

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



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

Life Insurance Corporation of India – RFP for Onboarding bidder to conduct Information and Cyber Security Audits, CO-ERM-IT-CSD-2023-2024/Audit dated 01 September 2023

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

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	Response
1	Section-C	9. Earnest Money Deposit (EMD)	18	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide copy of valid NSIC/MSME Certificate as part of eligibility criteria.	Request to amend as under: In case of bidder is Startup Registered & registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide copy of valid NSIC/MSME Certificate as part of eligibility criteria.	Please adhere to RFP clause
2	Section-C	11. Eligibility Criteria	20	The Bidder shall be CERT-In empanelled as of date and for the last 3 years from the date of this RFP	This clause should be relaxed for Startup Organization.	Please adhere to RFP clause

3	Section-C	11. Eligibility Criteria	20 & 21	The Bidder should have minimum 5 years of experience in providing services related to Information and Cyber Security Audits as requested in this RFP for the PSU/Private Sector Firms with a market cap of 500 crores in India or BFSI Sector.	Request to amend as under: The Bidder should have minimum 3 years of experience in providing services related to Information and Cyber Security Audits as requested in this RFP for the PSU/Private Sector Firms with a market cap of 500 crores in India.	Please adhere to RFP clause
4	Section-C	11. Eligibility Criteria	21	The Bidder should have minimum of 3 instances of relevant work, specified in the scope, carried out related to Information and Cyber Security Audits as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021 for the BFSI Sector in India.	Request to amend as under: The Bidder should have minimum of 3 instances of relevant work, specified in the scope, carried out related to Information and Cyber Security Audits as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021 in India.	Please refer to modifications, clarifications, addendum etc.
5	11- Eligibility Criteria	2	20	The Bidder shall be CERT-In empanelled as of date and for the last 3 years from the date of this RFP	Sir, in order to encourage wider participation, we request you to change the clause to the following: The Bidder shall be CERT-In empaneled as of date and for the last 3 financial years (2020-21, 2021-22, 2022-23) from the date of this RFP	Please adhere to RFP clause
6	2	0	20	The Bidder shall be CERT-In empanelled as of date and for the last 3 years from the date of this RFP in this case can have clause reformed to	The Bidder shall be CERT-In empanelled as of date and for last 3 financial years from the date of this RFP.	Please adhere to RFP clause

7	3. Submission of Bids	f)	15	f) Along with the hard copies, the bidder should also submit softcopies of the respective bids in a pen-drive. Each bid should be in separate folders, zipped and password protected with unique passwords.	May we request to remove this clause, as we are not allowed to submit such/any data through pen-drive	Along with the hard copies, the bidder should also submit softcopies of the respective bids in i) A pen-drive with each bid in separate folders, zipped and password protected with unique passwords. OR ii) Separate password for each of Eligibility, Technical Evaluation and Commercial bids via separate email. The bidders to submit passwords for each bid via separate email after receiving communication from LIC.
8	A - Introduction	3. Activity Schedule	8	Last date & time for submission of bids 29 September 2023, latest by 04:00 PM	Request to provide at least two weeks gap from the issue of the prebid response / corrigendum.	Please refer to revised timelines for submission of bids.
9	13. Online Reverse Auction		23	Reverse Auction	As the Commercial Bid Evaluation is already defined L1 based (Lowest Cost Value), we request to remove Reverse Auction.	Please adhere to RFP clause
10	11. Eligibility Criteria	3	20	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.	May we request to change the clause as following, since our audited balance sheet for FY22-23 is currently not available The Bidder must have an average annual turnover of minimum Rs. 50 crores per annum during the last 03(three) financial year(s) i.e., FY 2021-2022, FY 2020-2021, FY2019-20.	Please refer to modifications, clarifications, addendum etc.

11	Section C – Instructions to Bidders (ITB)	11. Eligibility Criteria	20	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., FY 2022-2023, FY 2021-2022, and FY 2020-2021. Annual audited balance sheet for last three financial years	Request to amend the clause as " Annual audited balance sheet for last three financial years OR Certificate of Financial Turnover issued by a Practicing Chartered Accountant having a membership number with Institute of Chartered Accountants of India"	Please refer to modifications, clarifications, addendum etc.
12	11. Eligibility Criteria	3	20	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.	Same as above, request to change FY22-23. 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 2021-2022, FY 2020-2021, FY2019-20.	Please refer to modifications, clarifications, addendum etc.
13	11. Eligibility Criteria	3	21	The Bidder should have minimum 10 permanent certified professionals with any of CISA/CISSP/CISM/ISO 27001 LA/LI / CEH /DISA employed with them.	May we request modification to the clause as follows: The Bidder should have minimum 100 permanent certified professionals with any of CISA/CISSP/CISM/ISO 27001 LA/LI / CEH /DISA employed with them.	Please adhere to the RFP clause.
14	30. Duration of the Engagement		29	The duration of the engagement would be 36 months from the issuance of the first Purchase Order.	May we request modification to the clause as follows: The duration of the engagement would be 36 months from the signing of the Agreement/MSA between both the parties	Please refer to modifications, clarifications, addendum etc.
15	48. Cancellation of Contract and	e)	35	e) LIC may, at any time, by a prior written notice of one week, terminate the successful bidder and / or reduce the scope of the Services	May we request the following change, as one week shall be a very short time for termination notice e) LIC may, at any time, by a prior written notice of one month, terminate the successful	Please refer to modifications, clarifications, addendum etc.

	Compensation				bidder and / or reduce the scope of the Services	
16	Section C – Instructions to Bidders (ITB)	24. Land Border Clause	28	Bidders have to submit a self-declaration for land border clause in the form of Annexure X which shall form a part of eligibility criteria specified in this RFP.	Request clarification whether Annexure X will be declaration in any template as submitted by the bidder or LIC has a certain format. The format may please be shared with the bidder.	Bidder to submit self-declaration on company letter head.
17	Section B – Invitation for Request for Proposal	5. Overview of RFP	11	9. 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 XIII.	Request to clarify whether the Annexure XIII is same as Annexure J mentioned in the bid document.	Understanding is correct
18	Section B – Invitation for Request for Proposal	28. Period of Validity of Bids	29	a) Bids shall remain valid for 42 months from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.	Request to amend the bid validity period to "90 days from the last date of bid submission". Post bid evaluation the contract period may be taken into consideration.	Please adhere to RFP clause

19	SectionE: Scope of Services	4	42	<p>The successful bidder shall depute an onsite resource as Program Manager, having CISA certification with at least 8 years of work experience.</p> <p>All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits as per Regulatory requirements mentioned above:</p> <p>Minimum Resources required CISA Certified - 3 resources CISSP/CISM/ISO 27001 LA/LI/ DISA - 6 resources</p>	<p>It is our understanding that 10 resource has to be deputed for the project. Please confirm deployment location for each resource.</p>	<p>Bidder to deploy resources at LIC office in Mumbai.</p> <p>All the departments of in-scope offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits.</p> <p>Bidder shall submit the bills of all expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.</p>
20	Annexure D: Technical Scoring	3	54	<p>The Bidder should have permanent professionals with any of CISA/CISSP/CISM/ISO 27001 LA/LI / DISA employed with them</p> <p>20 resources and above - 20 marks 10 resources and above - 10 marks</p>	<p>Request to amend the criteria as: "The Bidder should have permanent professionals with any of CISA/CISSP/CISM/ISO 27001 LA/LI / DISA employed with them</p> <p>100 resources and above - 20 marks 50 resources and above - 10 marks"</p>	<p>Please adhere to RFP clause</p>
21	Section C – Instructions to Bidders (ITB)	8. Pricing, Billing, Duties and Taxes	18	<p>a) The commercial offer shall be made in Indian currency inclusive of all taxes, duties, levies etc. and shall be exclusive of GST, cess whichever is applicable.</p>	<p>As per our understanding the commercial bid will be excluding GST and applicable cess. Kindly confirm our understanding on the same.</p>	<p>Understanding is correct</p>

22	SectionE: Scope of Services	23 Reportin g actions	43	The bidder should provide certificate as per template “Annexure - V & VI Text of Audit Certificate” specified in the “Information and Cyber Security Guidelines, 2023”	May we request modification to the clause as 'Audit Report', instead of Audit Certificate	Please adhere to RFP clause The same is in line with the IRDAI CS Guidelines 2023. The certificate should be submitted as per template "Annexure - V & VI Text of Audit Certificate"
23	Section - C (Instructions to Bidder)	11	20	The Bidder shall be CERT-In empanelled as of date and for the last 3 years from the date of this RFP	We were Cert-In empanelled for 2016-2019 and then one year extension till June 2020. Post that there is one year gap and we get cert-in empanelled from 2021 Aug to 2023 Oct	Please adhere to RFP clause
24	Section - C	10	19	Minimum 5 years of experience in providing services related to Information and Cyber Security Audits	Can we submit experience of NIST (CSF), PCI DSS, ISO and Other respective standard which indirectly do allign with SOW	Please refer to modifications, clarifications, addendum etc.
25	Section - C	10	19	11. Minimum of 3 instances of relevant work, specified in the scope, carried out related to Information and Cyber Security Audits as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body	Can we submit experience of NIST (CSF), PCI DSS, ISO and Other respective standard which indirectly do allign with SOW	Please refer to modifications, clarifications, addendum etc.
26	Section - C	14	24	a) No activities will be carried out from the vendor's location without written and prior permission from LIC. b) For conducting the in-scope activities, the successful bidder will have to deploy resources atLIC Vile Parle office and visit the various offices as required by LIC.	Need more details on which activities can be performed onsite/offsite	Bidder to deploy resources at LIC office in Mumbai. All the departments of in-scope offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits. Bidder shall submit the bills of all expenses carried out to travel

						outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.
27	Section - C	15	24	c) Bidder shall ensure compliance to Digital Personal Data Protection Act 2023	Do Bidder needs to show any artifacts on compliance	No, unless the same is mandated by the Act or its related instructions by government
28	Section - D	1	40	<ul style="list-style-type: none"> • Corporate Office (also called as Central Office): Mumbai • Zonal Offices: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Kanpur, Delhi, Mumbai, Patna) • Zonal training Centers: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Agra, Delhi, Pune and Jamshedpur) • Management Development Centre: 1 (Mumbai) • Divisional Offices: 113 • Pension & Group Superannuation Units: 74 • BOs/ SOs/ MOs etc.: 4800 (approx.) <p>As of date, all offices of LIC are networked and have extranet and internet leased links also. The primary DC is in Mumbai.</p>	<p>What are mandatory locations needs to be part of all the activity</p> <p>Will LIC provide sampling rationale used for selecting sample sizes, if yes provide the same</p> <p>Any standardized LIC security and operational processes/controls are used for selecting sample sizes, if yes provide the same</p>	<p>Such details shall be provided to the successful bidder.</p> <p>Bidder to deploy resources at LIC office in Mumbai.</p> <p>All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits.</p> <p>Bidder shall submit the bills of all expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.</p>

29	Section E	5	42	<p>Minimum Resources required CISA - 3 CISSP/CISM/ISO 27001 LA/LI/ DISA - 6</p>	<p>Do we need to deploy all the resources at LIC HQ at Mumbai or any other location Can we perform certain activity offsite What are expected time for completion of each activity</p>	<p>The in-scope activities needs to be completed within the timelines defined as per regulatory guidelines. Bidder to deploy resources at LIC office in Mumbai. All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits. Bidder shall submit the bills of all expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the same shall be reimbursed.</p>
30	Section E	2	41	<ul style="list-style-type: none"> • “Information and Cyber Security Guidelines, 2023” IRDAI vide the circular No. IRDA/GA&HR/GDL/MISC/88/04/2023 dated 24.04.2023 and its modifications from time to time. Reference – https://irdai.gov.in/document-detail?documentId=3314780 • “Cybersecurity and Cyber Resilience Framework (CSCRF) for SEBI Regulated Entities” dated 04.07.2023 and its modifications from time to time. Reference – https://www.sebi.gov.in/reports-and-statistics/reports/jul-2023/consultation-paper-on-consolidated-cybersecurity-and-cyber-resilience-framework-cscrf-for-sebi-regulated-entities_73442.html • “Framework for Adoption of Cloud Services by SEBI Regulated Entities (REs)” vide circular No. SEBI/HO/ITD/ITD_VAPT/P/CIR/2023/0 	<p>Do Bidder has to follow current defined audit approach and methodology through which LIC has been conducting this audit over the years</p> <p>Do Bidder need to support LIC in Remediation or closure of gaps, if yes till what extent</p> <p>What are the approx timelines to conduct Initial Audit</p> <p>What are the approx timelines to conduct Confirmatory Audit</p>	<p>Bidder shall review the existing process and revise the same as applicable.</p> <p>Bidders are expected to submit detailed report highlighting gaps, observations, recommendations and risk rating as per in-scope audit guidelines.</p> <p>Bidder shall conduct walkthrough sessions / discussions with relevant stakeholders to explain the non-compliant observations. Graphs, Dashboard and details of comparisons made between the number of gaps/observations identified in the initial audit and in the confirmatory audit phase.</p> <p>The timelines of the audit shall be as per the defined regulatory guidelines.</p>

				<p>33 dated 06.03.2023 and its modifications from time to time. Reference – https://www.sebi.gov.in/legal/circulars/mar-2023/framework-for-adoption-of-cloud-services-by-sebi-regulated-entities-res-_68740.html</p> <ul style="list-style-type: none"> • “+F10 Requirements” by National Security Council Secretariat followed by CERT-In and NCIIPC dated 16.10.2020 and its modifications from time to time. Reference – https://www.cert-in.org.in/PDF/CyberSecurityAuditbaseline.pdf • NCIIPC Guidelines for protected systems and its modification from time to time. Reference – https://www.nciipc.gov.in/documents/NCIIPC_Guidelines_V2.pdf 		
31	NA	NA	NA	Provide details of Asset Inventory	<p>No of Web Application No of Mobile Application No of ERP Application Total no of Applications No of Firewall No of Routers No of Switches No of Databases No of Storage Devices No of HSM Virtualization Cloud Environment No of Desktops No of Laptops and details of other devices/application/Technology which are used at LIC</p>	Such details shall be provided to the successful bidder.

32	Section H	2	4	Deliverables	List of expected deliverables wrt audit activities, i.e Cybersecurity and Cyber Resilience Framework Report, Cyber Security Audit Baseline Report, Confirmatory Audit Report, etc	<p>Bidders are expected to submit detailed report highlighting gaps, observations, recommendations and risk rating as per in-scope audit guidelines.</p> <p>Graphs, Dashboard and details of comparisons made between the number of gaps/observations identified in the initial audit and in the confirmatory audit phase.</p>
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33	Annexure D		54	<p>Technical Scoring</p> <p>2 The Bidder should have relevant instances of work carried out related to Information and Cyber Security Audits 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 / NCIIPC / Cert-In / Government / Regulatory body during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021.</p> <p>2.a Comprehensive Information and Cyber Security Regulatory Audit - as per IRDAI guidelines</p> <p>2.b Information and Cyber Security Audits - as per SEBI/NCIIPC/Cert-In guidelines</p> <p>2.c Testing of information security policies to assess the effectiveness of information systems in terms of confidentiality, integrity, availability, compliance, and overall risk management</p> <p>2.d Information and Cyber Security Audits - as per RBI guidelines</p>	<p>Can we submit experience of NIST, PCI DSS, ISO and Other respective standard which indirectly do allign with SOW</p> <p>Can Bidder expect some relief in this area</p>	<p>Please refer to modifications, clarifications, addendum etc.</p>
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34	Section C	55	38	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.	Is Support from external agency or similar arrangement is there with LICCan Bidder can take support from external agency which are approved and allowed by LIC.Bidder is sole responsible for the action taken by such agency on their behalf	Please adhere to RFP clause
35	Annexure D	Technical scoring	54	The Bidder should have permanent professionals with any of CISA/CISSP/CISM/ISO 27001 LA/LI / DISA employed with them.	We request you to amend or modify the clause as “The Bidder should have permanent professionals with any of CISA/CISSP/CISM/CEH/ISO 27001 LA/LI / DISA employed with them”	Please refer to modifications, clarifications, addendum etc.
36	Section B: Invitation for Request for Proposal	5- Overview of RFP Sl.no. 3	11	“Framework for Adoption of Cloud Services by SEBI Regulated Entities (REs)” vide circular No. SEBI/HO/ITD/ITD_VAPT/P/CIR/2023/033 dated 06.03.2023 and its modifications from time to time”	We request you to kindly clarify for the same.	Bidder is expected to conduct the audit as per the mentioned regulatory guidelines and its modifications from time to time.
37	Annexure E	Sl.no. 23	11	All the audit reports shall be reviewed by a senior resource having minimum experience of 10 years.	We request you to kindly clarify the resource qualification of experienced person.	The resource to have 10 years of relevant experience related to Information and Cyber Security Audits
38	E	NA	42	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.	What would be the duration of implementation?	Bidder shall be responsible for providing relevant data related to in scope activities for seamless integration of the GRC tool. Bidder shall not be responsible for any implementation aspects of the GRC Tool.
39	Annexure C	NA	52	The Bidder shall be CERT-In empaneled from the date of this RFP	Request that the RFP clause be amended to : The bidder should be CERT -in empaneled as of date of this RFP	Please adhere to RFP clause

40	Section 11	Eligibility Criteria	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 its not possible to provide Instead request you to change it to FY 2019 - 2020	Please refer to modifications, clarifications, addendum etc.
41	Section 11	Eligibility Criteria	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.
42	Section 11	Eligibility Criteria	NA	The Bidder should have minimum 5 years of experience in providing services related to Information and Cyber Security Audits as requested in this RFP for the 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
43	Technical Scoring	NA	NA	The Bidder should have relevant instances of work carried out related to Information and Cyber Security Audits 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 / NCIIPC / Cert-In / Government / Regulatory body during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021	Should it go inline with Clause 5 of section eligibility criteria?	Please adhere to RFP clause
44	Scope of Services	NA	NA	All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits as per Regulatory requirements mentioned above:	Please confirm on following Each zone wise we are asking 9 resources or over all 9 resources across all zones / location.	Please refer to modifications, clarifications, addendum etc.

45	Scope of Services	NA	NA	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.	Need to understand what will be the expectation from Grant Thornton? What type of data integration we are looking for?	Bidder shall be responsible for providing relevant data related in required format to in scope activities for seamless integration of the GRC tool. Bidder shall not be responsible for any implementation aspects of the GRC Tool.
46	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
47	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, incontract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the feesactually 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
48	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

49	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 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>	Please adhere to RFP clause
50	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</p>	Please adhere to RFP clause

					Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services. 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 remoteworking and/or an extended timeframe to the extent a. any government or similar entity implements restrictions that may interfere with provision of onsite Services; b. either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or c. an bidder's resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.	
51	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
52	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

53	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	Please Refer "Section C, Clause 56" of the RFP
54	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 related to in scope activities for seamless integration of the GRC tool. Bidder shall not be responsible for any implementation aspects of the GRC Tool.
55	Section 3.	Submission of Bids (Point Nos 7)	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.
56	Section 11	Eligibility Criteria	19	Eligibility CERTI 3 Last year	To be mentioned as The Bidder shall be CERT-In empaneled as of date and for the last 3 years from the date of this RFP.	Please adhere to RFP clause
57	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.

58	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).
59	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).	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	PBG is accepted from an Indian Public/Private/Scheduled banks. However, PBG is not accepted from cooperative banks.
60	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).	As per Office Memorandum by Ministry of Finance No. F.9/4/2020-PPD dated 12-11-2020, the Performance Security should be 3% of value of contract. Request you to consider the same	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
61	Section E	Scope of Services	41	Activity 1 - Information Security Risk Management	What would be the location of Information Security Risk Management activities	The query is not in line with the scope of this RFP
62	Section E	Scope of Services	41	Activity 2 - Vendor/ Third party Risk Management	What would be the location of Vendor/ Third party.	The query is not in line with the scope of this RFP

63	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
64	Section B – Invitation for Request for Proposal	4	10	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.	1. Can KPMG bid for both the RFPs issued by LIC concurrently (Information and Cyber Security/ ISMS and BCMS)?	Yes, the understanding is correct
65	Section B – Invitation for Request for Proposal	3	10	The existing business hours in LIC may change in future, but it can be assumed to be about 48 hours per week.	1. Would the work week be 48 hour (6 days a week) or 40 hours (5 days a week)?	Please refer Section A: 3. LIC Business Hours.
66	Section C – Instructions to Bidders (ITB)	3(u)	16	Please Note that prices must not be indicated in the Bid.	1. The indicative prices need to be submitted as part of the commercial bid as per the RFP. Please explain.	Understanding is correct
67	Section C – Instructions to Bidders (ITB)	11(5)	20	Copies of the Letter of acceptance (LoA)/work order/contract/completion certificate/ confirming relevant experience of minimum 5 years.	1. Is the bidder required to provide client name as well in the proof of 5 years of experience in providing services related to Information and Cyber Security Audits?	Understanding is correct. However, the bidder may mask the client names in case if they are bind by their contract terms to not disclose the names. In such cases, bidder to provide

						necessary evidences to confirm their experiences.
68	Section C – Instructions to Bidders (ITB)	12(i)	22	The bidders who qualify the technical evaluation will have to provide a Technical Presentation on the in-scope services to LIC. The schedule and venue of the same will be conveyed accordingly.	1. Does the technical presentation needs to be submitted in LIC or KPMG format?	Bidder's own format
69	Section C – Instructions to Bidders (ITB)	12(v)	23	Final Commercial BidPrice (L)	1. How is the L value being calculated? For e.g. If the commercial bid is of 10 Lakhs what would be the value of L?	Please refer "Evaluation process for selection of bidder". L stands for bidder's final commercial quote at the end of online reverse auction.
70	Section C – Instructions to Bidders (ITB)	22	26	Confidentiality and Privacy	1. We shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality mentioned in the RFP	Please adhere to RFP clause
71	Section C – Instructions to Bidders (ITB)	22(d)	27	Additional confidential information	1. What are the "additional" confidential information?	Please adhere to RFP clause

72				i. The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract. ii. Where the parties agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the Contract, this documentation is incorporated into, and becomes part of the contract, on the date by which both parties have signed this documentation.		Please adhere to RFP clause
73	Section C – Instructions to Bidders (ITB)	8(c)	29, 18	"The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted."	1. Please clarify if the revision in taxes will be permitted.	Please adhere to RFP clause
74		28(e)		"The commercial offer shall be on a fixed price basis for the contact period. No upward revision in the price would be considered on account of subsequent increases during the offer validity period except for GST and any other applicable taxes".		Please adhere to RFP clause
75	Section C – Instructions to Bidders (ITB)	37 €	31	Indemnifying LIC	1. LIC shall indemnify and hold us harmless against any expenses (including reasonable fees and disbursements of counsel), loss, damage, harm or injury (collectively "Losses") that may be suffered or incurred by us arising out of or relating to disclosing of our deliverables to a third party.	Please adhere to RFP clause
76	Section C – Instructio	56 €	37	Conflict of Interests	1. The Conflict of Interest shall be curtailed only to the Engagement team. Any conflict related declaration can be given as on the	Please adhere to RFP clause

	ns to Bidders (ITB)				current date only.	
77	SectionE: Scope of Services	2	41	“Framework for Adoption of Cloud Services by SEBI Regulated Entities (REs)” vide circular No. SEBI/HO/ITD/ITD_VAPT/P/CIR/2023/033 dated 06.03.2023 and its modifications from time to time. Reference – https://www.sebi.gov.in/legal/circulars/mar-2023/framework-for-adoption-of-cloud-services-by-sebi-regulated-entities-res-_68740.html	1. Please provide the number of cloud applications to be considered in-scope, if any.	Such details shall be provided to the successful bidder.
78	Section E: Scope of Services	4	42	Program Manager, having CISA certification with at least 8 years of work experience.	Please reduce the years of experience required	Please adhere to RFP clause
79	SectionE: Scope of Services	5	42	All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits as per Regulatory requirements mentioned above	1. Does the scope include only zonal offices or all the divisions and branches coming under the zonal offices as well?	Please refer to Section E: Scope of Services - Point No. 5
80					2. Please provide the number of total offices to be included as part of the audits (Zonal, Divisional, Branches, P&GS and Brokers)	
81					3. The RFP does not mention the Data Centers. Please provide the total number of data centers to be covered as part of the audit	
82	SectionE: Scope of Services	10	42	LIC will reimburse the expenses like Lodging, boarding, travelling, food etc. for jobs to be carried outside Mumbai as per LIC guidelines. LIC may provide guest house accommodation wherever available, in that place instead of lodging accommodation.	1. It is mentioned in the RFP that the food, travelling and lodging expenses during resource travel shall be incurred by LIC. In that case, would LIC incur those expenses directly or these expenses need to be billed by KPMG to LIC as part of the Out of Pocket expenses?	All the departments of in-scope offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits. Bidder shall submit the bills of all expenses carried out to travel outside Greater Mumbai, Navi Mumbai and Thane and the

						same shall be reimbursed.
83	Section E: Scope of Services	17	43	During audit, auditors should obtain evidence, perform test procedures, appropriately document the findings, and conclude a report.	Please confirm if any requirement on size of sampling during Audit	Please refer to modifications, clarifications, addendum etc.
84	Section E: Scope of Services	18	43	The bidder shall be required to perform its activities in a multi-vendor, inter-operable and cross platform environment. The bidder shall be required to perform tasks, render requisite services and make available resources as may be required for the successful completion of the entire assignment at no additional cost to LIC.	1. How many vendors approx. to be included as part of the audit?	Please refer to modifications, clarifications, addendum etc.
85					2. Does the audit also covers LICs internal applications? Approx how many?	
86					3. What would be the approximate number of audit reports to be submitted to LIC in each financial year?	
87	Section E: Scope of Services	23	43	The bidder should provide certificate as per template “Annexure - V & VI Text of Audit Certificate” specified in the “Information and Cyber Security Guidelines, 2023” IRDAI vide the circular No. IRDA/GA&HR/GDL/MISC/88/04/2023 dated 24.04.2023.	1. Would the certificate be shared with any third party?	The certificate should be submitted as per template "Annexure - V & VI Text of Audit Certificate" No, the certificate and report shall be shared with the regulators and as mandated by court of law.
88	Section E: Scope of Services	23	44	A copy of executive summary of the Audit report along with action taken note should be submitted to IRDAI as directed in the regulatory guidelines.	1. Any other entity/ third party with whom the Audit report shall be shared?	The certificate should be submitted as per template "Annexure - V & VI Text of Audit Certificate" No, the certificate and report

						shall be shared with the regulators and as mandated by court of law.
89	Section F - Other Terms and Conditions	1(a)	44	Responsibilities of the successful bidder are as follows (indicative and not exhaustive):	1. Will LIC appoint a SPOC for project coordination activities? Will each location have the respective SPOCs?	Understanding is correct
90				a) Act as a single point of contact for the entire project		
91	Section I - Penalties	6	46	Submission of Monthly reports	1. What will be considered as monthly reports? (Audit reports or status reports)	Monthly reports are considered as Status Reports. The successful bidder should submit annual audit plan including deliverable timelines. The same should be signed off by LIC.
92				Rs.500/-per week of delay		
93	Section L: Enclosure	Annexure D	54	Technical Presentation	1. What should be the format of Technical Presentation? (word or powerpoint)	Bidder to provide presentation in word or powerpoint. The bidder shall provide a technical presentation related to the in-scope services showcasing the following: Approach for conducting the services, Relevant Experience, Relevant skillsets

94	Section C – Instructions to Bidders (ITB)	3 Submission of Bid	14, 15	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.As per CVC Circular No 015/VGL/091 dated 25.01.2022 of Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP is signed by both the parties till the completion of contract. After award of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them." Bidders may refer: http://https://www.cvc.gov.in/sites/default/files/sopdt%2025.01.22_0.pdf	Only that bidder will allow for participate in the RFP those give the Pre-Contract Integrity Pact	Understanding is correct
95	Section C – Instructions to Bidders (ITB)	13 Online Reverse Auction	23, 24	-	what is process of Commercial bid submission after Reverse Auction	At the close of on-line reverse auction, the price breakups given by the bidder will be modified in the same proportion as given in the Annexure – F of Commercial bid (Indicative Price) format.Please refer Annexure H: Business rule for Online reverse

						auction for the same.
96	SectionE: Scope of Services	Point 9	42	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.	LIC required GRC Solution	Bidder shall be responsible for providing relevant data related to in scope activities for seamless integration of the GRC tool. Bidder shall not be responsible for any implementation aspects of the GRC Tool.
97	Annexure D: Technical Scoring	Point 3	62	The Bidder should have permanent professionals with any of CISA/CISM/CISSP/OSCP/OSCE/ISO2 2301/ISO 27001 LA/LI/CEH employed with them.	We are having below mentioned certifications, are these sufficient? CISSP/OSCP/CEH/CISA/CISM/ISO 27001 is applicable for the bidder eligibility	Please adhere to RFP clause
98	Eligibility Criteria	Point 7	21	The Bidder should have minimum 10 permanent certified professionals with any of CISA/CISSP/CISM/ISO 27001 LA/LI / CEH /DISA employed with them.	We are having below mentioned certifications, are these sufficient? CISSP/OSCP/CEH/CISA/CISM/ISO 27001 is applicable for the bidder eligibility	Please adhere to RFP clause
99	SectionE: Scope of Services	Point 5	42	All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits as per Regulatory requirements mentioned above:	Are CISA perosnnel expected to be onsite for the actual delivery or they can manage from offsite?	Bidder to deploy resources at LIC office in Mumbai.

10 0	Annexure D: Technical Scoring	Point 2	54	The Bidder should have relevant instances of work carried out related to Information and Cyber Security Audits 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 / NCIIPC / Cert-In / Government / Regulatory body during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021.	We have some Purchase Orders which covers the expected activities of IRDA,RBI,NCIIPC,SEBI), wherein a resource has been deployed onsite to carryout these circular based activities, will that suffice the requirement?	Copies of the Letter of acceptance (LoA) / work order / purchase order/ contract / completion certificate / confirming relevant experience
10 1	Annexure D: Technical Scoring	Point 2	54	The Bidder should have relevant instances of work carried out related to Information and Cyber Security Audits 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 / NCIIPC / Cert-In / Government / Regulatory body during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021.	Can we have a relaxation for the clause of 500Cr+ turn over for a customer company and what if the customer is a Non-BFSI?	Please adhere to RFP clause

10 2	Annexure D: Technical Scoring	Point 2	54	The Bidder should have relevant instances of work carried out related to Information and Cyber Security Audits 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 / NCIIPC / Cert-In / Government / Regulatory body during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021.	We are an MSME, so do we get a relaxations for all the above mentieond qualification Criterias?	Please adhere to RFP clause
10 3	Section I: Penalties	Point 8	54	Onsite Personnel leaves or is replaced by vendor before expiry of 1 year.	Our organisation have leave policy for empolyee is 24 Paid leaves Yearly(in that 8 Sick leaves)	Please refer to modifications, clarifications, addendum etc.
10 4	Scope of Services	9	42	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.	Need to understand what will be the expectation from Grant Thornton? What type of data integration we are looking for? Are we looking for any implementation? Code deployment? Because this needs different set of skill set. Please clarify?	Bidder shall be responsible for providing relevant data related to in scope activities for seamless integration of the GRC tool. Bidder shall not be responsible for any implementation aspects of the GRC Tool.

10 5	9. Earnest Money Deposit (EMD	Point I	18	Bidders shall submit EMD of INR 10,00,000 (Rupees Ten Lakhs Only) in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure K (Bank Guarantee for E.M.D.). This should be executed by a Nationalized/ Scheduled Bank acceptable to LIC.	Request to lower down the EMD amount to below INR 5,00,000.	Please adhere to RFP clause
10 6	Annexure D: Technical Scoring	1	54	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.	Request to reduce the total years of experience as majority of regulatory requirement are mandated these activities from year 2015-16. Example – RBI Cyber security framework RBI/2015-16/418 DBS.CO/CSITE/BC.11/33.01.001/2015-16	Please adhere to RFP clause
10 7	Section I: Penalties	Point 9	46	Onsite Personnel leaves or is replaced by vendor before expiry of 1 year.	Since this is long term engagement with LIC, we would like to place our request to provide leaves to the team as per our firm policy or minimum 24 days in a year. Also, how emergency leaves and medical leaves are going to be considered. Because this leave are not under anyone's control. Please clarify	Please refer to modifications, clarifications, addendum etc.
10 8	Scope of Services	6	11	Testing of information security policies to assess the effectiveness of information systems in terms of confidentiality, integrity, availability, compliance, and overall risk management. Key components include but not limited to – Information Security, IT Governance, Risk Management, Compliance, Data Integrity, IT controls, etc	Do you want us to conduct the detailed review against each policy to verify the effectiveness?	Understanding is correct

109	EMD- Rs.10.00 Lacs	9. (EMD)	18	ii) In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria.	We are MSME under medium category , so please reconfirm for the waiver of EMD. (Certificate attached)	Understanding is correct
110	Annexure - C	Eligibility Criteria – Point 7	52	The Bidder should have minimum 10 permanent certified professionals with any of CISA / CISSP / CISM / ISO 27001 LA / LI / CEH /DISA employed with them	Please add 1 more certification which will be useful - CCIO -- Cyber Crime Intervention officer	Please adhere to RFP clause
111	Annexure -D Technical Scoring	2	54	The Bidder should have relevant instances of work carried out related to Information and Cyber Security Audits 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 / NCIIPC / Cert-In / Government / Regulatory body during the last 03(three) financial year(s) i.e., FY 2022-2023, FY 2021-2022, and FY 2020-2021	Instead of last 3 financial years, can you please increase the number of years (i.e. more than 3 years) As 20-21 , 21-22 was covid period . So allow us to provide PO from year 2014 - 15 onwards.	Please refer to modifications, clarifications, addendum etc.

11 2	Section C - Instructions to Bidders	11. Eligibility Criteria	19	The Bidder should have minimum 5 years of experience in providing services related to Information and Cyber Security Audits as requested in this RFP for the PSU/Private Sector Firms with a market cap of 500 crores in India or BFSI Sector.	We possess over five years of extensive experience in delivering Information and Cyber Security related Audit services. Furthermore, we are duly registered with the Ministry of Micro, Small, and Medium Enterprises (MSME).As our client portfolio includes multiple engagements over small, medium and large entities, we would request you to update the clause to:"The Bidder should have minimum 5 years of experience in providing services related to Information and Cyber Security Audits as requested in this RFP for PSUs/Private Sector Firms"	Please adhere to RFP clause
11 3	Section B – Invitation for Request for Proposal	5. Overview of RFP	11	The scope shall also include any new and/or revision in the existing documents/guidelines/checklists /control list by the regulators / Government of India.	Could you provide an estimate of the indicative scope, including the list and number of policies, that might be subject to new revisions or additions during the course of this project?	The successful bidder would be responsible of conducting audits including any new and/or revision in the existing documents/guidelines/checklists /control list by the regulators / Government of India.
11 4	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.
11 5	Section E : Scope of Services	In-scope services Point No 5	41	All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits as per Regulatory requirements mentioned above:	List of Department under which locations to be covered	Please refer to modifications, clarifications, addendum etc.
11 6	Section E	Scope of Services	41	Scope of Services	Kindly clarify which RBI guidelines needs to be covered under scope of work	Please adhere to RFP clause

117	Section E: Scope of Services	Part B 2. Activity Frequency and Payment Terms Point No 9	42	All the departments of the following offices / locations need to be covered as part of scope for performing Information and Cyber Security Audits as per Regulatory requirements mentioned above:	Whether all the circulars are need to be covered separately for all the in scope application or will it be combine of all the locations. Whether the report need to be submitted individually for all the in scope application or common report will be required to submit	Please refer "Section E : Scope of Services"
118	Section E:Scope of Services	Part B2. Activity Frequency and Payment Terms Point No 9	42	LIC will reimburse the expenses like Lodging, boarding, travelling, food etc. for jobs to be carried outside Mumbai as per LIC guidelines. LIC may provide guest house accommodation wherever available, in that place instead of lodging accommodation.	Since LIC would be reimbursing the expense We understand the same has not to be included in commercial bid Would the expenses be met by LIC directly or we have to incur then bill to claim the reimbursement of it.	Understanding is correct.Bidder 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.
119	Section I	Penalties The total penalty will be capped at 10% of the contract value of the bidder. Point No. 5 & 6	46	<ul style="list-style-type: none"> Maintenance of run book and automated tracker giving details of each activity carried out with tracking - Rs.500/-per week of delay. 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

120	Annexure D:	Technical scoring	54	Clause 2 A Comprehensive Information and Cyber Security Regulatory Audit - as per IRDAI guidelines	We understand that if we are conducting cyber security audit for 2 separate years for same organization under a single agreement / PO , the same will counted as 2 instances. Kindly confirm	Instances refer to Client/Organisation/Company for which the mentioned assessment has been carried out by the bidder. One PO/Contract shall be considered as one instance.
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Executive Director (ERM)/CRO