

सशक्तिकरण
ऊर्जा संचार
निरंतर विस्तार

EMPOWER
ENERGIZE
EXPAND

Selection of Service Provider for Incident Response Retainership
Date of Release of RFP: 9th January, 2026

Highlights

Important Points:

Two separate Components involved:

- i. Incident Response Retainership services (IRR)
- ii. Forensic Investigation on demand

Address for Submission of RFP:

The Executive Director (ERM) & CRO,
Central Office, ERM-CSD Department,
2nd Floor, Cyber Security Department,
Jeevan Seva Building, SSS Division, S.V. Road,
Santacruz (West), Mumbai - 400 054.

Presentation displayed during this pre-bid meeting will also form Part of RFP.

OBJECTIVE: Incident Response Retainership (IRR)

- To ensure that an organization has rapid, expert support available to respond to cyber security incidents effectively and minimize damage. It is a pre-arranged agreement with a third-party incident response provider to deliver priority services in the event of a breach or Cyber-Attack.
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- To perform forensic imaging and acquisition of the identified devices, data, system artefacts and / or relevant logs in order to attempt to determine the potential modus operandi associated with the cyber incident to Identify the malicious activities with respect to 5Ws + H (Why, When, Where, What, Who, How).

Important Dates for both RFPs (Part-A and Part-B)

Activities Involved	Date	Time
RFP Release date	09-01-2026	9.00 AM
Submission of Pre-bid questionnaire	15-01-2026	4.00 PM
Pre-bid meeting Date	16-01-2026	11.00 AM
Last date of submission of RFP	06-02-2026	4.00 PM
Opening of RFP	06-02-2026	4.15 PM
Registration to submit RFP online start date	22-01-2026	9.00 AM
Preferable date to submit RFP online to avoid any last minute issues	03-02-2026	5.30 PM
Check the formats to be submitted online without fail to avoid any last minute issues	22-01-2026	9.00 AM
Submission of all hardcopies in respect to RFP	11-02-2026	5.30 PM

Important Points

Important Points:

- a. All documents to be uploaded in online module must be prefixed with the name of RFP, name of the bidder, Appendix name, name of the document etc. e.g. IRR_XXXX_Appendix D1_Registered Legal Entity where IRR stands for Incident Response Retainership;
- b. E-Tendering Online bids are hereby invited for the works mentioned through online e-Tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders. This is an E - Tender and hence Bids must be submitted “ONLINE”. Tenders submitted through online mode will only be considered. Tenders submitted through hard copy / soft copy will not be considered, if not submitted in www.tenderwizard.com/LIC completed in all respects;
- c. Eligibility bids, Technical-Bids and Commercial Bid should be password protected with different passwords;
- d. The value of lowest (L1) commercial bid made by the successful vendor during online reverse auction;

Important Points

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Hardware and Licenses

- LIC will provide RHEL licenses and Mysql Licenses.
- All Licenses other than RHEL and Mysql will be the responsibility of the bidder.
- All efforts related to implementation, operation related, procedural documents etc. required for both the projects will be the sole responsibility of the bidders.
- LIC will provide the hardware required as per the scope of the project.
- All efforts are required to be calculated by the bidders as part of the project.

Online submission of Bids

- All bids must be submitted only through the online portal <https://www.tenderwizard.com/LIC>. Bidders should check the portal regularly and are advised to submit their bids sufficient ahead of time at least some days prior to the last date, as no extension will be allowed.
- While submitting the Commercial Bid, care should be taken to fill all the cost fields. LIC has provided additional rows for any optional or extra costs; if not applicable, the bidder must enter '0' in the amount column or 'NA' in the text field to ensure successful bid submission.
- If any field (date, cost etc.) kept blank in the excel sheet, then the same cannot be saved or uploaded.

Important Points: Compromise Assessment

SN	Annexure	Annexure Name	Eligibility Bid	Technical Bid	Commercial Bid	To be submitted by successful bidder
1	Annexure A	Covering Letter	✓			
2	Annexure B	Bidder's Profile	✓			
3	Annexure C	Eligibility Criteria	✓			
5	Annexure D	Technical Bid Document		✓		
7	Annexure E	Commercial Bid (Indicative Pricing)			✓	
8	Annexure F	Declaration Regarding Non-Blacklisting/Debarring	✓			
9	Annexure G	Performance Bank Guarantee				✓
10	Annexure H	Bank Guarantee for EMD	✓			
11	Annexure I	Bill of quantity and bifurcation of commercial bid in percentage format		✓		
12	Annexure J	Contract Form				✓
13	Annexure K	Non-Disclosure Agreement (NDA)				✓
14	Annexure L	Online Tendering Guidelines Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)				
15	Annexure M	Authorization for signing of all documents related to RFP	✓			
16	Annexure N	Land Border Declaration	✓			
17	Annexure O	Integrity Pact	✓			

Discussion on Following:

- a. Eligibility Criteria
- b. Technical Bid Document
- c. Scope and Deliverables
- d. Payment Terms and conditions
- e. COMMERCIAL BID

Bidders are requested to start activities after this meeting without waiting for modifications and response to Pre-Bid queries as response to important queries have been answered.

There will be no change in last date of submission of bids.

Bidders are requested to start activities after this meeting without waiting for modifications and response to Pre-Bid queries as response to important queries have been answered.

Bidders are requested to start registration process, checking of format of documents for submitting evidences immediately.

There will be no change in last date of submission of bids.

THANK YOU