

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



**Response to pre-bid queries-1 dated 03October 2023**

**Life Insurance Corporation of India – RFP for onboarding bidder to provide ISMS, BCMS & Related Services of Ref No.: CO-ERM-IT-CSD-2023-2024/ISMS & BCMS dated 01 September 2023**

This is with reference to the RFP released by the Life Insurance Corporation of India captioned above.

SN	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
1	25 Performance Bank Guarantee (PBG)	Performance Bank Guarantee (PBG)  Point No. (A)	26	After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee (from a scheduled/ nationalized Public Sector Bank) equal to 10% of the Purchase Order(s) placed within 30 days of issue of purchase order by LIC. If not, the bid/ contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS).	1. Requested to kindly accept the PB from Scheduled commercial bank / Indian private sector bank. Since we are working with many Government department where they accept the PBG from these banks  2. As per Office Memorandum by Ministry of Finance No. F.9/4/2020-PPD dated 12-11-2020, the Performance Security	1. PBG is accepted from an Indian Public/Private/Scheduled bank. However, PBG is not accepted from cooperative banks.  2. The Office Memorandum by Ministry of Finance No. F.9/4/2020-PPD dated 12-11-2020 is no longer valid. As per LIC guidelines, the selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee equal to 10% of the Purchase Order(s) placed within 30 days of issue of purchase order by LIC.

					should be 3% of value of contract. Request you to consider the same	
2	Section 11	Eligibility Criteria	19	Eligibility CERTIN 3 Last year	To be mentioned as The Bidder shall be CERT-In empanelled as of date and for the last 3 years from the date of this RFP.	Please adhere to RFP clause.
3	Section 11	Eligibility Criteria - Point 6	19	The Bidder should have minimum 10 permanent certified professionals with any of CISA/CISSP/CISM/ISO 27001 LA/LI (at least one each) employed with them.	A Self Declaration from HR / Authorized signatory should be fine – Please confirm	Self declaration along with list of employee details and proof of valid certification.
4	Annexure D:	Technical Scoring	61	The Bidder should have relevant years of experience & expertise related to Information and Cyber Security Audits as per regulatory requirements, guidelines, and mandate of IRDAI / SEBI / RBI / Government / Regulatory body in India.	What kind of documents are required OR Self declaration should be fine	Copies of the Letter of acceptance (LoA)/work order/ purchase order/ contract/ completion certificate/ confirming relevant experience
5	Section E	Scope of Services	45	Phase 3: Training and Awareness	What would be size of the participants. What would be frequency of the Training session. Whether the training would be conducted onsite at LIC Premises or can be done offsite also	Please refer to modifications, clarifications, addendum etc.
6	Section E: Scope of Services	Phase 1: Current State Assessment  Point 12	43	Provide adequate training to personnel(s) responsible for maintaining the ISMS for LIC.	What would be size of the participants. What would be frequency of the Training session. Whether the training would be conducted onsite at LIC Premises or can be done offsite also	Please refer to modifications, clarifications, addendum etc.

7	Section E: Scope of Services	Scope of Services (Point C)	42	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	Whether Information Policies and Procedures are documented and approved.	Understanding is correct.
8	Section E: Scope of Services	Phase 1: Current State Assessment	42	Surveillance and sustenance of existing ISO 27001 certification of LIC Vile Parle Data Centre (physical and environmental controls) to be covered by the bidder.	What is the Surveillance audit due date and Current ISO 27001 Certification Expiry date	At present the current ISO27001 is valid up till May 2024.
9	Section E: Scope of Services	Scope of Services (Point B)	42	Activity 2 - Vendor/ Third party Risk Management	What would be the location of Vendor/ Third party.	Primary location shall be LIC Mumbai offices. Any travel expected outside Greater Mumbai, Navi Mumbai and Thane shall be reimbursed.
10	Section E: Scope of Services	Scope of Services (Point B)	41	Activity 1 - Information Security Risk Management	What would be the location of Information Security Risk Management activities	Please refer Section E: Scope of Services, 2. Activity Frequency & Payment Terms
11	Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	Phase 1 : Current State Assessment	44	Section E:Scope of Services	About 15-20 departments are highlighted : Q1 - Please help us understand if we should anticipate more departments or locations at a later stage?	Understanding is correct. The bidder should take into account or anticipate more departments or locations as part of scope.
12	Resource Deployment	Minimum Count of Resources to be deployed	48	Section E:Scope of Services	Minimum of 6 participants were requested with their certifications of ISO 22301. Q2 - Does every participant need a certificate? We have certified project leaders.	Please refer to modifications, clarifications, addendum etc.
13	Current Environment	Corporate Office	39	Section D:Current Environment	Q3 - Will sub-branches in Mumbai need training as well?	Such details shall be provided to successful bidder

14	Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	Phase 1 : Current State Assessment	44	Section E:Scope of Services	Q4 - Do you have any preferences for the five disaster scenarios which needs to be covered during our table top exercise?	Bidder to propose various scenarios. The scenarios will be mutually agreed between LIC and successful bidder
15	Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	Phase 1 : Current State Assessment	44	Section E:Scope of Services	Q5 - Do you have any existing BCM policy and procedures in the organization?	Understanding is correct. The existing policies and procedures shall be reviewed and updated.
16	Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	Phase 1 : Current State Assessment	44	Section E:Scope of Services	Q6 - Have you conducted any BIA and RA till date?	Bidder is expected to define a fresh process and conduct the activities accordingly.

17	Activity 4 - Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	Phase 1 : Current State Assessment	44	Section E:Scope of Services	Q7 - Do you have any existing IT Disaster Recovery Plan in place? Have you done any ITDR Testing?	Bidder is expected to define a fresh process and conduct the activities accordingly.
18	Deliverables	Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	51	Section H: Deliverables	Q8 - Do you have an Incident Response and Crisis Response Plan in place?	Bidders shall review the existing documents and create new documents as per RFP terms.
19	Deliverables	Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	51	Section H: Deliverables	Q9 - Do you require any automation of the BCM and Risk Management framework?	Bidders shall propose the same in their technical bids and consider commercials accordingly
20	Activity 2 - Vendor/ Third party Risk Management	Risk Assessment and Evaluation	41	Section E:Scope of Services	Q10 - How many vendor are currently associated with LIC?	Bidder to cover total number of vendors as mentioned in RFP.
21	Activity 2 - Vendor/ Third party Risk Management	Risk Assessment and Evaluation	41	Section E:Scope of Services	Q11 - Out of the total vendors, how many vendors to which we require to conduct site review?	Such details shall be provided to successful bidder
22	Extension of RFP	NA	NA	NA	Requesting to extend the RFP submission date until 10th OCT 2023.	Please refer to revised project timelines.

23	E	Phase 1	41	Section E:Scope of Services, 1 - Scope of services, Activity 1	Is there a Risk Assessment Methodology already in place and when was it last reviewed? The risk methodology in place is process based or asset based?	Bidders shall review the existing documents and create new documents as per RFP terms
24	E	Phase 1	41	Section E:Scope of Services, 1 - Scope of services, Activity 1	Does asset register developed earlier by LIC? If yes, when was it last reviewed?	Bidders shall review the existing documents and create new documents as per RFP terms
25	E	Phase 1	41	Section E:Scope of Services, 1 - Scope of services, Activity 2, Phase 1: Vendor Identification and Prioritization	Do you have a list of vendors including which data they are storing and processing?	Such details shall be provided to successful bidder
26	E	Phase 2	41	Section E :Scope of Services, 1 - Scope of services, Activity 2, Phase 2: Risk Assessment and Evaluation	Do you have a vendor assessment process in place? If yes, when was it last reviewed?	Bidders shall review the existing documents and create new documents as per RFP terms
27	E	Phase 1	41, 42, 44	(i) Section E:Scope of Services, 1 - Scope of services, Activity 1, Areas to be covered  (ii) Section E:Scope of Services, Activity 3, Phase 1 current state assessment,  (iii) Section E:Scope of Services, Activity 4, Phase 1 current state assessment,	Please provide details of physical locations including corporate centers, data centers, disaster recovery sites, to be included in ISO 27001 and ISO 22301 implementation and certification?  What is the approximate number of employees that are operating from each scoped locations for ISMS and BCMS?	Such details shall be provided to successful bidder

28	E	Phase 1	41, 42, 44	<p>(i) Section E:Scope of Services, 1 - Scope of services, Activity 1, Areas to be covered</p> <p>(ii) Section E:Scope of Services, Activity 3, Phase 1 current state assessment.</p> <p>(iii) Section E:Scope of Services, Activity 4, Phase 1 current state assessment.</p>	<p>Do you want to get certified for ISO 27001:2013 or ISO 27001:2022? Also, the surveillance and sustenance of existing ISO 27001 certification of LIC Vile Parle Data Centre (physical and environmental controls) shall be conducted in line with ISO 27001:2013 or ISO 27001:2022?</p>	<p>All the activities to be conducted as per the latest ISO 27001 standard requirement for ISMS.</p>
29	E, H	Phase 1, 2	41, 42, 44, 46, 50	<p>(i) Section E:Scope of Services, 1 - Scope of services, Activity 1, Areas to be covered</p> <p>(ii) Section E:Scope of Services, Activity 3, Phase 1 current state assessment</p> <p>(iii) Section E:Scope of Services, Activity 4, Phase 1 current state assessment.</p> <p>(iv) Section E:Scope of Services 2. Activity Frequency and Payment Terms</p> <p>(V) Section H: Deliverables Page number 50</p>	<p>Does all the scoped departments and data centers are certified for ISO 27001 and ISO 22301 earlier?</p> <p>if no, Please help us with the details of departments, Data Centers, Disaster Recovery and other sites for which the certification will be carried out first time.</p> <p>Also, provide the details which and when scoped departments and physical sites are covered under external certification of ISO 27001 and ISO 22301.</p>	<p>Such details shall be provided to successful bidder.</p>
30	E, H	Phase 1	41, 42, 44, 46, 50	<p>(i) Section E:Scope of Services, 1 - Scope of services, Activity 1, Areas to be covered</p> <p>(ii) Section E:Scope of Services, Activity 3, Phase 1 current state assessment,</p>	<p>Please provide the list of in-scope cloud and on-premise applications to be considered, if any.</p> <p>Kindly help us with the list of those applications/ products. Please specify</p>	<p>Such details shall be provided to successful bidder.</p>

				<p>(iii) Section E:Scope of Services, Activity 4, Phase 1 current state assessment,</p> <p>(iv) Section E:Scope of Services 2. Activity Frequency and Payment Terms</p> <p>(V) Section H: Deliverables</p>	<p>the name of the cloud service provider (CSP).</p> <p>What is the cloud deployment model used in the organization for cloud applications? (Public, Private, Community, Hybrid)?</p>	
31	E, H	Phase 1, 2	41, 42, 44, 46, 50	<p>(i) Section E:Scope of Services, 1 - Scope of services, Activity 1, Areas to be covered</p> <p>(ii) Section E:Scope of Services, Activity 3, Phase 1 current state assessment,</p> <p>(iii) Section E:Scope of Services, Activity 4, Phase 1 current state assessment.</p> <p>(iv) Section E:Scope of Services 2. Activity Frequency and Payment Terms page number 46</p> <p>(V) Section H: Deliverables Page number 50</p>	<p>Please confirm if any services of the IT Division / business to be considered in-scope are outsourced to a third party?</p> <p>If yes, please confirm whether any of the outsourced operations would be part of the scope of the assignment?</p>	Such details shall be provided to successful bidder
32	E	Phase 1	41, 42, 44	<p>(i) Section E:Scope of Services, 1 - Scope of services, Activity 1, Areas to be covered</p> <p>(ii) Section E:Scope of Services, Activity 3, Phase 1 current state assessment,</p> <p>(iii) Section E:Scope of Services, Activity 4, Phase 1 current state assessment,</p>	<p>What is the number of IT assets in the organization? Please provide a break-up as below:</p> <p>a. Number of endpoint/users</p> <p>b. Number of servers</p> <p>c. Number and type of applications (cloud/on-premise/SaaS)</p> <p>d. Number and type of security solutions (SIEM/DLP/MDM/Anti-</p>	Such details shall be provided to successful bidder



					Virus/Web Application Firewall/DAM/NIPS/HIPS/E mail Security etc.)	
33	E	Phase 2	42	Section E : Scope of Services, Activity 3, Phase 2 Pre-Audit & Certification	Had the risk assessment been conducted in past? If yes, when was the last risk assessment conducted and what was the scope of the risk assessment? Please specify, if risk assessment to be conducted is a process based or asset based?	Such details shall be provided to successful bidder
34	E	Phase 1	43	Section E:Scope of Services, Activity 3, Phase 1 current state assessment	Please specify the number of people who will be attending the training and awareness sessions for ISO 27001 and also help us with the number of training sessions required.	Please refer to modifications, clarifications, addendum etc.
35	E	Phase 1	44	Section E:Scope of Services, Activity 4, Phase 1 current state assessment	Does the organization have an existing BCM framework in place? Does the framework cover all locations and processes/departments/functions?	Bidders shall review the existing documents and create new documents as per RFP terms
36	E	Phase 1	44	Section E:Scope of Services, Activity 4, Phase 1 current state assessment	Does Business Impact Assessments and Risk Assessments were performed for all the scoped locations and departments? If yes, please let us know by when it was last reviewed and approved? Does the RTOs and RPOs were aligned with BIAs performed?	Such details shall be provided to successful bidder

37	E	Phase 1	44	Section E:Scope of Services, Activity 4, Phase 1 current state assessment	Which are the processes/departments/functions which have a critical dependency on third party services?	Such details shall be provided to successful bidder
38	E	Phase 1	44	Section E:Scope of Services, Activity 4, Phase 1 current state assessment	Are the vendors mandated to have continuity plans? If yes, are these plans reviewed by the organization?	Such details shall be provided to successful bidder
39	E	Phase 2	44	Section E:Scope of Services, Activity 3, Phase 2 Pre-Audit & Certification, Section E:Scope of Services, Activity 4, Phase 2: Pre-Audit & Certification	Which certification body is currently helping LIC for external audits? Does LIC has any preferred vendor for external certification?	LIC does not have any preferred vendor for external certification.
40	E	Phase 3	44	Section E:Scope of Services, Activity 4, Phase 3 Surveillance and Sustenance	As we noted that in BCMS sustenance 5 training and awareness sessions will be conducted, please help us with approximately how many employees will be participating in Business Continuity awareness training in sustenance?	Please refer to modifications, clarifications, addendum etc.
41	E	Phase 3	45	Section E :Scope of Services, 1 - Scope of services, Activity 5, Phase 3: Training and Awareness	How many sessions are required for the SDLC training? Also, approximately how many employees are there in Software development teams?	Please refer to modifications, clarifications, addendum etc.
42	E	Phase 2	45	Section E :Scope of Services, 1 - Scope of services, Activity 5, Phase 2: Framework Development	Do you have existing SDLC Framework and relevant documents? When was it last reviewed?	Bidders shall review the existing documents and create new documents as per RFP terms

43	E, H	Phase 6	45, 51, 52	Section E :Scope of Services, 1 - Scope of services, Activity 5, Phase 6: Testing and Quality Assurance, Section H: Deliverables	While doing the SDLC framework development, does KPMG is expected to perform DAST, static code analysis and other security testing?	Please adhere to RFP clause. The successful bidder to - 1. Define a comprehensive testing strategy that covers unit testing, integration testing, system testing, static code analysis, dynamic application security testing (DAST), and penetration testing. 2. Develop guidelines for - creating test cases, conducting tests, and reporting defects 3. Identify and assist in remediating vulnerabilities identified during testing
44	H	Phase 1	50	Section 5 Overview of RFP  Section H: Deliverables D1 Executive summary	Does LIC have any GRC solution implemented currently?	Bidder shall be responsible for providing relevant data in required format for seamless integration of the GRC tool.  Bidder shall not be responsible for any implementation aspects of the GRC Tool.

45	Section L - Enclosures	Annexure C - Eligibility Criteria	59	The Bidder should have minimum of 5 years of experience in providing Information Security Services to organisations in Large PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector in India.	<p>We possess over five years of extensive experience in delivering Information and Cyber Security related services. Furthermore, we are duly registered with the Ministry of Micro, Small, and Medium Enterprises (MSME).</p> <p>As our client portfolio includes multiple engagements over small, medium and large entities, we would request you to update the clause to:</p> <p>"The Bidder should have minimum 5 years of experience in providing services related to Information Security services for PSUs/Private Sector Firms"</p>	Please adhere to RFP clause
46	Section E – Scope of services	In-scope services, Activity 1 - Information Security Risk Management	41	Areas to be covered: Data Centers: All data centers (DC, DR, NDR) and 5 CO-Locations of LIC.	Could you share the locations of DC, DR NDR and 5 Co-Locations?	<p>Locations to be covered: DC, DR, NDR &amp; Co-Locations.</p> <p>Details of assets shall be provided to successful bidder</p>
47	Section E – Scope of services	In-scope services, Activity 2 - Vendor/ Third party Risk Management	41	Activity 2 - Vendor/ Third party Risk Management	Is the bidder required to physically visit the identified vendors (approx. 100 vendors) as a part of the TPRM activity?	<p>Such details shall be provided to successful bidder.</p> <p>There may be a possibility of visiting the vendor locations, however successful bidders shall submit the bills of all such expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same</p>

						shall be reimbursed.
48	NA	NA	NA	NA	Are out of pocket expenses out of Mumbai location – Lodging/ Boarding/ Travel and other travel related expenses borne by LIC?	Successful Bidders shall submit the bills of all such expenses carried out to travel outside Greater Mumbai, Navi Mumbai and the same shall be reimbursed.
49	B	5	10	Vendor / Third Party Risk Assessment	Is LIC expecting Vendor assessment /audit as onsite audits /assessment of vendors or remote questionnaire based exercise.	Such details shall be provided to successful bidder.  There may be a possibility of visiting the vendor locations, however successful bidders shall submit the bills of all such expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.
50	B	5	10	If LIC intends to implement a Governance, Risk and Compliance (GRC) Solution or any other workflow automation solution, then the successful bidder shall be responsible for coordinating with the SI/OEM and support in integrating the data related to the in-scope services.	Has LIC Identified any GRC Tool?	Bidder shall be responsible for providing relevant data for seamless integration of the GRC tool.  Bidder shall not be responsible for any implementation aspects of the GRC Tool.
51	E	c	42	Surveillance and sustenance of existing ISO 27001 certification of LIC Vile Parle Data Centre	Out of the locations mentioned in scope is currently only vile parle DC certified?	Such details shall be provided to successful bidder
52	E	c	43	Assist LIC in imparting awareness sessions on ISMS policies, procedures and latest ISO27001 standards	Approximately how many participants would be part of this awareness sessions?	Please refer to modifications, clarifications, addendum etc.

53	E	c	43	Conduct security awareness trainings and classroom sessions for all employees of LIC covering all ISMS policies and applicable procedure and guidelines.	Approximately how many participants would be part of this awareness sessions?	Please refer to modifications, clarifications, addendum etc.
54	E	c	43	Assist LIC in facilitation with external Certifying Body towards obtaining the duly accredited ISO27001 certificate to LIC. Bidder shall be responsible for engaging the certifying body.	Is cost of external certification body expected as part of this proposal, or can that be obtained at a later stage?	Understanding is correct. The cost is expected as part of this proposal.
55	E	d	45	Develop threat models and assess potential security risks for each application.	How many applications are part of the scope	As mentioned under "Activity Frequency and Payment Terms", Minimum yearly 20 Applications to be transitioned to SDLC framework
56	6 General Instructions	7	11	Pre-Contract Integrity Pact(IP): This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact with LIC, on a stamp paper of Rs. 500, would be eligible to participate in bidding. "Pre Contract Integrity Pact" format is given in Annexure J.	Only that bidder will allow for participate in the RFP those give the Pre-Contract Integrity Pact	This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact with LIC, on a stamp paper of Rs. 500, would be eligible to participate in bidding. "Pre Contract Integrity Pact" format is given in Annexure J.
57	SectionE:Scope of Services	a) Activity 1 - Information Security Risk Management	41	Data Centers: All data centers (DC, DR, NDR) and 5 CO-Locations of LIC.	would be able to provide us 5 co-location	Locations to be covered: DC, DR, NDR & Co-Locations  Details of assets shall be provided to successful bidder
58	SectionE:Scope of Services	3. Resource Deployment	48	Resource deploy	Resource deployed at a specific site or only the LIC headquarters	Bidder to deploy resources at LIC premises in Mumbai.
59	Section E:Scope of Services	Information Security Risk Management	41	Risk Identification	Does LIC has any existing information security risk management framework. If yes , do we use the same framework for assessment or we develop the framework and then	Bidders shall review the existing documents and create new documents as per RFP terms

					perform risk assessments	
60	Section E:Scope of Services	Vendor/ Third party Risk Management	41	Vendor Identification and Prioritization	Does LIC has an inventory of exiting vendors in place?	Such details shall be provided to successful bidder
61	Section E:Scope of Services	Vendor/ Third party Risk Management	41	Vendor Identification and Prioritization	Does LIC has any existing third party risk management framework in place?	Bidders shall review the existing documents and create new documents as per RFP terms
62	Section E:Scope of Services	Vendor/ Third party Risk Management	41	Vendor Identification and Prioritization	Please confirm the assessment of vendor shall be performed based on security/cyber related controls and not based on vendor quality/service level controls	Cyber Security and service level controls should be covered
63	Section E:Scope of Services	Vendor/ Third party Risk Management	42	Risk Assessment and Evaluation	Is the vendor assessment to be conducted onsite or remotely	Bidder to deploy resources at LIC premises in Mumbai.  There may be a possibility of visiting the vendor locations, however successful bidders shall submit the bills of all such expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.
64	Section E:Scope of Services	Vendor/ Third party Risk Management	42	Risk Assessment and Evaluation	Do we have to perform revalidation testing as well post remediation of gaps by the vendor	Understanding is correct
65	Section E:Scope of Services	Vendor/ Third party Risk Management	42	Perform any ad hoc information security assessment, as required	Can you please elaborate on type of adhoc activities and frequency for the same?	Adhoc activities shall be as per business and/or regulatory requirements

66	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Phase 1: Current State Assessment	Is LIC already certified or has done implementation w.r.t ISO 27001: 2013 requirements	Bidder shall perform fresh assessment for all controls as per latest ISO27001 guidelines
67	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Phase 1: Current State Assessment	Please confirm the current state assessment and implementation services will be in alignment with the latest ISO 27001: 2022 standard or old standard	All the activities to be conducted as per the latest ISO 27001 standard requirement for ISMS
68	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Phase 1: Current State Assessment	Are you looking at 3 year certification cycle which includes one time certification and 2 years of surveillance. Please confirm	Please refer "Scope" and "Description" section of "Activity Frequency and Payment Terms".
69	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Surveillance and sustenance of existing ISO 27001 certification of LIC Vile Parle Data Centre (physical and environmental controls)to be covered by the bidder	Are departments restricted to Mumbai corporate office location only or spread out across locations?	Bidder to deploy resources at LIC premises in Mumbai.  There may be a possibility of visiting the locations outside Mumbai, however successful bidders shall submit the bills of all such expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.
70	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Surveillance and sustenance of existing ISO 27001 certification of LIC Vile Parle Data Centre (physical and environmental controls)to be covered by the bidder	Is LIC looking for scope extension on ISO 27001 certificate of LIC Vile Parle location?	Please refer "Scope" section of "Activity Frequency and Payment Terms".
71	Section E:Scope of Services	Activity 3 - Implementation of Information security management system	42	Surveillance and sustenance of existing ISO 27001 certification of LIC Vile Parle Data Centre (physical and environmental controls)to be covered	What are the exact locations in scope? Also, locations for DC and DR?	Please refer "Scope" section of "Activity Frequency and Payment Terms".



		(ISO 27001) for LIC IT processes		by the bidder		
72	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	43	Assist LIC in imparting awareness sessions on ISMS policies, procedures and latest ISO27001 standards.	Please confirm on how many training sessions shall be provided	Please refer to modifications, clarifications, addendum etc.
73	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	43	Bidder shall be responsible for engaging the certifying body.	Deloitte shall recommend probable certification body	Bidder shall be responsible for engaging the certifying body. The cost is expected as part of this proposal.
74	Section E:Scope of Services	Activity 3 - Implementation of Information security management system (ISO 27001) for LIC IT processes	43	Bidder shall be responsible for engaging the certifying body.	Please confirm engaging and commercials for certifying body shall be responsibility of LIC	Bidder shall be responsible for engaging the certifying body. The cost is expected as part of this proposal.
75	NA	NA	NA	NA	<p>Recommendation of Operational Resiliency along with BCMS -</p> <p>We request leadership team of LIC to consider in incorporating the Operational Resiliency along with BCMS implentation it will require additional 50% of efforts and will be soo direction from RBI &amp; DFS to be implemented by BFSI sector.</p>	Please adhere to RFP clause.

76	4	Objective	10	Note – To ensure a transparent and unbiased selection process, bidders currently engaged in similar projects resulting from prior RFPs will not meet the qualifications criteria for this RFP, due to the potential conflict of interest. Also, the successful bidder for this RFP, if found to have a conflict of interest based on the scope of the project, will be ineligible to participate in upcoming RFPs that align with the conflicting interests identified.	Please confirm the conflict of Interest in brief	The successful bidder of "RFP for Onboarding bidder to conduct Information and Cyber Security Audits" will be ineligible to participate in this RFP.
77	Section 5:	Overview of RFP	10	If LIC intends to implement a Governance, Risk and Compliance (GRC) Solution or any other workflow automation solution, then the successful bidder shall be responsible for coordinating with the SI/OEM and support in integrating the data related to the in-scope activities.	What would be auditors responsibility	Bidder shall be responsible for providing relevant data in the required format for seamless integration of the GRC tool.  Bidder shall not be responsible for any implementation aspects of the GRC Tool.
78	Section 3.	Submission of Bids	14	The contents of the soft copies submitted on the pen-drive and the contents of the hard copies must be exactly the same. If not, the BID MAY BE REJECTED.	How do we share the password	The bidders to submit separate password for each of Eligibility, Technical Evaluation and Commercial bids via separate email after receiving communication from LIC.
79	c) 12. Evaluation process for selection of bidder	Point No. (I)	21	The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of all applicable taxes such as GST.	How is the bifurcation to be done for next 5 years	Please refer to Annexure F - Commercial Bid (Indicative Pricing).
80	Section I	Penalties	NA	Maintenance of run book and automated tracker giving details of each activity carried out with tracking - Rs.500/-per week of delay.	Since this specific point is not related to IS audit activity requested to kindly delete this clause	Please adhere to RFP clause

81	Section I	The total penalty will be capped at 10% of the contractvalue of the bidder.  Point No. 5 & 6	NA	Submission of Monthly reports - Rs.500/-per week of delay.	Since this specific point is not related to IS audit activity requested to kindly delete this clause	Please adhere to RFP clause
82	NA	Bid Submission	NA	Bid End Date/Time : 29-09-2023 16:00:00	We request you to kindly grant an extension of 2 weeks from the release of corrigendum.	Please refer to revised timelines for submission of bids.
83	Section 11; Eligibility Criteria	3	NA	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., FY 2022-2023, FY 2021-2022, and FY 2020-2021	Please confirm. For current year 2023 it's not possible to provide Instead request you to change it to FY 2019 - 2020	Please refer to modifications, clarifications, addendum etc.
84	Section 11; Eligibility Criteria	4	NA	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., FY 2022-2023, FY 2021-2022, and FY 2020-2021.	Please confirm. For current year 2023 it's not possible to provide Instead request you to change it to FY 2019 – 2020	Please refer to modifications, clarifications, addendum etc.
85	Section 11; Eligibility Criteria	5	NA	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.	Request you to add Government clients. Also please confirm whether ongoing engagement will be considered?	Please adhere to RFP clause.  Ongoing engagement shall be considered provided the client has been completed the certification process and has been certified for ISO27001/ISO22301.
86	Annexure E- Scope of Service	1	NA	Continuously evaluate the Information Security Risk Management process for areas of improvement.	What support is expected from GT? Are we looking for any internal audit or certification support?	Activity to be performed as per RFP scope.
87	Annexure E- Scope of Services	4	NA	Data Centers: All data centers (DC, DR, NDR) and 5 CO-Locations of LIC.	We understand that 8 Facility Risk Assessments are in scope for performing to be conducted as part of	Understanding is correct

					BCM implementation process. Kindly confirm tis understanding.	
88	Annexure E- Scope of Services	4	NA	Identify and record all critical information assets mapped with process of the organization along with maximum tolerable downtime (MTD).	The MTD is usually determined and mapped at the business process level - in the Business impact analysis (BIA) sheet. also, Information assets mapping is usually done as part of ISMS implementation and not as part of BCM implementation. We will surely be identifying the critical applications against every business process in the BIA. Please clarify.	Understanding is correct
89	Annexure E- Scope of Services	4	NA	Perform gap assessment of the existing business functions, documentation and systems against the requirements stated by latest ISO 22301:2019 standards	Gap assessment is usually done in organisations where there is partial implementation/ documentation already available for Business Continuity Management (BCM). Hence, kindly clarify the need for gap assessment. if there is no partial implementation/ documentation in your organisation for BCM, we can directly start the design n implementation of BCM from scratch.	Please adhere to RFP clause

90	Annexure E- Scope of Services	4	NA	Assist in annual review and updating of statement of applicability (SOA).	SOA is usually not required to be created as per ISO 22301: 2019 BCMS standard. The SOA is not required because this BCMS Standard does not have a controls list in its Annexure or within the Standard document (controls list is present in Annexure of ISO 27001 ISMS standard hence SOA is usually created in that case)	Please refer to modifications, clarifications, addendum etc.
91	NA	NA	NA	Additional Clause: Limitation of the Bidder's Liability towards the Purchaser	The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated	Please adhere to RFP clause

92	NA	NA	NA	Additional Clause: Limitation of the Bidder's Liability towards the Purchaser	The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services	Please adhere to RFP clause
93	NA	NA	NA	Additional Clause: Indemnity	The Client shall indemnify and hold harmless the GT Entities and GT Bharat LLP for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such GT Entity or GT Bharat LLP	Please adhere to RFP clause

94	NA	NA	NA	Additional Clause: Non-solicitation	<p>During the Restricted Period, no Engagement Personnel of either party shall solicit for employment any Engagement Personnel of the other party. “Engagement Personnel” shall be defined as only those personnel of either party who a) are directly involved in the provision of Services under the applicable Statement of Work, or b) are the direct recipients of such Services. The “Restricted Period” shall be defined to include a) the Term of the applicable Statement of Work, b) a period of 12 months after the expiration of such Term, and c) for those Engagement Personnel whose involvement as a direct provider or recipient of Services ends prior to the expiration of the Term, for 12 months after such involvement ends. Provided, that this restriction shall not apply to (i) Engagement Personnel of a party who respond to general advertisements for positions with the other party, (ii) Engagement Personnel of either party who come to the other</p>	Please adhere to RFP clause
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					<p>party on their own initiative without direct or indirect encouragement from the other party's Engagement Personnel, or (iii) generic recruiting activities by non-Engagement Personnel, including direct outreach by recruiters of either party who have sourced the individuals in the ordinary course of recruiting through the use of research, agencies, social media and/or other technology or tools</p>	
95	NA	NA	NA	Additional Clause: Force Majeure	<p>Force Majeure to facilitate remote working.                      i. To the extent that the provision of the Services is impacted by a pandemic (including COVID19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect</p>	Please adhere to RFP clause



					<p>to the timelines, location, or manner of the delivery of Services.</p> <p>ii. Where the Bidder Personnel are required to be present at Client's premises, the Bidder will use reasonable efforts to provide the Services on-site at Client side, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent</p> <p>a. any government or similar entity implements restrictions that may interfere with provision of onsite Services;</p> <p>b. either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or</p> <p>c. an bidder's resource determines that he or she is unable or unwilling to travel in light of a pandemic related risk.</p>	
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96	NA	NA	NA	Additional Clause: Retention of Copies	Request you to kindly consider the clause as under: The Bidder shall be permitted to retain all information and documents as maybe required for legal or professional regulatory purposes, provided that such retained information remains subject to confidentiality obligations for the entire retention period.	Please adhere to RFP clause
97	NA	NA	NA	Additional Clause: Non-Exclusivity	Request you to kindly consider the clause as under: It is agreed that the services are being rendered on a non-exclusive basis and the Bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.	Please adhere to RFP clause

**Executive Director (ERM)/CRO**