



REQUEST FOR PROPOSAL (RFP)

FOR

DATA LEAKAGE PREVENTION

Date: November 2021

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1 ABOUT THE COMPANY

TPL Insurance Limited (formerly TPL Direct Insurance Limited) was incorporated in Pakistan as public limited company under Companies Ordinance 1984 (now Companies Act, 2017) to carry out general insurance business. The company was allowed to work as Window Takaful Operator on September 4, 2014 by Security Exchange Commission of Pakistan (SECP) under SECP Takaful Rules, 2012.

TPL Insurance Limited has grown from strength-to-strength, delivering superior and hassle-free risk management services to clients which include:

- Auto Direct
- Health Direct
- Property
- Marine
- Home Direct
- Travel Direct
- Engineering

TPL Insurance Limited's position in the market has bolstered, with technology-driven innovation that reinforces its ability to lead the way in the insurance industry in Pakistan.

2 PURPOSE

TPL Insurance Limited requests proposal for data leakage prevention solution from competent information security organizations and professionals with extensive experience in the field of data privacy and security to ensure monitoring and control over sensitive data, reduce the impact of any potential data leakage prevention. TPL Insurance intends to engage with OEMs / partners / Bidder to provide suitable product and services of "Data Leakage Prevention" solution and its implementation.

3 SCOPE OF WORK

The scope of engagement for data leakage prevention (*referred herein as "DLP"*):

- The vendor will be expected to provide Data Leakage Prevention solution, covering:
 - End point
 - Email
 - HTTP/S and FTP
 - Integration with SIEM
 - Analytics
 - Perform Data discovery
- The vendor shall be responsible to build, manage and operate the solution, i.e. implementation, data classification, departmental interlock, build policies and handle other operational activities – policy fine tuning, monitoring & manage incident management desk.

- The vendor shall be responsible to review the classification of data before implementation and fixes the gap wherever required.
- The vendor should be able to review the provided data classification as per the company's policy before implementation.
- The proposed solution shall have extensive Reporting, dashboards and auditing capabilities.
- Support the solution including future upgrades of all components of the solution, without any exception .
- Visibility and control over data including: a) Encrypted data; b) Image files etc.
- Role based administration for internal administrative tasks and monitoring and enforcement.
- Central web-based management console and incident repository.
- Summarize the similar incidents, Incident workflow and case management.
- Mechanism to block, quarantine or relocate the channel containing sensitive data.
- Enabling Processes: Develop processes that are required to support the use of the tool/ technology: Admin Guide, Policy creation, Policy Fine Tuning, Incident management, classification, incident response/ reporting.
- The proposed DLP solution should block, quarantine or relocate the channel containing sensitive data.
- Define Key performance indicators (KPI), which are aligned with overall data protection strategy, such as number of data leakage incidents, network coverage, Rules configured, reduction of false positives, Incidents closed within SLAs etc.
- Perform Configuration of Policies.
- Provide assistance to configure the tool with required rules.
- Should man a resident engineer having 2-3 years of DLP experience to assist with routine operations and support continuous improvement of system:
 - ✓ Evaluate the incidents, escalations and responses.
 - ✓ Exclusion of the authorized list in data protection policies based on the responses, feedback and management directives.
 - ✓ Evaluate false positives and false negatives; fine tune the data protection policies to correct the errors.
 - ✓ Review overall feedback and exceptions.
 - ✓ Full documentation of the project is to be included in the deliverables by the successful Vendor.
 - ✓ Configure relevant reports as required

4 PROPOSAL REQUIREMENTS, FORMAT & EVALUATION CRITERIA

The following information must be provided in the proposal:

- a. A brief company profile along with details of:
 - Similar nature of projects completed during last 2 years along with description of service provided and the client names (*where possible*)

- Project/ services provided to TPL Corp Limited, its subsidiaries or its associates in past 5 years (*if any*).
- b. Detailed approach for conducting vulnerability assessment and penetration testing.
- c. High Level Project Plan
- d. Details of deliverable format (*sample report format*)
- e. Pricing for the service
- f. Details of the persons who will be designated to perform the required services (*fieldwork*) which should comprise of the following:
 - Relevant experience, qualification and certifications
 - List of clients on which the designated person performed similar nature of vulnerability assessment and penetration tests during last two (2) years; along with client contact name, email address and a contact phone number.

4.1 PROPOSAL FORMAT

Proposals may be submitted **either** via:

- Email
In Softcopy (*Word or PDF format*) with subject “**TPL Insurance – Data Leakage Prevention**”
Proposals should be sent to furqan.huda@tplcorp.com and Sehrish.mujtaba@tplcorp.com

OR

- Hardcopy: One (1) Original and one (1) copy of original in sealed envelopes clearly marked “**TPL Insurance –Data Leakage Prevention** ”
Proposals should be addressed as follows:

Attention: Mr. Furqan ul Huda & Ms. Sehrish Mujtaba

TPL Insurance Limited

Company Address: Plot 19 B, Sindhi Muslim Cooperative Housing Society Block B Sindhi Muslim CHS (SMCHS), Karachi.

Responses to this RFP are requested to be submitted latest by 20th November 2021 **by 5:00 p.m.**

4.2 CONTACT

The following personnel will be the sole contact for this RFP.

Contact	Email Address
Furqan ul Huda	furqan.huda@tplcorp.com
Sehrish Mujtaba	sehrish.mujtaba@tplcorp.com

Any and all questions relating to the content, timeline, or requirements outlined in this RFP, as well as the associated proposals, should be made via email. TPL Corp Limited will help clarify any issues or questions regarding this RFP. It is the vendor's responsibility to seek this clarification.

Communication with any other TPL Corp Limited, its subsidiaries and/ or its associate's employee or consultant during the RFP period is not permitted, and may result in your company being disqualified from the evaluation process.

4.3 EVALUATION CRITERIA

The following shall form the basis of evaluation criteria:

- a. Best fit technical solution (industry's standards, best practices, benchmarks) with lowest bid price
- b. Qualifications and relevant experience of company as well as of personnel who will perform the fieldwork.

5 CONFIDENTIALITY

This RFP and process of evaluating sourcing opportunities, as well as the timing and content of any correspondence, meeting, discussions, and negotiations between TPL Insurance Limited and the Respondent, will be deemed "Confidential Information".

Respondents must recognize and acknowledge that TPL Corp Limited and its subsidiaries operates in a highly competitive business environment and, for that reason, expects that Respondents will treat all materials and data provided by TPL Corp Limited and its subsidiaries as confidential.