

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



**MODIFICATION-1 dated 19 December 2023**

**Life Insurance Corporation of India – RFP/Tender for onboarding bidders to Implement Secure Media Disposal Solution, LIC-CO/IT-BPR/RFP/2023-2024/SMD dated 15th November 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	11	Last date & time for submission of bids: 22nd December 2023, latest by 03:00 PM	Last date & time for submission of bids: 10 <sup>th</sup> January 2024, latest by 03:00 PM
2	Section A	3. Activity Schedule	11	Bid opening date, time & venue (Eligibility & Technical): 22nd December 2023, 03:30 PM	Bid opening date, time & venue (Eligibility & Technical): 10 <sup>th</sup> January 2024, 03:30 PM
3	Section E: Scope of Services	2. Detailed Scope of Work	59	II. Secure Media Disposal Solution	Additional clause added:  All the requested services in the scope are to be provided by the bidder. 100% compliance of Annexure F: Technical Compliance is mandatory for successful qualification of the bidder.
4	Section E: Scope of Services	2. Detailed Scope of Work	59	NA	Additional clause added:  III. Physical Destruction / Degaussing  If a device/endpoint/IT asset within the defined scope is non-functional, cannot be booted, or cannot be connected to the network, the bidder must offer Physical Destruction and Degaussing services for the IT asset. Additionally, the bidder should furnish a Secure Data Erasure certificate, ensuring compliance with regulatory norms and guidelines for the secure destruction of the IT asset. The degaussing/physical destruction

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					needs to take place in LIC office premises.
4	Annexure F: Technical Compliance	NA	88	Annexure F: Technical Compliance	Additional clause added:  44. The tool should be comprehensive and capable of secure data erasure for specific files, folders and/or partitions on a particular end point, meeting industry standards and regulatory requirements.  Please refer Revised / Updated Annexures: Revised Annexure F: Technical Compliance
5	Annexure C	Eligibility Criteria	83	The Bidder should have minimum of 3 years of experience in supplying, implementing, and supporting in-scope solution related to this RFP to organisations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches in India or Globally	The bidder should have experience of minimum of 3 years in providing software solutions / services to organizations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches in India or Globally.  Please refer Revised / Updated Annexures: Revised Annexure C: Eligibility Criteria
6	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14		
7	Annexure C	Eligibility Criteria	83	The bidder must have supplied, installed, implemented, and managed the Secure Media Disposal solution for a minimum of 10000 endpoints in PSU / Government / Private / BFSI Sector in India or Globally	The proposed solution should be implemented in at least 2 organizations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches in India or Globally for a minimum 10000 desktops in each organization.  Please refer Revised / Updated Annexures: Revised Annexure C: Eligibility Criteria
8	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14		
9	Annexure C	Eligibility Criteria	83	The bidder must have a minimum of 10 IT Security permanent professionals with experience of in-scope solutions on their payroll with certifications such as CISSP / OSCP / ISO 27001 LA/LI / NCSP / CISA / OEM Level Certification.	The bidder must have a minimum of 10 IT permanent professionals with experience of in-scope solutions on their payroll with certifications such as CISSP / OSCP / ISO 27001 LA/LI / NCSP / CISA / Security + / OEM Level Certification / CSSLP / CISM / Data Security Council of India (DSCI) Certifications such as Certified Privacy Professional (CPP) / Certified Cloud Security Professional (CCSP) / CMMI Certifications / Cloud OEM Certifications.  Please refer Revised / Updated Annexures: Revised Annexure C: Eligibility Criteria
10	Section B: Invitation for Request for Proposal	6. Eligibility Criteria	14		
11	Annexure D	Technical Scoring	85	The bidder should have relevant implementation and operational experience for in scope tools in PSU /	The bidder should have experience in providing software solutions / services to organizations in PSU / Government / Private / BFSI Sector

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				<p>Government / Private / BFSI Sector Firms with more than 500 branches across different locations in India or Globally from the date of issuance of RFP.</p> <ul style="list-style-type: none"> <li>Above 5 years -&gt; 10 Marks</li> <li>3 - 5 years -&gt; 5 Marks</li> </ul> <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order / Work order / engagement letter along with invoices and/or Certificate of completion of the work)</p>	<p>Firms with more than 500 branches in India or Globally</p> <ul style="list-style-type: none"> <li>Above 5 years -&gt; 10 Marks</li> <li>3 - 5 years -&gt; 5 Marks</li> </ul> <p>(Supporting Document: Copy of the Purchase order / Work order / engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Please refer Revised / Updated Annexures: Revised - Annexure D - Technical Scoring</p>
12	Annexure D	Technical Scoring	85	<p>The Bidder during the last 3 years preceding to the date of this RFP, should have experience in supplying, implementing, and supporting in-scope solutions related to this RFP to organisations in PSU / Government / Private Sector Firms in India or Globally</p> <ul style="list-style-type: none"> <li>Every Additional reference-&gt; 5 Marks subject to maximum of 40 marks</li> <li>2 references -&gt; 20 Marks</li> </ul> <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order / Work order / engagement letter along with invoices and/or Certificate of completion of the work)</p>	<p>The proposed solution/OEM during the last 3 years preceding to the date of this RFP, should have experience in supplying, implementing, and supporting in-scope solutions related to this RFP to organisations in PSU / Government / Private / BFSI Sector Firms with more than 500 branches in India or Globally</p> <ul style="list-style-type: none"> <li>Every Additional reference-&gt; 5 Marks subject to maximum of 40 marks</li> <li>2 references -&gt; 20 Marks</li> </ul> <p>(Supporting Document: Copy of the Purchase order / Work order / engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>Please refer Revised / Updated Annexures: Revised - Annexure D - Technical Scoring</p>
13	Annexure D	Technical Scoring	85	<p>The bidder must have IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP / OSCP / ISO 27001 LA/LI / CISA / NCSP / Professional OEM Level Certification.</p> <ul style="list-style-type: none"> <li>Every Additional 5 Resources -&gt; 2 Marks subject to maximum of 20 marks</li> <li>15 Resources -&gt; 10 Marks</li> </ul>	<p>The bidder must have IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP / OSCP / ISO 27001 LA/LI / NCSP / CISA / OEM Level Certification / Security + / CSSLP / CISM / Data Security Council of India (DSCI) Certifications such as Certified Privacy Professional (CPP) / Certified Cloud Security Professional (CCSP) / CMMI Certifications / Cloud OEM Certifications.</p>

SN	RFP Section	Sub-Section	Pg. No.	RFP Clause	Revised Clause
				(Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)	<ul style="list-style-type: none"> <li>• Every Additional 5 Resources - &gt; 2 Marks subject to maximum of 20 marks</li> <li>• 15 Resources -&gt; 10 Marks</li> </ul> (Supporting Document: Undertaking on bidder letter head needs to submit along with certification details and relevant evidence)  Please refer Revised / Updated Annexures: Revised - Annexure D - Technical Scoring
14	Section E: Scope of Services	1. Brief Scope of Work	54	On-Site Support services: 8 X 5 real-time monitoring uptime, availability, health performance of Secure Media Disposal devices with mitigation support.	The bidder is required to deploy an appropriate number of resources in response to on-demand requests from LIC for Secure Data Erasure. While on-site support is not mandated on an 8 x 5 basis, advance notice of one week will be given by LIC if such support is required.
15	Section E: Scope of Services	5. Resource Deployment	61	On-Site Support Services (8x5) for 5 years  Weekday Support: Ensure mandatory presence of L1s and L2s in each shift.	The bidder is required to deploy an appropriate number of resources in response to on-demand requests from LIC for Secure Data Erasure. While on-site support is not mandated on an 8 x 5 basis, advance notice of one week will be given by LIC if such support is required.

These amendments will form a part of the RFP/Tender for onboarding bidders to Implement Secure Media Disposal Solution of Ref No: LIC-CO/IT-BPR/RFP/2023-2024/SMD dated 15<sup>th</sup> November 2023. All the bidders are requested to take note of the amendments and respond accordingly.

Bidders must 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: Technical Compliance
  - d. Annexure G: Commercial Bid (Indicative Pricing)

**Executive Director (IT/BPR)**