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

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

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
1	Section A	3.Activity Schedule	8	Last date & time for submission of bids: 29 September 2023, latest by 04:00 PM	Last date & time for submission of bids: 12th October 2023, latest by 4:00 PM
2	Section A	3. Activity Schedule	8	Bid opening date, time & venue (Eligibility & Technical): 29 September 2023, 04:15 PM	Bid opening date, time & venue (Eligibility & Technical): 12th October 2023, 04:15 PM
3	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	18	S. No. 2: The Bidder must have an average annual turnover of minimum Rs. 5 crores per annum during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021. For start-ups/MSMEs, the Bidder must have an average annual turnover of minimum Rs. 50 Lakhs per annum during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021	S. No. 3: The Bidder must have an average annual turnover of minimum Rs. 5 crores per annum during any of the 02 (two) years out of last 03 (three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021. For start-ups/MSMEs, the Bidder must have an average annual turnover of minimum Rs. 50 Lakhs per annum during any of the 02 (two) years out of last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.
4	Annexure C	Eligibility Criteria	58		

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
5	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	18	S. No. 3: The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.	The bidder should be in operating-profit (EBITDA i.e. Earnings before Interest, Tax, Depreciation & Amortization) during any of the 02 (two) years out of the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021
6	Annexure C	EligibilityCriteria	58		
7	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	The bidder should have minimum of 3 unique services (out of the 5 services related to this RFP) of relevant work provided to organizations in Large PSU/Private Sector Firms with a market cap of 500 crores in India or BFSI Sector during the last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.	The bidder should have minimum of 3 uniqueservices (out of the 5 services related to this RFP) of relevant workprovided to organisations in Large PSU/Private Sector Firms with a market cap of 500 croresin Indiaor BFSI Sector during the last 05(five) years from the date of RFP.
8	Annexure C	Eligibility Criteria	58		
9	Section C: Instructions to Bidders (ITB)	11. Eligibility Criteria	19	The Bidder should have minimum 10 permanent certified professionals with any of CISA/CISM/CISSP/OSCP/OSCE/ISO22301/ISO 27001 /CEH (at least one each) employed with them.	The Bidder should have minimum 10 permanent professionals employed with them with any of the following certifications: CISA CISM CISSP OSCP ISO22301 ISO 27001 CEH Bidder shall submit atleast 4 unique certifications from the above list.
10	Annexure C	Eligibility Criteria	58		
11	Section E: Scope of Services	c)Activity 3- Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Phase 1: Current State Assessment – Point 11 and 12 • Assist LIC in imparting awareness sessions on ISMS policies, procedures and latest ISO27001 standards. Provide adequate training to personnel(s) responsible for maintaining the ISMS for LIC.	Phase 1: Current State Assessment – Point 11 and 12 • Assist LIC in imparting awareness sessions on ISMS policies, procedures and latest ISO27001 standards.Four Trainings in a year for a batch of about 30-40 attendees.Training shall be conducted at LIC Premises from Mumbai Location.

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
12	Section E: Scope of Services	c)Activity 3- Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Phase 2: Pre-Audit & Certification – Point 4 Conduct security awareness trainings and classroom sessions for all employees of LIC covering all ISMS policies and applicable procedure and guidelines.	Phase 2: Pre-Audit & Certification – Point 4 • Conduct security awareness trainings and classroom sessions for all employees of LIC covering all ISMS policies and applicable procedure and guidelines.Four Trainings in each year for a batch of about 30-40 attendees.Training shall be conducted at LIC Premises from Mumbai Location.
13	Section E: Scope of Services	c)Activity 3- Implementation of Information security management system (ISO 27001) for LIC IT processes	42	Phase 2: Pre-Audit & Certification	Below clause has been added: Periodically review and update ISMS policies, processes and procedures relevant to managing risk and improving information security.
14	Section E: Scope of Services	d)Activity 4 - Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	43	Phase 2: Pre-Audit & Certification	Below clause has been added: Periodically review and updating of existing BCMS policy, procedure and other applicable documents.
15	Section E: Scope of Services	d)Activity 4 - Business Continuity Management system (BCMS) plan development and its implementation, Regular testing etc. as per ISO 22301 standard	43	Phase 3: Surveillance and Sustenance – Point 3 Assist in annual review and updating of statement of applicability (SOA).	The clause stands deleted.
16	Section E: Scope of Services	e)Activity 5 - Implementation of SDLC Framework	44	Phase 3: Training and Awareness • Develop and deliver training sessions for software development teams on the new SDLC framework. • Develop and deliver training sessions for software development teams on secure coding practices, threat modeling, and security testing methodologies. • Raise awareness among developers about the importance of	Phase 3: Training and Awareness • Develop and deliver training sessions for software development teams on the new SDLC framework. • Develop and deliver training sessions for software development teams on secure coding practices, threat modeling, and security testing methodologies. • Raise awareness among developers about the importance of security throughout the software development lifecycle • Four Trainings in a year for a batch of about 30-40 attendees.Training shall be conducted at LIC Premises from Mumbai Location.

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				security throughout the software development lifecycle.	
17	Section E: Scope of Services	3.ResourceDeployment	47	Activity Name – • Information Security Risk Management • Vendor/ Third party Risk Management • Implementation of Information security management system (ISO 27001) • Business Continuity Management system (BCMS) plan development and its implementation, Regular testing, etc. as per ISO 22301 standard • Implementation of SDLC Framework Minimum Count of Resources to be deployed – 6 Certifications – • ISO 27001 LI/LA or equivalent • ISO 22301 LI/LA or equivalent • CEH v9 and above Reports to be reviewed by certified personnel with minimum 10 years of experience.	Activity Name – • Information Security Risk Management • Vendor/ Third party Risk Management • Implementation of Information security management system (ISO 27001) • Business Continuity Management system (BCMS) plan development and its implementation, Regular testing, etc. as per ISO 22301 standard • Implementation of SDLC Framework Minimum Count of Resources to be deployed – 6 Certifications – at least one each out of: • ISO 27001 LI/LA or equivalent • ISO 22301 LI/LA or equivalent • CEH v9 and above Reports to be reviewed by certified personnel with minimum 10 years of experience.
18	Section I: Penalties	Point 8	52	Onsite Personnel leaves or is replaced by vendor before expiry of 1 year. No penalty will be levied, provided new onsite personnel are deployed and there is handholding between the incumbent person and new person for at least 7 working days of LIC.	Onsite Personnel leaves or is replaced by vendor before expiry of 1 year. No penalty will be levied, provided new onsite personnel are deployed and there is handholding between the incumbent person and new person for at least 7 working days of LIC. Resources deployed by the bidder shall be allowed to take maximum of 18 leaves per year. Leaves to be taken shall be pre-informed to the LIC team and it shall be the responsibility of the bidder to

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
					ensure the completeness of the work.
19	Annexure D	Technical Scoring	60	The Bidder should have carried out relevant work related to Information Security Services provided to organisations in PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector, as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 03(three) financial years from the date of this RFP.	The Bidder should have carried out relevant work related to Information Security Services provided to organisations in PSU/Private Sector Firms with a market cap of 500 crores or BFSI Sector, as per regulatory requirements, guidelines, and mandate of IRDAI/SEBI/RBI/Government/Regulatory body in India during the last 05(five) financial years from the date of this RFP.
20	Annexure D	Technical Scoring	60	4a - The Bidder must have an average annual turnover of in crores per annum during the last 03(three) financial year(s) i.e., FY22-23, FY21-22 and FY20-21. 4b - For start-ups/MSMEs, the Bidder must have an average annual turnover in crores per annum during the last 03(three) financial year(s) i.e., FY22-23, FY21-22 and FY20-21.	4a - The Bidder must have an average annual turnover of in crores per annum during any of the 02 (two) years out of last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021. 4b - For start-ups/MSMEs, the Bidder must have an average annual turnover in crores per annum during any of the 02 (two) years out of last 03(three) financial year(s) i.e., FY2022-2023, FY2021-2022 and FY2020-2021.
21	Section E	Activity Frequency and Payment Terms	45	-	Please find revised Activity Frequency and Payment Terms below.

- **Activity Frequency and Payment Terms**

Activity No.	Activity Name	Description	Scope	Frequency	Max Activity Timelines	Max Reporting Timelines	Payment Terms

Activity No.	Activity Name	Description	Scope	Frequency	Max Activity Timelines	Max Reporting Timelines	Payment Terms
1	Information Security Risk Management	-	Data Centres: All data centres (DC, DR, NDR) and 5 CO-Locations of LIC. Departments: IT-BPR, IT-SD, Investment (Front, Back, Mid Offices), P & GS, Actuarial, Personnel, B&AC, NB&R, Audit, F&A and 5 other departments involving IT processes.	Annual	30 Weeks	Within 2 weeks of completion of activity	On Submission of final report
2	Vendor/ Third party Risk Management	-	Approx 100 vendors	Annual	Quarterly 25 vendors	Weekly	Quarterly Basis
3	Implementation of Information security management system (ISO 27001)	Phase 1: Current State Assessment	Data Centres: All data centres (DC, DR, NDR) and 5 CO-Locations of LIC. Departments: IT-BPR, IT-SD, Investment (Front, Back, Mid Offices), P & GS, Actuarial, Personnel, B&AC, NB&R, Audit, F&A and 5 other departments involving IT processes.	Year 1	30 Weeks	Within 2 weeks of completion of activity	On Submission of final report
		Phase 2: Pre-Audit & Certification		Year 1	-		On successful certification
		Phase 3: Surveillance & Sustenance		Year 2 & 3	Ongoing		Quarterly Basis
		Re-Certification (Scope as per Phase 2)		Year 4	-		On successful re-certification
		Surveillance & Sustenance (Scope as per Phase 3)		Year 5	Ongoing		Quarterly Basis
4	Business Continuity Management system (BCMS) plan	Phase 1: Current State Assessment	Data Centres: All data centres (DC, DR, NDR) and 5 CO-Locations of	Year 1	30 Weeks	Within 2 weeks of completion of activity	On Submission of final report

Activity No.	Activity Name	Description	Scope	Frequency	Max Activity Timelines	Max Reporting Timelines	Payment Terms
	development and its implementation, Regular testing, etc. as per ISO 22301 standard	Phase 2: Pre-Audit & Certification	LIC. Departments: IT-BPR, IT-SD, Investment (Front, Back, Mid Offices), P & GS, Actuarial, Personnel, B&AC, NB&R, Audit, F&A and 5 other departments involving IT processes.	Year 1	-		On successful certification
		Phase 3: Surveillance & Sustenance		Year 2 & 3	Ongoing		Quarterly Basis
		Re-Certification (Scope as per Phase 2)		Year 4	-		On successful certification
		Surveillance & Sustenance (Scope as per Phase 3)		Year 5	Ongoing		Quarterly Basis
5	Implementation of SDLC Framework	Phase 1: Current state assessment Phase 2: Framework Development Phase 3: Training and Awareness Phase 4: Requirements and Design	-	Annual	10 Weeks	Within 2 weeks of completion of activity	On Submission of final report for each phase
		Phase 5: Implementation Phase 6: Testing and Quality Assurance	Yearly 20 Applications to be transitioned to SDLC framework.	Annual	32 Weeks	Within 2 weeks of completion of activity	Per application on pro-ratabasis
		Phase 7: Deployment and Operations Phase 8: Maintenance & Support Phase 9: Continuous Improvement	-	Annual	10 Weeks	Within 2 weeks of completion of activity	On Submission of final report for each phase

These amendments will form a part of the 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. All the bidders are requested to take note of the amendments and respond accordingly.

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

Enclosures:
1. Pre-bid query response
2. Revised/Updated Annexures:
    a. Annexure C: Eligibility Criteria
    b. Annexure D: Technical Scoring
    c. Annexure F: Commercial Bid (Indicative Pricing)
3. Response Template for Annexure C: Eligibility Criteria
4. Response Template for Annexure D: Technical Scoring

Executive Director (ERM)/CRO