

सशक्तिकरण
ऊर्जा संचार
निरंतर विस्तार

EMPOWER
ENERGIZE
EXPAND

On-boarding Cyber Security Knowledge Partners for Awareness Training sessions for Employees, Agents, Vendors, Customers and other Stakeholders

Highlights

OBJECTIVE:

Life Insurance Corporation of India proposes to onboard an experienced knowledge partner for successfully implementing Cyber Security Awareness sessions/program for Employees, Agents, Vendors, Customers and other Stakeholders etc.

Address for Submission of RFP:

The Executive Director (ERM) & CRO,
Central Office, ERM-CSD Department,
2nd Floor, Cyber Security Department,
Jeevan Seva Building, SSS Division, S.V. Road,
Santacruz (West), Mumbai - 400 054.

Presentation displayed during this pre-bid meeting will also form Part of RFP.

Important Dates

Activities Involved	Date	Time
RFP Release date	Dt.18-06-2025	Not Applicable
Pre-bid meeting Date	Dt.26-06-2025	11 AM
Last date of submission of RFP	Dt.18-07-2025	Latest by 4 PM
Opening of RFP	Dt.18-07-2025	4.15 PM
Registration to submit RFP online start date	Dt.18-06-2025	Not Applicable
Preferable date to submit RFP online to avoid any last minute issues	Till Dt.16-07-2025	11.59 PM
Submission of all hardcopies in respect to RFP	On or before Dt.23-07-2025	Latest by 2 PM
Activities Involved	Date	Time

Eligibility Criteria

SN	Eligibility Criteria	Documents to be Submitted
1.	The Bidder should be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2.	The Bidder should hold a valid GST registration and PAN Card.	Attested copies of documentary proof.
3.	The Bidder should have a minimum annual turnover of Rs 20 Crores in previous three financial years (2022-2023, 2023-2024 and 2024-2025). For bidder applying under MSME the bidder should have a minimum annual turnover of Rs. 1 Crore in previous three financial years (2022-2023, 2023-2024 and 2024-2025).	Audited Financial statements / balance sheet /CA Certificate for the respective financial years.
4.	The Bidder should have a positive net worth in previous three financial years (2022-2023, 2023-2024 and 2024-2025).	Audited Financial statements / balance sheet /CA Certificate for the respective financial years.
5.	The bidder should have handled assignments/ Services related to cyber security trainings/ Awareness Training sessions and content development to Regulator/BFSI/PSU/any university in India /any other large organization in India during last three financial years i.e. 2022-2023, 2023-2024 and 2024-2025. The bidder should have experience in handling training in at least 3 of the following areas: Case Studies on Recent Cyber Security Breaches; Cyber Security Framework; Cyber Security Governance; Cyber security diploma / degree program affiliated with any university in India; Information Security Policies; Cyber Security related regulatory guidelines; Information Security Awareness Training; Cyber Hygiene; Data Protection and Privacy; Digital Personal Data Protection Act, 2023; Certified ethical hacking course covering (Endpoint Security, Email Security, Physical Security etc.); Secure coding practices; Certified training programs like CISSP/CISA/CISM/CSA IT/ Cyber Risk Management; Network Security; Third- Party Risk Management; Vulnerability Management;	Purchase order to be submitted.

Eligibility Criteria

SN	Eligibility Criteria	Documents to be Submitted
6.	The Bidder during the last 5 years (starting from 01.04.2020) from the date of this RFP should be a knowledge partner for providing awareness sessions/trainings related to cyber security at minimum 5 organisations in PSU /Government /Private /BFSI Sector / University in India.	The bidder should submit details as per format under Annexure C and Annexure-E along copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirmation email for relevant experience. The project completion date should be within the last 5 years as on the date of this RFP.
7.	Bidder should have at least 5 personnel on their payroll who have relevant experience in imparting various awareness sessions/trainings as given in the RFP. Any Graduate with at least two certification out of CISA, OSCP, CISSP.C/PENT, CISM, CEH.	CVs of the concerned personnel with details of experience and qualification on company letter head duly signed by the authorized signatory of the bidder. Details to be provided: Name Designation Years of experience Detailed description of experience Qualifications Certificates (if any) Declaration on company letter head duly signed by the authorized signatory of the bidder.
8.	The bidder should have LMS – learning management software either developed by them or partnership with respectable OEM to deliver the requirements of this RFP starting from 01.04.2020.	Declaration on company letter head duly signed by the authorized signatory of the bidder. If partnered with OEM then relationship agreement, duly signed by both the parties and establishing relationship for the minimum of the tenure of this RFP.
9.	The Bidder should not have been blacklisted or debarred by Government of India / RBI / SEBI / IRDAI / BFSI sector organizations. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained stay order in any court of India.	Declaration on company letter head duly signed by the authorized signatory of the bidder.

Technical Bid Criteria

SN	Technical Evaluation Criteria – Parameters	Maximum Score
1.	<p>The Bidder during the last 5 years' experience from the date of this RFP should be a knowledge partner for providing awareness sessions/trainings.</p> <ul style="list-style-type: none"> Above 5 Years->10 Marks Above 3 Years to less than 5 Years ->7 Marks Up to 3 years ->5 Marks <p>(Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA) /work order/ contract/ completion certificate/ confirmation email for relevant experience. The project completion date should be earlier than 5 years as on the date of this RFP)</p> <p>Please refer Appendix-D1</p>	10
2.	<p>The Bidder during the last 5 years from the date of this RFP should have worked as a knowledge partner as mentioned in RFP scope at organizations in PSU /Government /Private /BFSI Sector /Universities in India</p> <ul style="list-style-type: none"> Every reference ->2 Marks each subject to maximum of 20 marks <p>(Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA) /work order/ contract/ completion certificate/ confirmation email for relevant experience. The project completion date should be during the last 5 years as on the date of this RFP)</p> <p>Please refer Appendix-D1</p>	20
3.	<p>The Bidder must have at least 5 personnel who have relevant experience to act as cyber security knowledge partner for content creation to impart awareness training as mentioned in the RFP scope.</p> <p>Valid certificates e.g. CISA, OSCP, CISSP.C/PENT, CISM, CEH. are to be considered</p> <ul style="list-style-type: none"> 5 Resources -> 5 Marks Every additional resource ->0.5 mark subject to maximum of 10 marks <p>(Supporting Document: CVs of the concerned personnel with details of experience and qualification on company letter head duly signed by the authorized signatory of the bidder. Details to be provided- Name, Designation, Years of experience, Detailed description of experience, Qualifications and Certificates (if any).)</p> <p>Please refer Appendix-D2</p>	10
4.	<p>Experience in imparting training on various aspects of cyber security as defined in this RFP.</p> <ul style="list-style-type: none"> Every referenced subject ->1 Mark each subject to maximum of 5 marks <p>(Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirmation email for relevant experience. The project completion date should be within the last 5 years as on the date of this RFP)</p> <p>Please refer Appendix-D1</p>	25

Technical Bid Criteria

SN	Technical Evaluation Criteria – Parameters	Maximum Score
5.	The bidder shall be CERT-In empanelled as of date of this RFP	5
6.	Learning management solution (LMS) compliance as per Appendix D6 on Compliance to LMS specification. 0.15 mark for each compliance and 0 mark for each non-compliance. With a maximum of 15 marks.	15
7.	Technical presentation covering the following details (not a tentative list): <ul style="list-style-type: none">• Skills and Experiences• Understanding of the objectives covered in the RFP.• Module aspects• Approach & methodology for conducting in-scope services.• Relevant Experience through successful project highlights of similar nature.• Availability of relevant skill set for execution of the project.	15

End-To-End management of Learning Management System – Vendor Responsibility

SN	Vendor Responsibility to procure all software licenses required for Implementation and end-to-end management of Learning Management System and the project
1.	Proper sizing Hardware specification (with justification) like RAM, CPU, HDD size with along with no. of virtual servers required to be supplied by LIC through private cloud of LIC with proper justification. LIC will only provide virtual servers from LIC's private cloud as per the specification shared by successful bidder. Physical servers are not allowed.
2.	Name of OS other than RHEL to be provided by the vendor
3.	Name of operating system and its version with number of licenses to be provided
4.	Name of Database and its version with no of licenses to be provided
5.	Number of database licenses
6.	Type of application - Web (both intranet & Internet) and Mobile application (.apk)
7.	Platform (Language-java,C#, Python etc.)
8.	Software pre-requisites (.NET framework, IIS, IE, any other OS services, etc.)
9.	Details of Load balancer to be implemented for load balancing of the system
10.	Application to be accessible from both internet and intranet with high availability
11.	The application should be sized to take care at least 15 lakh agents with 5 % growth, 1.2 lakh employees and around 5000 vendors as given below: Concurrent Users : at least 5000 per second Maximum users: at least 5000 CPU utilization: not more than 60 % with a threshold of 80 % Application should be proper load balanced Data minimization is required as well as protection of data
12.	To Provide and enable DC, DR and UAT environment with regular business continuity planning related drills
13.	End-to-End implementation of project is the responsibility of successful bidder by providing all required licenses , installation of operating system, database and LMS, operational activities (daily, weekly and monthly etc.) and its support during the contract period by incorporating all changes required by LIC.
15.	All payments will be made after successful completion of all activities subject to verification of the same.

End-To-End management of Learning Management System – Vendor Responsibility

SN	Vendor Responsibility to procure all software licenses required, Implementation and end-to-end management of Learning Management System
16.	The server, database, application should be hardened by following various standards such as NIST, CIS, OWASP top 10 as well as best practices as applicable in line with various applicable mandates.
17.	Remediation of all vulnerabilities shall be the responsibility of vendor.
18.	All servers shall be on-boarded with PAM solution.
19.	All infrastructure and application logs shall be enabled and ported to SIEM tool and also to be preserved for a rolling period of 180 days.
20.	Two factor authentication to be enabled for accessing the module.
21.	Bio-metric authentication to be enabled for employees.
22.	Upload of data for authentication to the server shall be enabled. Data for Agents and vendors shall be uploaded from Branches/Divisions.
23.	Protection of data is the responsibility of Bidder.
24.	The module should be compliant to various mandates applicable for LIC e.g. IRDAI, GOI like Cert-In, DFS, NCIIPC etc.
25.	The observations identified during technical audit and process audit must be closed within 7 working days.
26.	All software be it system, application, utility software other than RHEL and MySQL will be provided by the bidder for implementation of the project as well as working in the desktop provided by LIC.
27.	SOP should be prepared for all activities and administrator in clarity with screenshots.

Required Documents & Evidences for Eligibility and Technical Evaluation–To Be Submitted separately

SN	Annexure	Annexure Name with required evidences to be submitted separately in spiral bound for eligibility bid and Technical Bid	Eligibility Bid	Technical Bid	Commercial Bid	To be submitted by successful bidder
1	Annexure A	Covering Letter	✓			
2	Annexure B	Bidder's Profile	✓			
3	Annexure C	Eligibility Criteria with soft files	✓			
4	Annexure D	Technical Scoring (All required documents must be submitted bid for technical evaluation, independent of the eligibility bid. Soft copies must also be provided.)		✓		
5	Annexure E	Bidder's Experience	✓	✓		
7	Annexure F	Commercial Bid (Indicative Pricing) with soft files			✓	
9	Annexure G	Declaration Regarding Non-Blacklisting/Debaring	✓			
10	Annexure H	Performance Bank Guarantee				✓
11	Annexure I	Bank Guarantee for EMD	✓			
12	Annexure J	Bill of quantity		✓		
13	Annexure K	Contract Form				✓
14	Annexure L	Non-Disclosure Agreement (NDA)				✓
15	Annexure M	Online Tendering Guidelines Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)				
16	Annexure N	Authorization for signing of all documents related to RFP	✓			
17	Annexure O	Land Border Declaration	✓			
18	Annexure P	Integrity Pact	✓			

DISCUSSION ON Following:

- a. Scope and Deliverables
- b. Payment Terms and conditions
- c. COMMERCIAL BID

Bidders are requested to start activities after this meeting without waiting for modifications and response to Pre-Bid queries as response to important queries have been answered.

There will be no change in last date of submission of bids.

Bidders are requested to start activities after this meeting without waiting for modifications and response to Pre-Bid queries as response to important queries have been answered.

There will be no change in last date of submission of bids.

Bidders are requested to start registration process for submitting documents/evidences immediately.

THANK YOU