

Life Insurance Corporation of India
Central Office, Mumbai



CO-IT/BPR/CSC/2017-2018/1 dated 3rd October 2017

Invitation for Expression of Interest (EOI) for providing Security Operation Center (SOC) services and its management

Last date for submission of tender document: 18th October 2017

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1. EXPRESSION OF INTEREST (EOI)

Life Insurance Corporation of India (LIC), Mumbai intends to select leading, reputed and experienced vendor / bidders for setting up of state of the art enterprise wide Security Operation Center (SOC) and implementation / up gradation of security solutions at LIC.

2. OBJECTIVES OF THE EOI:

- a) This EOI is issued for the purpose of shortlisting of bidder(s) for providing SOC services on either through captive SOC or completely outsourced SOC or hybrid SOC. This may include the following:
 - (i) Providing skilled resources on 24X7 basis
 - (ii) Implementation of solutions to support SOC services and management
 - (iii) Training of LIC employees
- b) Setting up of SOC enabling LIC to effectively identify, detect, protect, respond & recover against security threats, which amongst other areas inter-alia cover the following area of operations:
 1. Known and Known attacks
 2. Known and unknown attacks
 3. Unknown and known attacks
 4. Unknown and unknown attacks
- c) It also covers the following parameters:
 1. Compliance to IRDAI guidelines on Information and cyber security applicable to insurers, Cert-In guidelines, NCIIPC guidelines, best practices or any other mandates as applicable to LIC/Banks.
 2. It should cover the following activities (not tentative):
 - i. Security Device Health Monitoring Service
 - ii. Device Monitoring & Providing Recommendations
 - iii. Security Attack / Event Monitoring
 - iv. Malware Monitoring Services
 - v. 24x7 Attack / Event analysis and submission of mitigation plan
 - vi. Continuous Improvement & Technical Consultation
 - vii. Technical Coordinator Service
 - viii. Vulnerability Management of Servers
 - ix. Security Incidents Priority Classification
 - x. Reporting and dashboard creation
 - xi. Alert prioritization
 - xii. Automatic Incident analysis and its remediation
 3. Continuous Incident Monitoring and Management Process to address the identification and classification of incidents, reporting, escalation, preservation of evidence and the investigation process for critical systems.

It must be noted that LIC shall not be liable for any costs incurred by any bidder in preparation, submission of information or documents in response to the EOI and conducting / presenting demonstration of capabilities of such products / solutions in response to this EOI.

3. SCHEDULE OF EOI PROCESS:

Address for Communication / Submission of EOI's	The Executive Director (IT/BPR), LIC of India, Central Office-IT Dept, 2nd floor, Jeevan Seva Annex, S.V. Road, Santacruz (W), Mumbai – 400 054.
Date of Issue of EOI	03-10-2017
Date of meeting for discussion	10-10-2017 at 1100 hrs

Last date and time for Submission of EOI	18-10-2017 at 3.30 PM
Date and time of Opening of EOI	18-10-2017 at 4.00 PM
Contact email id	itsecuritybid@licindia.com
Contact Officials	Mr. Kumar Rakesh Ranjan Mr. Soumya kanta Parhi

4. SUBMISSION OF BIDS & ITS VALIDITY:

- The EOI in sealed covers should be submitted to the address given above on or before the date and time mentioned in the Schedule for bidding process given in clause 3 of this EOI.
- Any EOI received by LIC after the deadline for submission of EOI will be rejected. In the event of the specified date and time for the submission of EOI, being declared a holiday for LIC, the EOI will be received up to the appointed time on the next working day. **Extension or preponement of submission date and time will be at the sole discretion of LIC.**
- EOI so submitted should remain valid for a minimum period of **180 days** from the scheduled date of opening of EOI documents.

5. BIDDER'S QUALIFICATION CRITERIA:

Please refer to Annexure –I.

6. EVALUATION OF BIDDER'S QUALIFICATION CRITERIA & SHORTLISTING:

- Bidder's eligibility will be evaluated based on the documents submitted by Bidders and Technical presentation (as defined in clause 7 of the EOI document) made to the Technical Assessment Committee (TAC). Bidders who have shortlisted based on documents submitted and Technical presentation process will be considered for issuing RFP document and further evaluation.
- The parameters for evaluation criteria for Technical presentation by bidders are as follows:

Sr. no.	Parameter	Maximum Marks assigned
i	Understanding the requirements of LIC.	10
ii	Solution methodology and approach.	10
iii	Design and Architecture of the SOC, Uniqueness of the approach with reporting and dashboard.	20
iv	SLA, Implementation methodology and timelines required for the same.	10
v	Identification of resources to be deployed for this initiative 24x7 basis.	10
vi	Details of 2 projects implemented with one case study. The details should include all the products and services used in the project. For each completed project, 10 marks will be awarded.	30
vii	The preference and Weightage will be given for the products to address the attacks as defined in this document and in compliance to various mandates like IRDAI guidelines on information developed and owned by Indian companies subject to meeting quality and technical	10
Overall Minimum qualifying marks required for further evaluation		70%

- Based on the above mentioned criteria, the decision of the TAC in short listing the bidders would be final and binding to all the bidders.

- d. LIC intends to finalize a suitable solution for implementation of Security Operations Centre to address the latest threat and attack vectors based on the technical presentation and discussion with the prospective bidders.

7. TECHNICAL PRESENTATION:

- a. Bidder to provide technical details of the proposed solution/Architecture and details of different products which will fit into the proposed Solution/ Architecture. The technical details of the solution offered should be elaborative and submitted to the LIC along with EOI document.
- b. Bidder to demonstrate the capabilities of the solution proposed, approach, methods through a presentation of product features, processes followed and demonstrating the capabilities through technical presentation. Bidder to bear any cost that is associated with 'product, methods, process demonstration'. Bidder has to substantiate with various use cases. The details of the same will be shared with LIC.
- c. Bidder should showcase their proposed solution for providing SOC services along with implementation of other related solutions by way of Technical presentation. The Technical presentation should include detailed presentation on the architecture of SOC and its associated components, other security solutions to address the threat vectors proposed to be offered by the bidder, its installed base in India/abroad, details of software solution /services intended to be used by the bidder in the proposed SOC and other security solutions, their capabilities with regard to deliverables to LIC's team.
- d. Following parameters are considered for evaluating Technical presentation of bidders:
 - a. Understanding the requirements of LIC.
 - b. Solution methodology and approach.
 - c. Design and Architecture of the SOC, Uniqueness of the approach.
 - d. SLA, Implementation methodology and timelines required for the same.
 - e. Identification of resources to be deployed for this initiative.
 - f. Details of 2 projects implemented with one case study.
 - g. The details should include all the products and services used in the project.
 - h. For each completed project, 10 marks will be awarded.
 - i. The preference and weightage will be given for the products to address the attacks as defined in 2(a) and in compliance to various mandates like IRDAI guidelines on information developed and owned by Indian companies subject to meeting quality and technical specifications.
- e. The bidder has to score minimum 70% marks overall to qualify for further evaluation.
- f. All and any expenditure connected with technical presentation to be borne by the Bidder. All and any system requirements to showcase technical solution should be brought in by the Bidder and LIC shall not provide any systems viz., Laptop, data card, system software etc.
- g. LIC reserve its right to extend the technical presentation, if required, in order to finalize a suitable solution for SOC. LIC also reserve its right to cancel the technical presentation, if found, otherwise.

8. ISSUANCE OF REQUEST FOR PROPOSAL (RFP):

Based on the technical presentation and discussion with the short-listed bidders, LIC shall freeze a suitable technical solution and a detailed Request for Proposal will be prepared covering technical solution details and other terms and conditions the RFP will be made available to all eligible bidders.

9. FURNISHING OF INFORMATION:

The Bidder is expected to examine all instructions, forms, terms and specifications in these documents. Failure to furnish all information required and called for or failure to submit an EOI not substantially responsive will be at the Bidder's risk and responsibility and may result in the rejection of its EOI.

10. FORMATS AND SIGNING OF BIDS

The original EOI shall be typed and signed by the Bidder or a person or persons duly authorized. The person or persons signing the EOI shall initial all pages of the offer. The EOI documents submitted without signature and seal will be summarily rejected. Technical bid as per format provided in **Annexure I** and details as per format provided in **Annexure II, Annexure III, Annexure IV, Annexure V and Declaration Letter** should be submitted along with proof of documents.

11. AUTHENTICATION OF ERASURES/OVERWRITING ETC.

Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing the EOI initial(s) them.

12. AMENDMENTS TO EOI

LIC reserves its right to amend any or all of the clauses in the EOI and Annexure to this EOI, if any, including amendments in the schedule for EOI process at any time prior to deadline for submission of EOI, at its sole discretion. Such amendments to EOI will be published through LIC's official website and no separate newspaper advertisement or individual intimation to bidders will be provided.

13. CLARIFICATION

During evaluation of the EOI, technical presentation of the product features, LIC may at its discretion ask the Bidder for any clarification.

14. OWNERSHIP

The EOI and all supporting documents / templates are the sole property of the LIC and violation of this will be a breach of trust and the LIC would be free to initiate any action deemed appropriate. EOI and all supporting documents submitted by the bidders shall become property of the LIC.

15. LIC 'S RIGHT TO ACCEPT ANY EOI AND TO REJECT ANY OR ALL EOI's.

Notwithstanding anything contained in any of the clauses in this EOI, the LIC reserves its right to accept or reject any EOI, and to annul each or all of the EOI processes and reject all the EOI's without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the LIC's action.

16. GENERAL TERMS AND CONDITIONS:

- a. LIC reserves the right to shortlist bidder for carrying out any or all the above mentioned activities depending upon eligibility criteria mentioned in Pre-qualification criteria and based on other technical parameters.
- b. Based on the technical presentation and discussion with the bidders, LIC shall finalize a suitable technical solution and a detailed 'Request for Proposal' will be prepared covering technical solution details and other terms & conditions the RFP will be made available to all eligible bidders.
- c. The bidder is required to submit its full profile giving details about organization, experience, technical personnel in the organization, competence and adequate evidence of its financial standing etc. in the enclosed form which will be kept confidential.
- d. LIC reserves the right to accept or reject any/or all applications and annul the process and reject any or all applications at any time without assigning any reason and without thereby incurring any liability to the affected applicants.
- e. The decision of LIC in selection of bidders will be final. LIC is not bound to assign any reason thereof.
- f. The equipments, hardware, software, etc; supplied by the bidder should comply with the latest industry standards.
- g. If the space in the Proforma is insufficient for furnishing full details, the information shall be supplemented on

separate sheets of paper stating therein the part of the statement and serial number. Separate sheets shall be used for each part.

- h. Bidder should provide reference site details where such types of projects are executed in the past.
- i. LIC reserves the right to inspect the facilities of the bidders any time during the evaluation stage to verify the genuineness and to ensure the conformity with the proposal submitted.
- j. Bidders should be willing to do product demonstration, lab visit, reference site visit, if required during technical evaluation of product either at the EOI stage or at the RFP stage.
- k. At no point in time the components of SOC should be allowed to connect to the internet directly or allowed other to connect to the SOC components, servers from internet through remote access for remote maintenance / service. Therefore the Bidders should consider suitable solution architecture including but not limited to setting up of staging servers to connect to internet to take the necessary updates/upgrades, feeds, patches etc. for the Core SOC components, etc.
- l. The support resources deployed by the successful bidder for the project should be Indian citizens only; and a thorough background check has to be conducted before deployment of these resources in LIC.
- m. The bidders have to perform onsite maintenance of the components and remote maintenance shall not be allowed.
- n. Applications received after due date and time or incomplete in any respect will be rejected.
- o. The project engagement period with bidders for setting up SOC and other security solutions is 5 Years.
- p. Applications containing false or inadequate information are liable for rejection.
- q. Bidder may provide its area of specialization, skill set and any award received by any competent authority.
- r. Each page of the Application form and declaration letter shall be signed by person on behalf of the organization having necessary authorization / Power of attorney to do so.

Executive Director (IT/BPR)

Annexure-I

Technical Bid: SOC Infrastructure and other security solutions

Eligibility Criteria:

Sr. No.	Requirements	Compliance (Yes/No)	Bidder's Response	Attachment Tag / page no.
1)	The bidder should be a registered entity in India. (Documentary proof of the same / Certificate of Incorporation / Registration certificate is to be submitted)	Yes/No		
2)	The bidder should have support office in Mumbai.	Yes/No		
3)	The bidder should have had a minimum average annual turnover of Rs. 50.00 crores (Rupees fifty Crores) in India in any of the three financial years immediately preceding the date of publishing of this RFP.			
4)	The Bidder should have successfully implemented /commissioned SOC and other security solution for minimum 2(two) Projects in last 3 years for big bank's /Regulatory bodies/ big financial institutes / PSU organizations.	Yes/No		
5)	Bidder should not be a blacklisted firm/company in any Govt. department/ PSU /Regulatory bodies in India due to unsatisfactory performance, breach of general or specific instructions, corrupt or fraudulent or any other unethical business practices. Bidder must certify to that effect. [Letter of undertaking to this effect on company's letter head signed by company's authorized signatory]	Yes/No		
6)	Name of the company			
	Company's address in India			
	Contact person			
	Telephone no.			
	Fax			
	E-mail address			
	Service tax registration No / GST no.			
	Permanent Account Number (PAN)			

Note: Proposals of bidders who do not fulfill the above criteria or who fail to submit documentary evidence thereon will be liable for rejection.

Authorized Signatory:

Name of the Authorized Signatory:

Place:

Date:

Seal:

Annexure-II

Details of SOC Infrastructure and other security solutions:

Projects done in last 3 years in large Banks /Regulatory bodies/PSU /Financial institutions (Attach Copy of Purchase orders/ any documentary evidence)

S. No.	Client name	Location of client along with contact person, contact no and email	Nature of assignments performed for the Clients (Please state the assignments handled)	Details about SOC implementation , services provided and other security solutions implemented to include the following: • Technical Solution provided • Tools/ Security Services • Devices/ Applications covered • OEM • Software • Hardware • Period covered • Onsite Support Staff • Offsite Support Staff • SLA Details	Contract Amount	Completion Period (In Months) Stipulated/ Actual	If work not completed. Please indicate whether work was left incomplete or contract was terminated. (give full details)	Any other relevant information including reason for delay if any

Note: The bidder should give the above information in this format only.

Authorized Signatory:

Name of the Authorized Signatory:

Place:

Date:

Seal: