

**Life Insurance Corporation of India  
Central Office, Mumbai**



**MODIFICATION-2 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. Modifications to this RFP are given below:

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
1	Section A	3. Activity Schedule	8	Last date & time for submission of bids: 29 September 2023, latest by 04:00 PM	Last date & time for submission of bids: 16 <sup>th</sup> October 2023, latest by 04:00 PM
2	Section A	3. Activity Schedule	8	Bid opening date, time & venue(Eligibility & Technical): 29 September 2023, 04:15 PM	Bid opening date, time & venue (Eligibility & Technical): 16 October 2023, 04:15 PM
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.  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.	S. No. 3: The Bidder must have an average annual turnover of minimum Rs. 5 crores per annum during any of the 02 (two) years out of 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 any of the 02 (two) years out of last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.
4	Annexure C	Eligibility Criteria	60		
5	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	The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during any of the 02 (two) years out of the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021
6	Annexure C	Eligibility Criteria	60		

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
7	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	S. No. 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	The Bidder should have minimum 15 permanent professionals employed with them with any of the following certifications: CISSP OSCP CRTP CEH CISA CISM ISO 27001  Bidder shall submit atleast 4 unique certifications from the above list.
8	Annexure C	Eligibility Criteria	60		
9	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	The bidder should have minimum of 5 unquiseservices (out of the 7 services in Part-A related to this RFP) of relevant workprovided to organisations in Large PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sectorin India during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.	The bidder should have minimum of 5 unquiseservices (out of the 7 services in Part-A related to this RFP) of relevant workprovided to organisations in Large PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sectorin India during the last 05(five) years from the date of RFP.
10	Annexure C	Eligibility Criteria	60		
11	Annexure D	Technical Scoring	62	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.	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 05(five)years from the date of this RFP.
12	Annexure D	Technical Scoring	62	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.  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.	4a - The Bidder must have an average annual turnover of in crores per annum during any of the 02 (two) years out of last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.  4b - For start-ups/MSMEs, the Bidder must have an average annual turnover in crores per annum during any of the 02 (two) years out of last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.
13	5. Overview of RFP	Deployment of Testing Tools	11	The licenses for all tools should be in the name of Life Insurance Corporation of India	The licenses for all tools should either be in the name of Life Insurance Corporation of India or the bidder. Bidder shall complete the installation of tools within 5 working days on provision of required hardware.

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
14	Section E: Scope of Services	a) Activity 1 - Configuration audit (Secure configuration document) and vulnerability assessment testing	41	Secure Configuration Document (SCD) Creation and Review	Bidder shall review and update the Secure Configuration Documents (SCD) and create new SCDs for technologies for which SCD is not available with LIC.  Approximately 150-200 SCDs to be considered in-scope.
15	Section E: Scope of Services	e)Activity 5 - Application security Review	45	The application security review (grey box testing) of approximately 200 hosted applications.	The bifurcation of 200 application is as below: Very Big - 5 Application Big - 20 Applications Medium - 75 Applications Small - 100 Applications
16	Section E: Scope of Services	f) Activity 6 - Secure code review	45	The application secure code review of approximately 200 hosted applications shall be performed.	The bifurcation of 200 application is as below: Very Big - 5 Application Big - 20 Applications Medium - 75 Applications Small - 100 Applications  Lines of Code (LoC) for 200 applications will be approximately 10,00,00,000. Per application LoC shall be provided to successful bidder.
17	Section E: Scope of Services	c)Activity 3 - Red team Exercise	42	Red teaming is a multi-blended attack involving several facets of social engineering, physical penetration testing.	Red teaming is a multi-blended attack involving several facets of social engineering, physical penetration testing. For physical PT, bidder is expected to cover LIC offices in Mumbai only. One location bi-annually (total two locations yearly) shall be covered. Successful bidder shall propose minimum 5 scenarios before initiation of the activity. The locations shall be mutually agreed by LIC and the bidder.
18	Section E: Scope of Services	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.	Social engineering gathers information and pivots to internal networks through phishing, vishing, phone, and in-person based campaigns.  Bidder to perform social engineering as per below scope: Email phishing - 30,000 employees bi-annually Vishing - 10 employees bi-annually
19	Section E: Scope of Services	2. Activity Frequency and Payment Terms	48	Forensic investigation on demand – Max Activity and Reporting Timelines	Post asset handover, bidder shall complete their investigation and submit the report within 10 working days. Response Time: Tier-I Cities - 4 hours Tier-II Cities - 6 hours
20	Section E: Scope of Services	2. Activity Frequency and Payment	48	Forensic investigation on demand – Payment Terms	Rate for 500 Hours per Year to be provided by the bidder. The prices for the consumed hours/services will be

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
		Terms			calculated on pro-rata basis.  Payment shall be made on Submission of final report.
21	Section E: Scope of Services	3. Resource Deployment	49	Part A: Activities – 2, 3, 4, 5 Certifications: <ul style="list-style-type: none"> <li>• OSCP/OSCE (Minimum 1)</li> <li>• CEH v9 &amp; above</li> </ul> Reports to be reviewed by certified personnel with minimum 7 years of experience.	Part A: Activities – 2, 3, 4, 5 Certifications: <ul style="list-style-type: none"> <li>• OSCP (Minimum 1)</li> <li>• CEH v9 &amp; above</li> </ul> Reports to be reviewed by certified personnel with minimum 7 years of experience.
22	Section E: Scope of Services	3. Resource Deployment	49	Part A: Activities – 6,7 Certifications: <ul style="list-style-type: none"> <li>• OSCP/OSCE/CRTP</li> <li>• CEH v9 &amp; above</li> </ul> Red Team & SNA reports to be reviewed by certified personnel with minimum 10 years of experience.	Part A: Activities – 6,7 Certifications: <ul style="list-style-type: none"> <li>• OSCP/CRTP</li> <li>• CEH v9 &amp; above</li> </ul> Red Team & SNA reports to be reviewed by certified personnel with minimum 10 years of experience.
23	Section H: Deliverables	D1 – D9	51, 52	-	Bidder shall prepare a scoring matrix for each activity based on industry standards for classifying the severity of the identified vulnerabilities. The scoring matrix shall be approved by LIC team. Further, for all the activities in-scope, the trend of identified vulnerabilities shall be maintained by the bidder on a monthly basis. Such trends shall be used in the management reports.
24	Section I: Penalties	Point 8	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 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.  Resources deployed by the bidder shall be allowed to take maximum of 18 leaves per year. Leaves to be taken shall be pre-informed to the LIC team and it shall be the responsibility of the bidder to ensure the completeness of the work.
25	Annexure F: Commercial Bid (Indicative Pricing)	Annexure F: Commercial Bid (Indicative Pricing)	65	-	Updated Template for Annexure F: Commercial Bid (Indicative Pricing)
26	Annexure K: Bank Guarantee for EMD	Annexure K: Bank Guarantee for EMD	72	-	Updated Template for Annexure K: Bank Guarantee for EMD

These amendments will form a part of the RFP for 'Onboarding Information Security Service Provider (ISSP)' of Ref No.: CO-ERM-IT-CSD-2023-2024/ISSP dated 01 September 2023. All the bidders are requested to take note of the amendments and respond accordingly.

Bidders have to use the revised & new formats for filling up the required information (Please note that, if not done, the bid is liable to be rejected).

**Enclosures:**

1. Response to Pre-bid queries
2. Revised/Updated Annexures:
  - a. Annexure C: Eligibility Criteria
  - b. Annexure D: Technical Scoring
  - c. Annexure F: Commercial Bid (Indicative Pricing)
  - d. Annexure K: Bank Guarantee for EMD
3. Response Template for Annexure C: Eligibility Criteria
4. Response Template for Annexure D: Technical Scoring

**Executive Director (ERM)/CRO**