

Ref: CO/ERM/IT-CSD

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

Response to Pre-Bid Queries

This is with reference to the RFP released by the Life Insurance Corporation of India on 9th January, 2026 captioned above. Responses to pre-bid queries to this RFP are given below:

Sr. No.	RFP Section/Sub-Section	RFP Clause	Bidder Query	LIC Response
1.	Annexure H: Bank Guarantee for EMD	A scanned copy mandatorily along with of Bank Guarantee against EMD should be uploaded Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director (ERM) & CRO, Central office, Life Corporation of India, „Jeevan Seva Building, S V Road, Santacruz West, Mumbai -400054 in the sealed envelope within the time &date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.	Can the Bank Guarantee submitted for the previous bid for IRR, be used for this bid	Yes, Agreed.
2.	Locations covered under this scope	Locations covered under this scope: i. All assets connected to internet and interdependent assets/applications present in Central office or other locations and ii. Critical assets in LIC's 8 data center	What is the name of centralized location and locations of 8 data centres in the LIC which are to be covered for IRRA?	The information shall be provided to the successful bidder.
3.			Please suggest which overseas locations are expected to be covered and would initial remote support be allowed?	No overseas locations are in the scope of this RFP.
4.	Total information assets to be covered	Existing vulnerabilities and presence of malware in servers, databases, endpoint and appliances e.g. network devices, load balancers, firewall, web application firewall and critical applications etc.	How many applications and servers are expected to be covered under IRRA?	To be shared with the successful bidder.
5.	Appendix C4:Eligibility Criteria	The Bidder or the OEMs who are directly participating, should have experience of minimum 7 years in providing the compromise assessment/Incident Response Retainership Services.	Will Engagement Letter Contract copy be eligible where Work Order has not been issued in compromise assessment/forensic investigation/Incident Response Retainership Services?	Yes

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6.	SKILL and Experience of resources deployed for Incident Response	SKILL and Experience of resources deployed for Incident Response: The incident responders should be holding at least any two of the following professional certifications	Can the digital forensic certifications like EnCE or ACE also be counted in professional certifications for Incident Response? Will other Digital Forensic certifications be acceptable?	Please adhere to the terms and conditions of this RFP.
7.	xxi Phase 4 - Analysis	Phase 4 - Analysis: This phase will involve analysing the incident to determine the scope, cause, and extent of the damage. The IR team may further gather and examine evidence, interview witnesses, and use forensic tools to identify the attacker and their methods	Is there an SLA or minimum criteria set for completing RCA of an incident within defined man days?	Please be guided by the RFP.
8.			Regarding Forensic Tools, will the bidder utilize its own tools, hardware and software along with licensing costs or will LIC also provide access to its own tools for forensic examination and analysis?	The bidder is required to provide all tools, technology by fulfilling the license criteria of the same tools and technologies.
9.			Can the Incident Response analysis be done in bidder's premises also or will it be done in LIC location only?	The Incident Response analysis shall be conducted in LIC location.
10.			Will the Hard Disk drives be provided by LIC for creation and management of Forensic Evidence or will it be billed separately by bidder basis each incident?	Please be guided by the RFP.
11.	D(i):Workshops	Point D (i) The successful vendor should conduct two in-person workshop/ hands-on trainings for LIC's official, during the contract period. The content of the training/workshop will be such that it should facilitate LIC's team members in responding to Cyber Security incident. Three days of Incident Response training and certification for LIC's Security team aligned with IRR Activities should be	Please specify the frequency of trainings and Please specify the locations where the team is required to conduct the training sessions.	Three sessions (i.e. one session each year) is required to be conducted during the contract period as per the request of LIC and the location will be Mumbai.

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		provided by the vendor. The successful vendor shall arrange to provide Hands-on simulation based training on well-known Cyber Security Incidents		
12.	vii, DELIVERY OF IRR SERVICES AND SCOPE	Point vii. The vendor will setup the dedicated IT infrastructure for LIC within India, either physical or in cloud instance (cloud region should be located within India or specific the region of the Incident occurrence), which will be utilized and accessed remotely by IRR analysts, during incident response for log analysis and correlation. No logs or metadata should be transferred outside of India.	Will the cost of setting up dedicated IT infrastructure for Incident Response Readiness be borne by bidder or LIC and who will manage the procurement for the same: bidder or LIC?	LIC's scope of provision under this project is limited to providing hardware infrastructure in its private cloud and the associated RHEL and MySQL licenses. The bidder shall be responsible for procuring, deploying, and maintaining all additional tools, technologies, and licenses required to conduct IRR and forensic investigations on demand.
13.	x. DELIVERY OF IRR SERVICES AND SCOPE	Point x. The successful vendor should establish a process, and deploy/install necessary hardware, software, sensors, scripts, agents for collection of evidence for incident analysis, and	Will the hard disk drives for Incident Management provided by LIC or bidder. Will the licensing cost for forensic software billed incident to incident basis?	Please be guided by the RFP.
14.	Annexure E: Commercial Bid (Indicative Pricing)	The payment shall be calculated on a pro-rata basis, based on the actual number of man-hours utilized beyond 800 hours, subject to proper justification.		Please be guided by the RFP.
15.	xiv DELIVERY OF IRR SERVICES AND SCOPE	Phase 2: Incident Identification – The remaining man hours will be utilized in onwards phases, on actual utilization and deployment of IRR services.	Are there any criteria for capping of number of resources required for responding to Incident after Identification?	No.
16.	xv DELIVERY OF IRR SERVICES AND SCOPE	Point xv. This phase will involve identifying a potential incident by collecting and analyzing data from various sources, such as intrusion detection systems, log files, applications, devices and network traffic.	Who will be responsible for identifying Incident for analysis, SOC team, SIEM team or Information Security Team or will there be a dedicated SPOC from	LIC will inform about the incident.

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			LIC?	
17.	xvi DELIVERY OF IRR SERVICES AND SCOPE	Point xvi. 24 * 7* 365 days dedicated India and domestic support facility for incident response shall made available by the vendor. The vendor IRR staff should be well trained to effectively handle queries raised by LIC, whenever a phone call/ email /alert received from LIC's dedicated Officials for probable incident.	Is there a minimum SLA criteria defined for making the resource available in India which requires travel to other cities in terms of time?	Please refer to the modification-1.
18.			Will the IR Analyst report to any particular location after incident is confirmed, if yes kindly specify.	Yes. The location and its address will be informed. However, the SPOC at the same location will also be informed.
19.			Will the cost of Hard Disk Drives and OPEs (Travel, Stay and Meal) of IR analyst be billed and included Incident to incident basis or be billed separately.	For Hard disk drives, please refer to RFP and its commercial bid. For Travel, stay etc, please refer to the modification-1.
20.	xxviii DELIVERY OF IRR SERVICES AND SCOPE	Point xxviii. Root cause analysis of the incident for corrective actions to be submitted to LIC for improvements in robustness and resilience in Cyber Security posture of LIC's IT infrastructure	Is there a minimum number of days or a timeline defined to come up with RCA and final report	Please refer to Addendum-2.
21.			Will the RCA report be shared with external agencies like regulatory authorities and Law Enforcement?	Yes
22.	xxx DELIVERY OF IRR SERVICES AND SCOPE	Point xxx. Upon submission of final report, the successful bidder shall not retain any data, and all hard drives consumed will be completely wiped out and reused by the successful bidder in future.	Will the hard disk drives being used and then reused be billed separately for each incident or just once?	Please be guided by the RFP.
23.	Annexure E: Commercial Bid (Indicative Pricing)	The selected vendor shall provide up to a maximum of 800 man-hours of Incident Response Retainership (IRR) services.	Kindly clarify the point: The total cost may increase or decrease based on the number of hours executed: (a) should the number of hours exceed 800 hours,	Yes

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			the cost will be adjusted upward; (b) should the number fall below 800 hours, the cost will be adjusted downward.	
24.	Point Number 2	The selected vendor shall provide up to a maximum of 800 man-hours of Incident Response Retainership (IRR) services.	What is the location where the IRRA will be performed?	Query responded already.
25.	Recurring costs:Point a	Point a. The bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the bidder would need to provide the same without any charge. Bidder should make no changes to the quantity.	We assume the recurring costs will include forensic hardware, software license renewal and other IT support peripherals? Kindly Confirm.	Query responded already.
26.	F. (x)DELIVERY OF IRR SERVICES AND SCOPE	Establishing required Infrastructure to handle Cyber Incident/ sharing evidence: 1. The successful vendor should establish a process, and deploy/install necessary hardware, software, sensors, scripts, agents for collection of evidence for incident analysis, and 2. Assist in clearing/signoff of Comprehensive security review (CSR) of such tools, devices, and technologies before completion of Phase 1 (IRRA)	Will the sensors, agents, Hardware, software, tools etc. of LIC also can be used and included for performing IRRA?	Necessary details will be provided to successful bidder.
27.		IR Retainer	What are the expected SLAs for response times (e.g., maximum time to respond, time to be on-site), and do these differ by incident severity or location?	Please refer to Modification-1.
28.		IR Retainer	Who is responsible for remediation activities, and what are the acceptance criteria for a "clean" system prior to migration?	LIC will be responsible for remediation activities based on the detailed recommendation to be given by the bidder. The bidder is required to review the systems after implementation of remediation activities by LIC to

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				for a 'clean' system.
29.		IR Retainer	Can data be processed outside LIC Premises, or must all analysis and storage be performed on-premise within LIC's environment?	The Incident Response analysis, data storage etc. shall be conducted in LIC location.
30.		IR Retainer	Are there any restrictions on the types of tools or agents that can be used (e.g., open-source vs. commercial, agent-based vs. agentless)? Are there any pre-approved or disallowed technologies.	There shall be no restriction on the type of tools or agents that may be used. The installation, operation, and maintenance of such tools or agents shall be the sole responsibility of the bidder.

Executive Director (ERM) & CRO