where the Bidder Personnel are required to be present at Client's premises, the Bidder will use reasonable efforts to provide the Services on-site at Client side, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent a. any government or similar entity implements restrictions that may interfere with provision of onsite Services; b. either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or c. an bidder's resource determines that he or she is unable or unwilling to travel in light of a pandemic- related risk.	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
145	NA	NA	NA	Additional Clause: Retention of Copies	Request you to kindly consider the clause as under: The Bidder shall be permitted to retain all information and documents as maybe required for legal or professional regulatory purposes, provided that such retained information remains subject to confidentiality obligations for the entire retention period.	Please adhere to RFP clause
146	NA	NA	NA	Additional Clause: Non-Exclusivity	Request you to kindly consider the clause as under: It is agreed that the services are being rendered on a non-exclusive basis and the Bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.	Please adhere to RFP clause
147	11. Eligibility Criteria	Point 7	60	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	Since OSCE is not valid certification now, request to exclude this from these criteria.	Please refer to modifications, clarifications, addendum etc.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
148	Annexure D: Technical Scoring	Point 1	62	The Bidder should have relevant years of experience in providing Information Security Services to organisations in PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector, as per regulatory requirements, guidelines, and mandate of IRDAI/ SEBI/ RBI/ Government/Regulatory body in India. Sub criteria 10 years and more	Request to reduce the total years of experience as majority of regulatory requirement are mandated these activities from year 2015-16. Example – RBI Cyber security framework RBI/2015-16/418 DBS.CO/CSITE/BC.11/33.01.001/2015-16 SEBI - Cyber Security and Cyber Resilience framework of Stock Exchanges, Clearing Corporation and Depositories dated Jul 06, 2015 - IRDA/IT/CIR/MISC/216/10/2016 dated October 31, 2016, on formulation of a comprehensive Information and Cyber Security framework for Insurance Sector.	Please adhere to RFP clause
149	Annexure D: Technical Scoring	Forensic investigation on demand	62	Forensic investigation on demand – Minimum 4 instances – 5 Marks	Forensic investigation on demand is added in the scope as per the requirement is some of the RFP requirement. There are activities that were performed on demand or an ad hoc basis as per the cyber incident and it would name differently. - Kindly suggest if Cyber incident investigation or Root cause analysis will be considered in this case.	The bidder shall submit applicable evidences confirming relevant experience related to forensic investigation.
150	9. Earnest Money Deposit (EMD	Point I	18	Bidders shall submit EMD of INR 10,00,000 (Rupees Ten Lakhs Only) in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure K (Bank Guarantee for E.M.D.). This should be executed by a Nationalized/ Scheduled Bank acceptable to LIC.	Request to lower down the EMD amount to below INR 5,00,000.	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
151	5. Overview of RFP	Deployment of Testing Tools	10	Deployment of tool and licenses on LIC name	- While deployment of tool will be done in LIC premises, need to understand the hardware requirement for deploying the tool will be managed by LIC providing appropriate system / servers with proposed configuration in RFP response. Please confirm. '- Since license will be on LIC name, we recommend license fee will be done from LIC. However, we will check with OEM and our legal if we can procure the license on LIC name.	Please refer to modifications, clarifications, addendum etc.
152	Section I: Penalties	Point 8	54	Onsite Personnel leaves or is replaced by vendor before expiry of 1 year.	-'Since this is long term engagement with LIC, we would like to place our request to provide leaves to the team as per our firm policy or minimum 24 days in a year	Please refer to modifications, clarifications, addendum etc.
153	NA	Bid Submission	NA	Bid End Date/Time: 29-09-2023 16:00:00	We request you to kindly grant an extension of 2 weeks from the release of corrigendum.	Please refer to revised timelines for submission of bids.
154	Part A - Activity - 1	Secure Configuration Document (SCD)	41	Review the existing Secure Configuration Documents (SCD) of LIC against CIS, NIST and other applicable industry best standards.	Could provide how many SCDs we have review (No.of SCDs)	Please refer to modifications, clarifications, addendum etc.
155	Part A - Activity - 1	Secure Configuration Document (SCD)	41	15,000 assets covering servers	All 15,000 accessable from one location for performing activity	Understanding is correct
156	Part A - Activity - 1	Secure Configuration Document (SCD)	41	The VA scans should be scheduled during non-peak hours in consultation with respective departments/stakeholders.	What is your non-peak hour for conducting VA scann	Such details shall be provided to the successful bidder.
157	Part A - Activity - 1	Vulnerability Assessment	41	VA Scanning tool	Could the bidder install agent base tool or LIC provide the resource for installation the tool	Agent-less tools should be proposed by the bidder.
158	Part A - Activity - 1	Vulnerability Assessment	42	For scenarios where authenticated scans fail, bidder shall perform necessary analysis to identify the cause of scan failure.For such scenarios, bidder shall provide alternative ways to review/assess such assets.	Will dong VA scaning if network will not allow to connect then trouble shooting happen then who will depend?	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
159	Part A - Activity - 2	Penetration Testing	42	200 assets covering network & network security devices and internet facing web applications	Could provide as the No.of External Facing Web Application and No.of Internal Facing Web Application	Bidder to perform reconnaissance to identify the public exposed URLs and IP Addresses. Total of 200 assets to be covered as part of the scope.
160	Part A - Activity - 5	Red team Exercise	43	Social engineering gathers information and pivots to internal networks through phishing, vishing, phone, and in-person based campaigns.	Will performing social engineering there will effect to End User	Please adhere to RFP clause
161	Part A - Activity - 3	Application security Review	45, 47	200 hosted applications and approximately 1000 APIs	Could you provide more precise seggration of Application (Big, Medium, Small)	Please refer to modifications, clarifications, addendum etc.
162	Eligibility Criteria	Point 11	20	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	We are having below mentioned certifications, are these sufficient? CISSP/OSCP/CEH/CISA/CISM/ISO 27001 is applicable for the bidder eligibility	Please refer to modifications, clarifications, addendum etc.
163	Annexure D: Technical Scoring	Point 3	62	The Bidder should have permanent professionals with any of CISA/CISM/CISSP/OSCP/OSCE/ISO22301/ISO 27001 LA/LI/CEH employed with them.	We are having below mentioned certifications, are these sufficient? CISSP/OSCP/CEH/CISA/CISM/ISO 27001 is applicable for the bidder eligibility	Please refer to modifications, clarifications, addendum etc.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
164	Section I: Penalties	Point 8	54	Onsite Personnel leaves or is replaced by vendor before expiry of 1 year.	We have leave policy for empolyee yearly is total 24 Paid leaves(in that 8 Sick leaves)	Please refer to modifications, clarifications, addendum etc.
165	Resource Deployment	Part B	49	Bidder shall deploy qualified resources with valid certification and a minimum of 2 years of experience for conducting the in-scope activities at LIC Premises. Bidder shall deploy a bare minimum of resources as mentioned below:	We have 20 consultants ready to be deployed, however is this necessary for them to carry all the mentioned certifications only? Or can we have other Info Security relevant certifications as well?	Please adhere to RFP clause
166	Section C:	Eligibility Criteria (page 20) Resource Deployment (page 49) Annexure D: Technical Scoring (page 62)	Page 19 & 49	The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them.	As Per the official website, OSCE certification is retired as of Oct 2020. Please find the link below: https://www.offsec.com/ctp-osce/ We are seeking for removal of this clause	Please refer to modifications, clarifications, addendum etc.
167	Point 5) Part B		Page 11	If LIC intends to implement a Governance, Risk and Compliance (GRC) Solution or any other workflow automation solution, then the successful bidder shall be responsible for coordinating with the SI/OEM and support in integrating the data related to the in-scope services (Part – A & Part – B	As per RFP, LIC may procure GRC solution for workflow Automation in future. Please provide clarity if we are expected to provide a Vulnerability Management tool for VA reporting and dashboarding or LIC will procure it as a part of their workflow automation.	Bidder shall be responsible for providing relevant data related to inscope activities for seamless integration of the GRC tool. Bidder shall not be responsible for any implementation aspects of the GRC Tool.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
168	Section 1: Point 8	Section I: Penalties	Page 54	Onsite Personnel leaves or is replaced by vendor before expiry of 1 year. No penalty will be levied, provided new onsite personnel are deployed and there is handholding between the incumbent person and new person for at least 7 working days of LIC.	Onsite personnel should be allowed to take at least 2 leaves per month amounting to a total 24 leaves per year. We request not to impose any penalties for upto 24 leaves per person/year.	Please refer to modifications, clarifications, addendum etc.
169		Annexure F: Commercial Bid	Page 65		We recommend LIC to take Quotation for "Forensic investigation on demand" for 200 hours. If service is consumed for more than 200 hours, we can calculate the additional price on a pro rata basis. In case, the hours remain unused by end of year, LIC can compensate that cost by availing similar services which are not present in current RFP (Example: Threat Hunting, digital forensic readiness audit, Technical Training, Phishing/Vishing Simulation etc)	Please refer to modifications, clarifications, addendum etc.
170	Eligibility Criteria	"The Bidder shall be CERT-In empaneled as of date and for the last **3 years** from the date of this RFP."	19	We would request the LIC committee to kindly consider reducing the required years of CERT-IN empanelment from 3 years to 2 years.	Considering a 2-year certification period for empanelment allows flexibility due to COVID-related challenges faced by companies trying to obtain their certifications. Additional information: ANZEN Technologies got empanelled in August, 2021 and is valid till 30th June, 2024.	Please adhere to RFP clause
171	Eligibility Criteria	"The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/**OSCE**/CEH/CISA/CISM/ISO 27001 (at least one each) employed with them."	20	We request the LIC committee to consider removal of OSCE category from required cerified professionals list.	The standalone OSCE certification has been retired as of August, 2020 and thus, adding it as a required criteria is redundant in nature.	Please refer to modifications, clarifications, addendum etc.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
172	Eligibility Criteria	"The Bidder should have minimum 15 permanent certified professionals with any of CISSP/OSCP/OSCE/CEH/ CISA/CISM/ISO 27001 **(at least one each)** employed with them."	20	We request the LIC committee to consider removal of the clause stating" At least one of each" from all three RFPs and replace it with: "Any 4 out of 7 categories required."	This change allows for flexibility while maximizing the quality of work for done for LIC India. *For eg: A qualified, experienced and competent firm might have OSCP certified professionals but not CEH certified professionals because the former are more qualified and also capable of completing all CEH related tasks. Thus, promoting flexibility in this criterion is of great importance.*	Please refer to modifications, clarifications, addendum etc.
173	overview of RFP	"The Bidder should have carried out relevant work related to Information Security Services provided to organisations in PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector, as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the **last 03(three) financial years** from the date of this RFP."	62	We request the LIC committee to consider increasing the length of the period for audit instances for relevant work experience. *For eg: For the Pen Testing in the technical scoring, instead of considering instances for last 3 years we can consider the instances for last 5 years.*	Considering a 5 year period instead of 3 years allows flexibility due to COVID-related challenges like periods of no/limited business conducted during quarantine period.	Please refer to modifications, clarifications, addendum etc.
174	NA	NA	NA	NA	kindly confirm if a firm is allowed for participating in all of these three RFP's.	Understanding is correct
175	Part A:	a) Activity 1 - Secure Configuration Document (SCD) Creation and Review	Page 41 of 77	Identify gaps in the existing SCD document and prepare new documents for LIC incorporating the identified gaps.	Please provide the number of OS/Server and Databases and other network components for which LIC has SCD. We require this count for Pricing	Please refer to modifications, clarifications, addendum etc.
176	Part A:	a) Activity 1 - Secure Configuration Document (SCD) Creation and Review	Page 41 of 77	Create SCD for technologies for which SCD is not available with LIC	Please provide the number of OS/Server and Databases and other network components for which LIC does not have SCD. We require this count for pricing	Please refer to modifications, clarifications, addendum etc.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
177	Part A:	a) Activity 1 - Secure Configuration Document (SCD) Creation and Review	Page 41 of 77	The bidder shall review and validate the SCD deviations and keep track of all the deviations against the SCD with the asset owner. The deviation tracker should be maintained by the bidder.	Does LIC have a deviation tracker which can be utilized by the bidder	The same shall be prepared by the successful bidder and shall be signed off by LIC.
178	Part A:	d) Activity 4 - Secure network architecture review	Page 44 of 77	Review of core switches, routers and VLAN configuration.	Number of core switches, routers and their models	Such details shall be provided to successful bidder
179	Part A:	d) Activity 4 - Secure network architecture review	Page 44 of 77	Rule base review of network devices, as applicable	Number of Network devices in scope for rule base review and their models	The bidder is expected to review the rules of all the implemented firewalls. The count of firewalls shall be provided to the successful bidder.
180	Part A:	b) Activity 2 - Penetration Testing	Page 42 of 77	The penetration testing of approximately 200 assets covering network & network security devices and internet facing web applications shall be performed bi-annually using well known commercial tools with necessary manual intervention. The PT will include black box testing of the web applications as well as all internet facing infrastructure components/services.	Can you please bifurcate the 200 asset in to network device, security device and internet facing application IPs	Bidder to perform reconnaissance to identify the public exposed URLs and IP Addresses. Total of 200 assets to be covered as part of the scope.
181	Part A:	e) Activity 5 - Application security Review	Page 45 of 77	Vendor shall prepare test plan/Test Cases as per the application understanding for each application in scope. And shall conduct application testing based on the test plan/Test Cases	The test cases are predefined according to OWASP top 10, we will make minor changes based on the application and proceed with testing	Please adhere to RFP clause

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
182	Part A:	e) Activity 5 - Application security Review	Page 45 of 77	Confirmatory test should be carried out after receiving a request and confirmation from the application on closure/mitigation of vulnerabilities, reported during initial testing.	We assume that confirmatory testing has to be performed for only 1 time per application	The retest shall be performed until successful closure/mitigation of the reported vulnerability.
183	Part B:	Bidder shall deploy certified resources for the following:	Page 47 of 77	Guide LIC in remediation/closure of non-compliant observations identified in the audits by providing periodic awareness sessions and trainings	To which group/whom in LIC has to be imparted awareness and training for the observations that have come up in the audit? Relevant stakeholders only? Number rof training sessions to be carried out	Internal LIC Team shall be part of the training. Trainings shall be provided on demand as and when requested by LIC.
184	Part A:	c) Activity 3 - Red team Exercise	Page 43 of 77	Collecting information about infrastructure, facilities and employees.	What are the facilities/offices in scope. Is the bidder allowed to choose any facility	Bidder shall deploy resources at LIC premises in Mumbai.
185	Part A:	f) Activity 6 - Secure code review	Page 46 of 77	Conduct manual and automated code review as per criticality of the code.	What percentage of source code review should be a manual review. How is the criticality defined for source code.	Scans shall be performed using automated tools. Manual triaging shall be performed to eliminate the false positives.
186	Part A:	a) Activity 1 - Configuration Audit :	Page 41 of 77	Bidder shall use appropriate scanners/scripts for performing the configuration audit.	Will LIC allow bidder scripts to be run on their servers for configuration review	Scripts shall be prepared as per CIS benchmarks wherever required. Based on asset owner approval, the scripts shall be run.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
187	Part A:	a) Activity 1 - Vulnerability Assessment	Page 42 of 77	The VA scans should be performed in an authenticated mode (i.e., configuring the scanner with administrator credentials), either with agents running locally on each end system to analyze the security configuration or with remote scanners that are given administrative rights on the system being tested or any other applicable scanning method.	Will LIC provide a system in the LIC network for VA tool installation	Understanding is correct. LIC shall provide laptops/desktops/servers/VMs for installation of the tools. Bidder shall provide minimum system requirements for the same as part of the bid submission.
188	Part A:	b) Activity 2 - Penetration Testing	Page 42 of 77	The penetration testing of approximately 200 assets covering network & network security devices and internet facing web applications shall be performed bi-annually using well known commercial tools with necessary manual intervention.	Can PT be performed using Open source tools such as Nmap and Metasploit.	Understanding is correct
189	Part A:	b) Activity 2 - Penetration Testing	Page 42 of 77	The penetration testing will be done by the onsite persons deployed for Application security review from their laptop with dongle connecting to the lab of the vendor.	We assume that this is for the assets that are internal to LIC, testing of public facing IPs can be performed remotely	Understanding is correct

Executive Director (ERM)/CRO