



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

ERM-IT-CSD DEPARTMENT, CENTRAL OFFICE, JEEVAN SEVA BUILDING, 2<sup>ND</sup> FLOOR, S.V.ROAD, SANTACRUZ (W), MUMBAI- 400 054

Ref: CO-ERM/IT/CSD/Modification-1

Date: 19.01.2026

**Modification – 1: Selection of Service Provider for Incident Response Retainership**

**CO-ERM-IT-CSD/2025-2026/IRR dated 9th January, 2026**

This is with reference to the RFP released by the Life Insurance Corporation of India on 9<sup>th</sup> January, 2026 captioned above. Further modifications to this RFP are given below:

SL NO	BID DOCUMENT PAGE NO., CLAUSE NO.	ORIGINAL TENDER CONDITION	MODIFICATIONS/REVISED CONDITION (INDICATED IN BOLD)
1.	<b>Section F: Project Timelines</b>	Initial Response/Scoping of incident response once alerted from LIC through Call/Email/Hotline/Other communication media for any location.	To be available on-site at Mumbai within 4 hours from the time of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc.  A penalty of Rs. 5000.00 will be applicable for each day of delay or part thereof.  (Applicable for Incident Response Retainership and Forensic Investigation on Demand)
2.	<b>Section F: Project Timelines</b>	Upon confirmed Incident, the IR analyst should immediately start working on preliminary information submitted by LIC Incident Response.	To be available on-site at Mumbai within 6 hours from the time of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc.  A penalty of Rs. 5000.00 will be applicable for each day of delay or part thereof.  (Applicable for Incident Response Retainership and Forensic Investigation on Demand)
3.	<b>Section F: Project Timelines</b>	Availability of onsite location IR analysts Within India-Tier1 Cities, metropolitan city, State capitals.	To be available on-site within 12 hours from the time of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc.  A penalty of Rs. 5000.00 will be applicable for each day of delay or part thereof.  (Applicable for Incident Response Retainership and Forensic Investigation on Demand)
4.	<b>Section F: Project Timelines</b>	Availability of onsite location IR analysts for Cities other than above.	To be available on-site within 24 hours from the time of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc.  A penalty of Rs. 5000.00 will be applicable for each day of delay or part thereof.  (Applicable for Incident Response Retainership and Forensic Investigation on Demand)

SL NO	BID DOCUMENT PAGE NO., CLAUSE NO.	ORIGINAL TENDER CONDITION	MODIFICATIONS/REVISED CONDITION (INDICATED IN BOLD)
5.	New	New Addition	The bidder shall create an Incident Response Plan and a Cyber Crisis Management Plan, or make review and update the same to be in line with best practices, regulatory guidelines and other peer organization with similar size by making necessary changes/amendments, if they are already in place. Develop all documents, procedures, and ancillary materials required for the project.
6.	New	New Addition- Travel Cost	Please refer to Addendum-1  Travel cost will be paid for visits outside Greater Mumbai (which includes Panvel) as per actuals.
7.	Section F: Project Timelines	As given in Section-F of RFP	Please refer to Addendum-2 for revised Section F: Project Timelines

These amendments will form a part of the RFP for 'Selection of Service Provider for Incident Response Retainership' of reference no. CO-ERM-IT-CSD/2025-2026/CA & IRR dated 30th October, 2025. All the bidders are requested to take note of the amendments and respond accordingly.

Bidders are requested to submit hard copies of the Eligibility Bid and the Technical Bid in separate sealed envelopes, strictly in accordance with the specified requirements. **Submission of hard copies of the Commercial Bid is not required to be submitted.** The Commercial Bid shall be uploaded exclusively in the prescribed format through the Tenderwizard online module.

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

#### Enclosures:

1. Modification-1
2. Response to bidders' pre-bid queries
3. Addendum-1: Travel Cost
4. Addendum-2 for revised Section F: Project Timelines

**Executive Director (ERM) & CRO**

## Addendum-1: Travel Cost

LIC will reimburse the expenses like lodging, boarding, travelling, and food etc. for jobs to be carried outside Greater Mumbai as per LIC guidelines. LIC may provide guest house accommodation wherever available, in that place instead of lodging accommodation.

<b>Travel</b>	By Air: To and fro Air fare (Economy class) will be reimbursed on production of boarding pass and ticket mentioning the fare amount. By train: 2nd class AC fare will be reimbursed on production of ticket & To and fro transportation from the airport/railway station to the place of Accommodation/Guest house etc. as per actual on production of evidence		
<b>Accommodation</b>	Guest house free of cost will be provided by LIC where ever available. If guest house not available, then the following maximum lodging charges (taxes extra) will be reimbursed subject to the production of bills:		
	Major Cities*	Category-II Cities*	Other places
	Rs. 5000.00	Rs. 3500.00	Rs.2500.00
	* as per details shared by LIC		
<b>Food and Local transportation</b>	Flat Rs. 1200.00 per day or part there of		

\*Major Cities: Metropolitan Cities, Pune, Hyderabad, Bangalore

\*Category –II Cities: State Capitals, Patna, Kanpur, Bhopal, Jaipur, Lucknow, Indore, Kochi, Surat, Nagpur, Chandigarh, Ghaziabad, Faridabad. Indore, Nagpur, Surat, Nashik, Aurangabad. Kochi, Coimbatore, Thiruvananthapuram, Mysuru. Bhubaneswar, Patna, Raipur, Bhopal.

## Addendum-2: Section F: Project Timelines (Revised)

Project Scope/ Details of Activities	Frequency	Deliverables (not exhaustive)	Maximum Timeline	Applicability
Submission of receipt of Purchase Order within 7 days of being intimated by LIC.	N.A.	Receipt of Purchase Order via email in writing	7 days	IRR and Forensic Investigation on demand
Submission of PBG within 30 days of being intimated by LIC.	N.A.	PBG of requisite amount as per LIC format as given in Annexure-G	30 days	IRR and Forensic Investigation on demand
Submission of contract form within 30 days of being intimated by LIC.	N.A.	Contract form duly signed by authorized signatory and witnesses	30 days	IRR and Forensic Investigation on demand
IRR Readiness Assessment (Phase-1) Deployment of tools and technologies in LIC environment	N.A.	Acceptance of Purchase Order via email in writing	45 days (T)	IRR
Start Analysis	N.A.	N.A.	T + 1 Weeks	IRR
Root cause Analysis of the Incident by submission of Final Report	N.A.	N.A.	T + 12 Weeks	IRR
Removal of all software from LIC environment	N.A.	N.A.	Within 60 days after acceptance of report	IRR and Forensic Investigation on demand
Demonstration of Report to LIC's Senior Management / Board	As demanded	N.A.	Within 30 days of completion of acceptance of report, but before release of the payment or as requested	IRR and Forensic Investigation on demand
Demonstration of Report to LIC Employees	As demanded	N.A.	Within 30 days of completion of acceptance of report, but before release of the payment	IRR and Forensic Investigation on demand
Initial Response/Scoping of incident response once alerted from LIC through Call/Email/Hotline/Other communication media for any location.	As demanded	Incident Response Timeline	To be available on-site at Mumbai within 4 hours from the time of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc	IRR and Forensic Investigation on demand
Upon confirmed Incident, the IR analyst should immediately start working	As demanded	Incident Response Timeline	To be available on-site at Mumbai within 6 hours from the time	IRR and Forensic Investigation on demand

Project Scope/ Details of Activities	Frequency	Deliverables (not exhaustive)	Maximum Timeline	Applicability
on preliminary information submitted by LIC Incident Response.			of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc.	
Availability of onsite location IR analysts Within India-Tier1 Cities, metropolitan city, State capitals.	As demanded	Incident Response Timeline	To be available on-site at Mumbai within 12 hours from the time of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc.	IRR and Forensic Investigation on demand
Availability of onsite location IR analysts for Cities other than above.	As demanded	Incident Response Timeline	To be available on-site at Mumbai within 24 hours from the time of communication has been sent by LIC. The communication can be sent through email, whatsapp, telephone etc.	IRR and Forensic Investigation on demand
Information Gathering	As demanded	N.A.	7 Business Days	Forensic Investigation on Demand
Forensic investigation	As demanded	N.A.	30 Business Days	Forensic Investigation on Demand
Reporting (Root cause analysis), submission of Report and Presentation (Root cause analysis)	As demanded	All reports shall be satisfactory and conclusive. Inconclusive reports will not be accepted.	15 Business Days	Forensic Investigation on Demand

**Note:** Any delay attributable to LIC will be excluded from the above timelines.