

Ref: CO/ERM/IT-CSD

Date: 01.12.2025

**Selection of Service Provider for conducting Compromise Assessment and Incident Response Retainership**

**CO-ERM-IT-CSD/2025-2026/CA & IRR dated 30th October, 2025**

**Response to Pre-Bid Queries**

This is with reference to the RFP released by the Life Insurance Corporation of India on 30<sup>th</sup> November, 2025 captioned above. Responses to some queries received on 28<sup>th</sup> November, 2025 to this RFP are given below:

Sr. No.	RFP (Part A/B)	RFP Section/Sub-Section	RFP Clause	Bidder Query	LIC Response
1	A/B	Objective of the RFP	The technology for compromise assessment must be deployed on premise by the bidder at centralized locations (8 data Centre) and should cover all the devices in the 8 data centers.	The proposed Compromise Assessment methodology using Google Cloud Mandiant requires the secure collection of telemetry and forensic artefacts, which will be processed and stored within Google Cloud's India region exclusively for the purpose of analysis. We request the department to kindly permit this controlled and compliant storage of telemetry data in the GCP India region to enable accurate threat detection and comprehensive compromise assessment.	All data shall be stored and processed exclusively within the Google Cloud Platform (GCP) India region. Under no circumstances shall any data be transferred, transmitted, or otherwise made accessible outside the territory of India. The Service Provider shall furnish LIC with complete and accurate information regarding the data storage location(s), infrastructure details, and any associated repositories. All data shall be permanently deleted and irreversibly wiped immediately upon completion of the agreed analysis, in accordance with applicable data-protection and security standards.
2	A	Eligibility Criteria	Bidder should have placed in the 'Cyber Security Incidence Response Services' in the Leader, Strong Performers and Contenders in the 2024 Forrester Wave report for cyber security incident response services. 2024 Forrester Wave	In reference to the corrigendum stating that only Bidders included in the Forrester Wave report are permitted, we respectfully request that the clause be amended to read 'Bidder/OEM' to allow participation of Bidders whose OEM appears in the Forrester Wave report.	Please adhere to the terms and conditions of RFP.

Sr. No.	RFP (Part A/B)	RFP Section/Sub-Section	RFP Clause	Bidder Query	LIC Response
			report-Q2 for cyber security incident response services to be enclosed.		
3	A	Eligibility Criteria	The Bidder or the OEMs who are directly participating, should have experience of minimum 7 years in providing the compromise assessment/forensic investigation/Incident Response Retainership Services. Bidder/OEM should have experience in Compromise Assessment completion in at least three cases in BFSI sector having Min. 500 branches /Govt. Sector in India/regulatory bodies/Big companies of turnover more than 500 crores in last 7 years starting from 01.04.2018.	Kindly amend the clause as:- The Bidder/OEM <del>or the OEMs who are directly participating,</del> should have experience of minimum 7 years in providing the compromise assessment/forensic investigation/Incident Response Retainership Services. Bidder/OEM should have experience in Compromise Assessment completion in at least three cases in BFSI sector having Min. 500 branches /Govt. Sector in India/regulatory bodies/Big companies of turnover more than 500 crores in last 7 years starting from 01.04.2018.	Please adhere to the terms and conditions of RFP.
4	A	Eligibility Criteria	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India in last 7 years starting from 01.04.2018. (Start and End Date of the Project to be mentioned) in the past (At least five client references are required)	Kindly amend the clause as:- Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder/OEM has executed similar projects in India in last 7 years starting from 01.04.2018. (Start and End Date of the Project to be mentioned) in the past (At least five client references are required)	Please adhere to the terms and conditions of RFP.
5	A	Technical Scoring	The Bidder or the OEMs who are directly participating, should have experience of minimum 7 years in providing the compromise assessment/forensic	Kindly amend the clause as:- The Bidder/OEM <del>or the OEMs who are directly participating,</del> should have experience of minimum 7 years in providing the compromise assessment/forensic	Please adhere to the terms and conditions of RFP.

Sr. No.	RFP (Part A/B)	RFP Section/Sub-Section	RFP Clause	Bidder Query	LIC Response
			investigation/Incident ResponseRetainership Services starting from 01.04.2015.Experience up to 7 years -> 5 marksExperience more than 7 years but less than equal to 10 years -> 8 marksExperience of more than 10 years -> 10 marks(Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA) /work order / contract / completion certificate/ incidence response covered under securityoperations centre / confirmation email for relevant experience. The project details should be given from 01.04.2015 as part of this RFP.)Purchase order must be in the name of the bidder. <b>Please refer Appendix-D2</b>	investigation/Incident ResponseRetainership Services starting from 01.04.2015.Experience up to 7 years -> 5 marksExperience more than 7 years but less than equal to 10 years -> 8 marksExperience of more than 10 years -> 10 marks(Supporting Document: Bidder/OEM should provide copies of the Letter of acceptance (LoA) /work order / contract / completion certificate/ incidence response covered under securityoperations centre / confirmation email for relevant experience. The project details should be given from 01.04.2015 as part of this RFP.)Purchase order must be in the name of the bidder.Please refer Appendix-D2	
6	A	Eligibility Criteria	Experience in conducting Compromise assessment For each assignment or assessment (2 marks for each assignment executed) in BFSI sector having Min. 500 branches /Govt. Sector in India/regulatory bodies in last 10 years starting from 01.04.2015. Documentary proof of order completed / Contract Copy issued in the name of the bidder <b>Please refer Appendix-D2</b>	Kindly amend the clause as:- Experience in conducting Compromise assessment For each assignment or assessment (2 marks for each assignment executed) in BFSI sector having Min. 500 branches /Govt. Sector in India/regulatory bodies in last 10 years starting from 01.04.2015. Documentary proof of order completed / Contract Copy issued in the name of the bidder/ <b>OEM</b> Please refer Appendix-D2	Please adhere to the terms and conditions of RFP.

Sr. No.	RFP (Part A/B)	RFP Section/Sub-Section	RFP Clause	Bidder Query	LIC Response
7	B	Eligibility Criteria	The OEM or the bidder who are directly participating should have experience of minimum 7 years in providing the Incident Response Retainership Services starting from 01.04.2018.	Kindly amend the clauses as:- The OEM/Bidder <del>or the bidder who are directly participating</del> should have experience of minimum 7 years in providing the Incident Response Retainership Services starting from 01.04.2018.	Please adhere to the terms and conditions of RFP.
8	B	Eligibility Criteria	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India in last 7 years starting from 01.04.2018. (Start and End Date of the Project to be mentioned) in the past (At least two client references are required)	Kindly amend the clause as:- Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder/OEM has executed similar projects in India in last 7 years starting from 01.04.2018. (Start and End Date of the Project to be mentioned) in the past (At least two client references are required)	Please adhere to the terms and conditions of RFP.
9	B	Technical Scoring	The Bidder or the OEMs who are directly participating, should have experience of minimum 7 years in providing the compromise assessment/forensic investigation/Incident Response Retainership Services. Experience up to 7 years -> 5 marks Experience more than 7 years but less than equal to 10 years -> 8 marks Experience of more than 10 years -> 10 marks (Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA) / work order / contract / completion certificate/ incidence response covered under security	Kindly amend the clause as:- The Bidder/OEM <del>or the OEMs who are directly participating</del> , should have experience of minimum 7 years in providing the compromise assessment/forensic investigation/Incident Response Retainership Services. Experience up to 7 years -> 5 marks Experience more than 7 years but less than equal to 10 years -> 8 marks Experience of more than 10 years -> 10 marks (Supporting Document: Bidder/OEM should provide copies of the Letter of acceptance (LoA) / work order / contract / completion certificate/ incidence response covered under security operations centre / confirmation	Please adhere to the terms and conditions of RFP.

Sr. No.	RFP (Part A/B)	RFP Section/Sub-Section	RFP Clause	Bidder Query	LIC Response
			operations centre / confirmation email for relevant experience. The project details should be given from 01.04.2015 as part of this RFP.) Purchase order must be in the name of the bidder. <b>Please refer Appendix-E2</b>	email for relevant experience. The project details should be given from 01.04.2015 as part of this RFP.) Purchase order must be in the name of the bidder. Please refer Appendix-E2	
10	B	Technical Scoring	Experience in conducting Incident Response Retainership For each assignment or assessment (2 marks for each assignment executed) in BFSI sector having Min. 500 branches /Govt. Sector in India/regulatory bodies in last 10 years starting from 01.04.2015. Documentary proof of order completed / Contract Copy must be in the name of the bidder. <b>Please refer Appendix-E2</b>	Kindly amend the clause as:- Experience in conducting Incident Response Retainership For each assignment or assessment (2 marks for each assignment executed) in BFSI sector having Min. 500 branches /Govt. Sector in India/regulatory bodies in last 10 years starting from 01.04.2015. Documentary proof of order completed / Contract Copy must be in the name of the bidder/ <b>OEM</b> . Please refer Appendix-E2	Please adhere to the terms and conditions of RFP.
11	NA	NA	General Query	Requesting you to kindly allow OEM-authorized partners or resellers, who are duly authorized by the OEM for this bid and can provide the required MAF, to participate.	Please adhere to the terms and conditions of RFP.

**Executive Director (ERM) & CRO**