



मूल्यों का निर्माण...
भरोसे का पालन

CREATING VALUE...
SUSTAINING TRUST

Presentation on RFP For Onboarding Information Security Service Provider (ISSP)

CO-ERM-IT-CSD-2023-2024/ISSP dated 01 September 2023

Objective of the RFP

The objective of this RFP is to onboard an experienced firm who will provide the information security services as covered in this RFP for enhancing information security posture of LIC.

The scope of services as part of this RFP includes the following:

Part A:

1. Configuration audit (Secure configuration document) and vulnerability assessment testing
2. Penetration Testing
3. Red team Exercise
4. Secure network architecture review
5. Application security Review
6. Secure code review
7. Forensic investigation on demand

Part B:

1. Assess the audit reports submitted by the auditors for Information and Cyber Security Audits.
2. Charter a project plan basis the assessed reports for ensuring compliance status.
3. Based on evidence and compliance received from LIC stakeholders, validate the compliance status.
4. Guide LIC in remediation/closure of non-compliant observations identified in the audits by providing periodic awareness sessions and trainings.
5. Bidder shall not be involved and responsible for implementing of the recommendations.

Basic Details

- The technical and commercial (indicative price) bids must be printed on **8.27” by 11.69” (A4 size)** paper in indelible ink, spirally bound and numbered in serial order.
- Index should be well defined with page numbers.
- Bids should be complete, properly indexed, annexure-wise, duly supported by relevant documents and should contain no duplicate documents.
- The document should be printed on A4 paper preferably using **Times Roman font, size 10 with 1” inch margin on all sides**
- The bidders should submit the below bid documents in hard copy in separate sealed envelopes super-scribed as:
 - Envelope 1 - Eligibility bid
 - Envelope 2 - Technical bid
 - Envelope 3 - Commercial bid (Indicative Price)
- Bid documents should be submitted under cover of a letter printed on bidder’s letterhead. Each page of the bid document should bear the Company seal and signature of authorized signatory.
- Soft copies of item specifications (technical and commercial) should be submitted by all participating Bidders.
- Only one bid from each bidder shall be accepted.
- No consortium is permitted for this RFP. All such consortium bids will be summarily rejected.
- The last date & time for submission of bids is 29 September 2023, latest by 04:00 PM

Eligibility Criteria

#	Eligibility Criteria	Documents to be Submitted
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2	The Bidder shall be CERT-In empaneled as of date and for the last 3 years from the date of this RFP.	Empanelment Certificate issued by CERT-In for last 3 consecutive years.
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. For start-ups/MSMEs, the Bidder must have an average annual turnover of minimum Rs. 50 Lakhs per annum during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021	Annual audited balance sheet for last three financial years
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	Audited Balance sheet, Profit/Loss statement of the firm of last three financial years.

Eligibility Criteria

#	Eligibility Criteria	Documents to be Submitted
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 crores in India or BFSI Sector.	Copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirming relevant experience of minimum 5 years.
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 India or BFSI Sector during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.	Copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirming relevant experience during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.
7	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.	Provide details of personnel. (Multiple certificate holders shall be counted once only)
8	The Bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI on account of Information and Cyber Security Audit and Security review. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.	Declaration on company letter head duly signed by the bidder

Technical Criteria

#	Criteria	Sub-Criteria	Marks	Max Marks	
1	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.	10 Years and more	10	10	
		5 Years and more	5		
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 and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 03(three) financial years from the date of this RFP.			50	
		Configuration audit (Secure configuration document) and vulnerability assessment testing	5 instances and above		10
			Minimum 3 instances		5
		Penetration Testing	Minimum 5 instances		5
			Minimum 2 instances		2
		Red team Exercise	5 instances and above		10
			Minimum 3 instances		5
		Secure network architecture review	Minimum 5 instances		5
			Minimum 2 instances		2
		Application security Review	Minimum 5 instances		5
			Minimum 2 instances		2
		Secure code review	Minimum 4 instances		5
	Minimum 2 instances	2			
Forensic investigation on demand	Minimum 4 instances	5			
	Minimum 2 instances	2			

Technical Criteria

#	Criteria	Sub-Criteria	Marks	Max Marks
	Services as covered in Part B	Minimum 4 instances	5	
		Minimum 2 instances	2	
3	The Bidder should have permanent professionals with any of CISA/CISM/CISSP/OSCP/OSCE/ISO22301/ISO 27001 LA/LI/CEH employed with them.	30 resources and above	20	20
		20 resources and above	15	
4a	The Bidder must have an average annual turnover of in crores per annum during the last 03(three) financial year(s) i.e., FY22-23, FY21-22 and FY20-21.	Turnover > 10 crores	10	10
		Turnover > 5 crores	5	
4b	For start-ups/MSMEs, the Bidder must have an average annual turnover in crores per annum during the last 03(three) financial year(s) i.e., FY22-23, FY21-22 and FY20-21.	Turnover > 2 crores	10	
		Turnover > 50 Lakh	5	
5	The bidder shall provide a technical presentation related to the in-scope services showcasing the following: <ul style="list-style-type: none"> Approach for conducting the services Relevant Experience Relevant skillsets 		10	10

Submission of Bids

Annexure	Eligibility Bid	Technical Bid	Commercial Bid	Submission by Successful Bidder
Annexure A - Submission of BID	✓			
Annexure B - Bidder's Profile	✓			
Annexure C - Eligibility Criteria	✓			
Annexure D - Technical Scoring		✓		
Annexure E - Scope of Services		✓		
Annexure F - Commercial Bid (Indicative Pricing)			✓	
Annexure G - Performance Bank Guarantee				✓
Annexure H - Business rule for Online reverse auction		✓		
Annexure I - NEFT Mandate Form		✓		
Annexure J - Integrity Pact		✓		
Annexure K - Bank Guarantee for EMD	✓			
Annexure L - Contract Form				✓
Annexure M - Non-Disclosure Agreement (NDA)				✓



Thank You!