

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



Response to pre-bid queries-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.

#	RFP Section	Sub-section	Pg. No	RFP Clause	Bidder Query	LIC Response
1	Section-C	3	21	LIC will be responsible to provide all the hardware required for Secure Media Disposal solution implementation, i.e. server/VMs and will provide RHEL OS and Database – MySQL, if required as part of the solution. All other software and hardware if any should be provided by bidder, included in BoQ and prices quoted for in the Commercial Bid Document.	To implement secure disposal solution, we would require additional s/w components as RHEL OS and MySQL may not be supported. Will it be provided by LIC if the components are enlisted in BoQ/BoM by the bidder? Or it needs to be procured by the Bidder? Please clarify.	As given in the RFP clause, except for Virtual Machines, RHEL OS and MySQL database, for which LIC has an enterprise license, all other required/proposed hardware or software needs to be provided by the bidder and needs to be considered in the BoQ/BoM.

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2	Section-C	3	21	<p>The bidder must supply a thorough inventory of the hardware components required for the planned implementation of the Secure Media Disposal solution. This bill of Quantity (BoQ) as per Annexure R should be itemized separately for all the environments, including DC, UAT and Disaster Recovery (DR). The BoM should include, but is not limited to, the following details:</p> <ul style="list-style-type: none"> • In Scope solutions Components • Site/Environment • Type (VM/Physical) • OS/DB name other than RHEL and Mysql. • CPU/vCPU • VLAN requirement (VLAN or Internet) • RAM • Hard Disk Size • Software pre-requisites (.NET framework, IIS, IE, any other OS services, etc.) • If any missing requirements are discovered during installation, and the bidder will be obliged to provide them free of cost. 	<p>1. Is there a requirement to setup DC(prod) environment and UAT environment separately? Please confirm.</p> <p>2. In which case, should the Bidder be providing s/w components free of cost? Please clarify. Is this clause related to the clause specified in row-2?</p>	<p>1. Yes, the required solution needs to have a separate DC, DR and UAT setups</p> <p>2. The RFP clause highlighted in blue states that in case the bidder misses to cover any aspect at the time of bidding for this RFP and if any missing requirements are discovered during installation, then the bidder will be obliged to provide them free of cost. Request all the bidders to go through the RFP in detail and draft their responses/documents accordingly.</p>
3	Section-E	1	49	<p>As part of this RFP, LIC intends to implement the following solution at LIC:</p> <p>I. Secure Media Disposal</p>	<p>"Secure Media Disposal" relates to only software-based Data Erasure or it also includes media destruction techniques like Physical Destruction and Degaussing?</p>	<p>Please refer to modifications, clarifications, addendum etc.</p>

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4	Section-E	1	49	<p>Architecture Diagram:</p> <ul style="list-style-type: none"> Design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope solution as per IRDAI requirements, industry best practices and other regulatory requirements. Connectivity and data flow diagram for each in-scope solution and the third-party tools which are required. <p>Policy & Procedure Documents:</p> <ul style="list-style-type: none"> SOP for solution implementation SOP for daily operations of the solution & SOP for functional testing Detailed roles and responsibilities defined in RACI matrix Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD) Acceptance procedures, Test cases & test plans, etc. BCP/DR/Failover/Backup/Recovery Strategy and process document <p>2 Designing</p>	<p>1. What should the compatibility Assessment Report contain?</p> <p>2. What is a Data Verification plan? What should it outline?</p> <p>3. What is a Data Destruction plan? What should it outline?</p> <p>4. What must a High-level diagram and Low-level diagram contain?</p>	<p>1. A Compatibility Assessment Report for Secure Media Disposal/Secure Data Erasure is a crucial document that provides an overview of the compatibility of your organization's systems, devices, and infrastructure with the chosen secure data erasure solution.</p> <p>2. A Data Verification Plan in the context of Secure Media Disposal or Secure Data Erasure outlines the procedures and steps to confirm that data has been effectively and irreversibly erased from storage media. This plan is essential to ensure compliance with data protection regulations, prevent data breaches, and provide evidence of secure data disposal practices.</p> <p>3. A Data Destruction Plan in the context of Secure Media Disposal/Secure Data Erasure outlines the systematic and secure process by which an organization permanently and safely removes sensitive or confidential information from storage media or devices. This plan is essential for maintaining data security, complying with data protection regulations, and ensuring responsible</p>

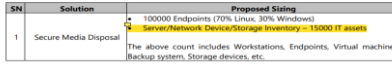
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						<p>environmental practices. It should contain explanation of how the plan aligns with relevant data protection regulations and standards.</p> <p>4. A High-Level Diagram provides an overview of how the Secure Data Erasure/Secure Media Disposal solution integrates into the organization's network and architecture. It typically includes the following components: Network Infrastructure, Data Center or Server Room, Secure Data Erasure Solution, Integration Points, User Access Points, Verification and Reporting Systems, Compliance Points, etc. A Low-Level Diagram provides a more detailed view of the components and interactions within the Secure Data Erasure/Secure Media Disposal solution. It includes Server Configuration, Client Systems, Data Erasure Tools, User Interfaces, Integration Interfaces, etc.</p>

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5	Section-E	1	50	<p>3 Implementing</p> <ul style="list-style-type: none"> • Supply and Installation: <ul style="list-style-type: none"> o Supply of software for in-scope solutions (DC, DR, UAT). The setup should be in HA mode for DC and DR. o Installation and implementation of the solutions as per the architecture design. o SI should develop a required simulate program for doing the stress testing for each and every tool mentioned in the RFP. o Installation will include proper mounting, labeling, tagging of all the equipment and provide network and power connections and also functions and stress testing. o Perform data erasure and verification. o Execute data destruction methods. o Conduct a pilot test for validation. • Configuration & Integration: 	<p>Stress testing isn't usually related to Data Erasure solution. Could you elaborate the requirement here?</p>	<p>Yes, stress testing is not typically associated with data erasure solutions in the same way it might be for performance-intensive applications or systems. However, in the context of implementing a data erasure solution certain consideration and testing practices are still relevant. While it may not be stress testing in the traditional sense, here are some aspects to consider:</p> <ol style="list-style-type: none"> 1. Performance under Load: Evaluate how well the data erasure solution performs when handling a high volume of simultaneous erasure requests. Check whether the solution maintains efficiency and response times during peak usage. 2. Scalability: Assess the scalability of the solution to handle a growing number of devices or endpoints that need simultaneous data erasure. Ensure that the solution can scale horizontally or vertically to accommodate an expanding infrastructure. 3. Resource Utilization: Monitor resource utilization during data erasure processes, such as CPU, memory, and storage usage. Ensure that resource

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						<p>consumption remains within acceptable limits, especially during bulk erasure operations.</p> <p>4. Network Impact: Evaluate the impact of data erasure activities on the organization's network. Check for potential bottlenecks or issues related to network bandwidth during large-scale erasure processes.</p> <p>5. Concurrency Testing: Test the solution's ability to handle multiple concurrent erasure processes. Ensure that simultaneous erasures do not compromise the effectiveness or reliability of the data erasure.</p> <p>6. Error Handling and Recovery: Introduce scenarios where errors occur during data erasure processes (e.g., connectivity issues, device malfunctions). Evaluate the solution's error-handling mechanisms and its ability to recover gracefully.</p> <p>7. Integration Points: Test the integration points with other systems (e.g., endpoint management, auditing tools). Verify that data erasure events are accurately logged, and relevant information is communicated to integrated systems.</p>

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						<p>8. Long-Term Erasure Stability: Assess the stability of data erasure over time, especially for devices that may be subject to prolonged erasure processes. Verify that the solution remains reliable during extended erasure durations.</p> <p>9. Verification Accuracy: Validate the accuracy and reliability of the verification process after data erasure. Ensure that the solution consistently confirms the successful and complete erasure of data.</p> <p>10. Adverse Conditions: Introduce adverse conditions, such as sudden power loss or interruptions, during the data erasure process. Evaluate how well the solution handles and recovers from unexpected events.</p> <p>While stress testing might not be the primary focus, these considerations help ensure that the data erasure solution is robust, reliable, and capable of handling real-world scenarios within the organization's environment.</p>

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6	Section-E	1	51 & 52	<p><input type="checkbox"/> Compliance with IS Security Policy: The successful bidder shall have to comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:</p> <ul style="list-style-type: none"> o Responsibilities for data and application privacy and confidentiality. o Responsibilities on system and software access control and administration o Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor o Physical Security of the facilities o Physical and logical separation from other customers of the Vendor o Incident response and reporting procedures o Password Policy o Access management Policy o Acceptable usage Policy (Authentication and Identity Management, Authorization and access control) <p>:-COIT-BPR/RFP/2023-2024/SMD dated 15th November 2023 Page 01 of 11</p> <hr/> <p>Life Insurance Corporation of India - RFP/Tender for onboarding bidders to Implement Secure Media Disposal Solution</p> <ul style="list-style-type: none"> o Data Encryption / Protection requirements of LIC o Cyber Security Policy o Auditing o In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy and data/information must be ensured o Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC 	When implementing Data Erasure solution, we might have to disable some policy related settings, disk encryption service on the endpoint (if required), etc. In that case, will the suggested changes be accepted by LIC?	All the required changes must be routed through a designated and approved change management process / procedure.
7	Section-E	2 (I)	56	All the solutions should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version.	<p>Does NTP stands for Network Time Protocol? In which case, what is the need to integrate NTP with Data erasure solution? Please elaborate</p> <p>Integration with NTP is generally not required.</p>	<p>Yes, the proposed secure media disposal solution should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version.</p> <p>This synchronization is essential for compliance with data protection regulations, as it facilitates reliable logging and auditing of data erasure events. Accurate timestamps aid in troubleshooting, event sequencing, and correlation of activities, enhancing overall visibility into the data erasure process. Furthermore, synchronized time is vital for secure communication protocols and the coordinated execution of scheduled erasure tasks, preventing disruptions and</p>

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						supporting efficient root cause analysis in case of issues.
8	Section-E	3	59	<p>3. Sizing Requirements</p> 	Could you re-confirm if the split between Linux and windows is 70% and 30% respectively?	The understanding is correct.
9	Section-H	Annexure-F	89	31>> It should provide options for generating disposal reports in various formats for compliance documentation. Formats are as follows but not limited to – PDF, XML, CSV, HTML, JSON, formats must be supported	JSON format is currently supported only on our Cloud-based management platform. This RFP requires an on-premise deployment. Is LIC willing to deploy on-Cloud?	Please adhere to the RFP clause
10	Section-H	Annexure-F	90	41>> The tool should have ESG Dashboard to determine carbon savings to support LIC's ESG initiatives	ESG dashboard is currently supported only on our Cloud-based management platform. This RFP requires an on-premise deployment. Is LIC willing to deploy on-Cloud?	Please adhere to the RFP clause
11	6-EligibilityCriteria	4	14	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	Trequest you to amend the this clause as the Bidder / OEM 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	Please refer to modifications, clarifications, addendum etc.
12	6-EligibilityCriteria	5	14	Bidders and the proposed OEM should have support center in India with availability of 24x7 onsite, telephonic, and remote support.	Request you to amend as Bidders or OEM should have support center in India with availability of 24x7 onsite, telephonic, and remote support.	Please adhere to the RFP clause
13	6-EligibilityCriteria	6	14	The bidder must have supplied, installed, implemented, and managed the Secure Media Disposal solution for a minimum	Request you to amend as - The bidder / OEM must have supplied, installed, implemented, and managed the Secure Media	Please refer to modifications, clarifications, addendum etc.

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				of 10000 endpoints in PSU/Government/Private/BFSI Sector in India or Globally	Disposal solution for a minimum of 10000 endpoints in PSU/Government/Private/BFSI Sector in India or Globally	
14	6- EligibilityCriteria	7	14	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.	We understand that this clause may not be relevant to RFP scope. Therefore, we request you to remove this clause from pre-qualification.	Please refer to modifications, clarifications, addendum etc.
15	Annexure - D	2	85	The bidder should have relevant implementation and operational experience for in scope tools in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India or Globally from the date of issuance of RFP....	request you to amend as The bidder / OEM should have relevant implementation and operational experience for in scope tools in PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India or Globally from the date of issuance of RFP.	Please refer to modifications, clarifications, addendum etc.
16	Annexure - D	3	85	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	Request you to amend as The Bidder / 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 Sector Firms in India or Globally	Please refer to modifications, clarifications, addendum etc.
17	Annexure - D	4	85	The bidder must have IT Security permanent professionals with experience in-scope solutions on their payroll with certifications such as CISSP/ OSCP/ISO	We understand that this clause may not be relevant to RFP scope. Therefore, we request you to remove this clause from pre-qualification.	Please refer to modifications, clarifications, addendum etc.

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				27001 LA/LI/CISA/NCSP / Professional OEM Level Certification. ...		
18	Section-H	Annexure-F	91	On-site support of L1/L2 personnel	Is this required as LIC will be doing bulk disposal in regular intervals of time? A personnel present in LIC office everyday will not be needed.	Please refer to modifications, clarifications, addendum etc.
19	Section E	2 (II)	57	The solution/tool should offer centralized management to control and execute the media disposal process across endpoints, servers, workstations, virtual machines, network devices, storage, and other IT assets. The IT assets can be of any flavor such as Windows, Linux, macOS, etc	The given scope does not include erasure of mobile devices as well as files & folders. Would LIC like to include mobile eraser and file/folder eraser solutions as well?	Regarding erasure of Mobile Devices, please adhere to the RFP clause. Regarding, secure data erasure for file/folders, please refer Please refer to modifications, clarifications, addendum etc.
20	NA	Eligibility Criteria No.6	14	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	Sir' we are requesting for changing in to.. The bidder/OEM 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	Please refer to modifications, clarifications, addendum etc.
21	NA	Eligibility Criteria No.7	14	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.	Sir' we are requesting for changing in to.. The bidder/OEM 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.	Please refer to modifications, clarifications, addendum etc.

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					Or Undertaking from HR/Authorized Signatory or' Director, certifying the same to fulfill the asked requirement	

Executive Director (IT/BPR)