

**Amendments & Clarification to the RFP for Comprehensive IS Audit of Bank's ICT Infrastructure (GeM Bid Ref: GEM/2023/B/3928948 dated 07/09/2023)**

**ADDENDUM-I dated 22/09/2023**

**Amendments to the RFP**

RFP Ref.	Existing Clause	Revised Clause
Para 6 (Pg.9) <b>SCHEDULE [B] GLOSSARY OF TERMS</b>	Selected bidder and the Bank shall be individually referred to as "party" and collectively as "parties". The terms, Successful bidder and the Bank are also referred as Supplier/ Service provider and Purchaser respectively.	Selected bidder and the Bank shall be individually referred to as "party" and collectively as "parties". The terms, Successful bidder and the Bank are also referred as Supplier/Service provider/IS Auditor and Purchaser respectively.
Page 71 para 28 <b>Conditions of Contract</b>	<b>Confidentiality</b>  The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. <b><i>After termination of the contract also the successful bidder / supplier shall not divulge any data/</i></b>	<b>Confidentiality</b>  The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. <b><i>After termination of the contract also the successful bidder / supplier shall not divulge any data/ information collected from the Bank during the project.</i></b>

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RFP Ref.	Existing Clause	Revised Clause
	<p><b><i>information collected from the Bank during the project.</i></b></p> <p>The supplier will have to enter into a Non-Disclosure agreement (Annexure-XII) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.</p> <p>The successful bidder and its employees either during the term or after the expiration of the contract shall not disclose any proprietary or confidential information relating to the project, the services, the contract, or the business or operations without the prior written consent of the Bank.</p> <p>The successful Bidder and its employees shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location. The successful Bidder shall develop procedures and implementation</p>	<p>The supplier will have to enter into a Non-Disclosure agreement (Annexure-XII) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.</p> <p>The successful bidder and its employees either during the term or after the expiration of the contract shall not disclose any proprietary or confidential information relating to the project, the services, the contract, or the business or operations without the prior written consent of the Bank.</p> <p>The successful Bidder and its employees shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location. The successful Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The successful Bidder shall also ensure that all permitted subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location.</p>

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	plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The successful Bidder shall also ensure that all permitted subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the successful Bidder under this contract or existing at any Bank location.	The successful bidder will be permitted to retain all information and documents as may be required for legal purposes, provided that such retained information remains subject to confidentiality obligations for the entire retention period.
Annexure II Self-Declaration / Fair Practices Code Undertaking	Furnished as Annexure II	Annexure II revised and updated in line with RFP terms and the same is attached.

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**Revised ANNEXURE-II**

**Declaration / Fair Practices Code Undertaking**

*(To be submitted on the letter head of the bidder signed by Director/Partner)*

To  
The Deputy General Manager  
Indian Bank  
Head Office, I floor,  
Inspection & Audit Department,  
No.66 Rajaji Salai, Chennai – 600001

Date:

Dear Sir,

**Sub: Request for Proposal for Comprehensive IS Audit of Bank's ICT Infrastructure**

**Ref: Your RFP No. GEM/2023/B/3928948 dated 07/09/2023**

We, hereby declare/undertake as under:

We, \_\_\_\_\_ (The applicant) or our promoters/ directors/ partners or sister / group concerns are not involved in any legal case that may affect our solvency / existence or in any other way affect the applicant's capability to provide / continue the services to the Bank.

We are not not involved in any litigation / arbitration proceeding relating to performance of any contract undertaken by us.

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We have not been blacklisted nor have been technically disqualified on the grounds of non-performance of contract, by any Government Department / Statutory Body / Regulatory Agency / Public Sector Undertaking / Public Sector Bank / Financial Institution in India.

The name of our company/LLP/firm or its promoter/partner etc. is not in the defaulter/barred/caution list published/ displayed at web sites of public/ Autonomous bodies such as RBI/ IBA/ ECGC/SEBI/ICAI, etc.

We further declare and confirm that our company/LLP/firm or its sister concern have not been involved in any unlawful activity as per the laws of the land.

None of the Partners/ Directors of our firm/LLP / company is a member of the Bank's Board.

We/our sister concerns have not undertaken statutory audit of the Bank presently or in the last one year as on 31.03.2023.

We/our sister concerns have not undertaken / presently undertaking any other assignment of the Bank, which will be have potential conflicts of interest with the proposed IS Audit assignment/s of the Bank.

We undertake that, in competing for and, if the award is made to us, in executing the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We confirm that Background Verification of our employees and Documentation Verification for their qualifications / validity of their professional certifications, has been conducted prior to their employment with us. We note to provide documentary evidence of the qualifications or professional certifications obtained by the personnel, as and when required by the Bank.

We note to provide the details of renewed certifications, whenever any professional qualification obtained by the Personnel lapses.

We also note to inform the bank promptly in writing, if any of the Key Personnel involved in the audit of the Bank leave the organisation.

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We confirm that we are having resources possessing sufficient domain and technical knowledge in respect of security audit of banking applications including Core Banking and Mobile Banking applications and latest emerging technologies in BFSI Sector like cloud / containerized environment / virtualization / Software Defined Data Network (SDDN), DevOps and automation techniques, etc.

As and when any assignment is entrusted, we shall ensure that the Security Audit and IS Audit work is got done by qualified Professionals having requisite expertise.

We note to certify that the personnel who are going to conduct the audit are on our rolls and we note to mention the length of their service with us.

We undertake not to deploy any professional, who was in the services of the Bank in the last 36 months prior to the date of accepting any audit assignment from the Bank.

In respect of past Work Experience declared by us, we confirm that the audit assignments have been undertaken by deploying qualified professionals who are permanent employees of our Audit Organization without subcontracting the assignment.

We understand that we are bound by the confidentiality agreement / NDA to be signed by our organization, in case we are empanelled and we shall ensure removal of any data/ information of the bank from our systems / hard discs / mails after the completion of the audit period and provide confirmation immediately after removal of the same. During the period of empanelment, we shall not share any confidential information through personal email IDs / cloud storage.

We undertake to intimate the Bank immediately about any change/development in our organisation relating to the requirements of this RFP, including but not limited to change in constitution, professional certifications and availability of professional resources.



Inspection & Audit Department, Head Office,  
No.66 Rajaji Salai, Chennai 600 001

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**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**

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**Bidders' Queries and Bank's Responses**

SN	Reference	Description	Query details	Bank Response
1	Pg no. 30 Para no A.	VAPT, Application Security Audit & Source Code Review:	Configuration review for all Infrastructure or sampling basis	Reference is invited to RFP clause in para 2.A.c in page 30 regarding conduct of VAPT & Configuration Review of Bank's entire ICT infrastructure on half-yearly basis.
2	Pg no. 30 Para no A.	VAPT, Application Security Audit & Source Code Review:	VAPT-Cloud Containerized servers are included in the list	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work



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SN	Reference	Description	Query details	Bank Response
3	Pg no. 30 Para no 2. Scope of Audit	Under Section 2. Scope of Audit it is mentioned as below: Scope / functional areas to be covered during the contract period have been divided into verticals as under, which will be entrusted on ad-hoc basis, as and when required by the Bank, either in test or in production environment and specific scope of audit for each assignment will be communicated, as and when entrusted.	What is the Contract period here?	The contract period of the RFP is 2 years. (The reported clause is not in the RFP ref: GEM/2023/B/3928948)
4	Pg no. 31 Para no 3. Detailed Scope of Audit	A. VAPT, Application Security Audit & Source Code Review:	Can we simply perform Black Box testing on external applications? And black and gray box assessment for internal applications.	Quarterly VAPT - black box testing; Half yearly VAPT-white box testing with credentials

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SN	Reference	Description	Query details	Bank Response
5	Pg no. 35 Para no 29	(xxix) Review of Red Teaming Exercises conducted during the contract period and action taken on their outcome	Should the bidder perform red teaming?	Reference is invited to RFP clause in para B(xxix) in page 35 of RFP regarding review of red teaming exercise
6	Pg no. 35 Para no 29	(xxix) Review of Red Teaming Exercises conducted during the contract period and action taken on their outcome	The RFP does not define the scope of red teaming.	Reference is invited to RFP clause in para B(xxix) in page 35 of RFP regarding review of red teaming exercise
7	Pg no. 35 Para no 29	(xxix) Review of Red Teaming Exercises conducted during the contract period and action taken on their outcome.	According to point 29, purple teaming is required.	Reference is invited to RFP clause in para B(xxix) in page 35 of RFP regarding review of red teaming exercise

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SN	Reference	Description	Query details	Bank Response
8	Pg no. 30/146 Para no 3	Vulnerability Assessment & Penetration Testing of all public facing web applications and mobile applications, including third party applications, which are interfacing with Bank's internal information, including Bank's website/intranet, on quarterly basis.	We request you to kindly provide understading whether external assessment needs to performed with black box approach.	Quarterly VAPT - black box testing; Half yearly VAPT-white box testing with credentials
9	Pg no. 30/146 Para no 3	Vulnerability Assessment & Penetration Testing of all Applications, including third party applications, [other than those covered in (a) above], on half-yearly basis.	We request you to kindly provide understading whether external assessment needs to performed with black box approach.	Quarterly VAPT - black box testing; Half yearly VAPT-white box testing with credentials

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SN	Reference	Description	Query details	Bank Response
10	Pg no. Clause 1 of Page 29 Para no Overview of Scope	Completeness and effectiveness of the various Policies / procedures / guidelines defined by the Bank from time to time as per guidelines from the regulatory authorities. Compliance to various Policies / procedures / guidelines defined by the Bank from time to time.	We assume that the various Policies / procedures / guidelines will be related to Information Security. Please confirm.	Audit Scope includes Review of Completeness and effectiveness of the various Policies / procedures / guidelines defined by the Bank from time to time as per guidelines from the regulatory authorities, as related to scope of work in RFP. Relevant Policies /circulars of the Bank will be shared with the selected IS Auditor before commencement of audit.
11	Pg no. Clause 1 of Page 29 Para no Overview of Scope	Compliance of all applicable International guidelines / frameworks like COBIT, OWASP, SANS, ISACA, etc. and widely accepted best practices & standards	Kindly confirm the applicable guidelines / frameworks from ISACA for compliance.	As per RFP terms, the Auditors shall give reasonable assurance to the Top Management explicitly in their audit report, with regard to Compliance of all applicable national / International guidelines / frameworks and widely accepted best practices & standards, as applicable to BFSI sector in India.

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SN	Reference	Description	Query details	Bank Response
12	Pg no. Clause 2A of Page 30 Para no VAPT, Application Security Audit & Source Code Review	Type of Testing	Kindly confirm the type of testing (black box or grey box) required for the applications, Hardware/Servers, Databases, Application Programming Interfaces (APIs), Network & Security Devices	Quarterly VAPT - black box testing; Half yearly VAPT-white box testing with credentials
13	Pg no. Clause 2B (b) of Page 30 Para no IT General Security Control / Process audit	Audit of baseline secure configuration policies applied to all IT systems, servers, databases, network devices and security solutions, on annual basis.	Please confirm if only review of the defined baseline secure configuration policy is required or the review of live configuration of the devices are required.	Audit Scope to include Review of live configuration of the devices as documented by the Bank
14	Pg no. Clause 2B (d) of Page 30 Para no IT General Security Control / Process audit	Quality Assurance Audit on the functioning of IS Audit functions of the Bank on annual basis.	What are your expectations from the Quality Assurance Audit?	Review of internal IS Audit functioning in the Bank, review of audit checklists for its adequacy and coverage, etc.

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SN	Reference	Description	Query details	Bank Response
15	Pg no. 31 Para no Scope of Audit-(B)-(g)	Special Audits	Can you please provide us the instances for the special audits. Also we would request you to let us know does special audits cover SWIFT CSP Audit, PCI DSS Audit, DL SAR Audit, etc as well.	Special Audit covers SWIFT CSP AUDIT, DL SAR AUDIT, ETC. Special Audits do not include PCI DSS Audit; As per RFP terms, it is not mandatory that bidder has to be PCI DSS Certified. However, the comprehensive IS Audit should cover the guidelines of PCI DSS as applicable to the Bank.
16	Pg no. 40 Para no 3. d.	Product Audit / Functionality Audit	As we are Cert-In empanelled auditor we are instructed by Cert-In to audit scope related to cyber security piece only, functionality audit is not part of scope for Cert-In auditors.	Reference is invited to RFP clause in para 3(d) in page 40 of RFP regarding Product Audit / Functionality Audit scope
17	Pg no. 29 Para no 2,3 & 10	Circular	Please highlight the circular/guideline/standard is required to perform IS Audit.	Audit Scope includes Review of Completeness and effectiveness of the various Policies / procedures / guidelines defined by the Bank from time to time as per guidelines from the regulatory authorities, as related to scope of work in RFP. Relevant Policies /circulars of the Bank will be shared with the selected IS Auditor before commencement of audit.

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SN	Reference	Description	Query details	Bank Response
18	Pg no. 30 Para no 2	Availability Zones	Kindly share the availability zones count the cloud infra is spread across	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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19	Pg no. 57 Para no 7. Deliverables	(i) The deliverables are as under: In case of VAPT, only licensed tools have to be utilized and each audit report shall include the details of tools utilized, version of the tools, license, etc. along with a declaration /confirmation that the tools used are free from any malicious code & malwares and are updated with latest patches released by the OEM and the latest vulnerabilities notified by Market Intelligence sources. Necessary licenses for tools, required to conduct the Vulnerability Assessment / Penetration Testing / Code Scan / Code Review etc. shall be available with the audit firm.	would the bank provide the audit tools, or should the bidder have to organize them?	Reference is invited to Phase I (a) in page 33 and para 5(i) in page 56, as per which the auditors will be required to use only licensed version of tools, free from any malwares, with prior permission of the Bank, strictly in "non-destructive" mode only. Audit Tools have to be arranged by auditors at their own cost. Prior approval to be obtained from Bank before deployment, by submitting full details of audit tools proposed by the auditors.
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20	Pg no. 57 Para no 7. Deliverables	(i) The deliverables are as under: In case of VAPT, only licensed tools have to be utilized and each audit report shall include the details of tools utilized, version of the tools, license, etc. along with a declaration /confirmation that the tools used are free from any malicious code & malwares and are updated with latest patches released by the OEM and the latest vulnerabilities notified by Market Intelligence sources. Necessary licenses for tools, required to conduct the Vulnerability Assessment / Penetration Testing / Code Scan / Code Review etc. shall be available with the audit firm.	The bank would cover the cost of the audit tools, or would the bidder be responsible?	Reference is invited to Phase I (a) in page 33 and para 5(i) in page 56, as per which the auditors will be required to use only licensed version of tools, free from any malwares, with prior permission of the Bank, strictly in "non-destructive" mode only. Audit Tools have to be arranged by auditors at their own cost. Prior approval to be obtained from Bank before deployment, by submitting full details of audit tools proposed by the auditors.
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SN	Reference	Description	Query details	Bank Response
21	Pg no. 3 Para no 2.A (e)	Source code review of 100 applications as per secure coding practices and as per the requirement of regulatory bodies like RBI CSITE, NPCI, UIDAI, etc (Annually)	Please let us know if there are any tools preferences that CUSTOMER has for carrying out pen test or We are free to propose the best tools	Reference is invited to Phase I (a) in page 33 and para 5(i) in page 56, as per which the auditors will be required to use only licensed version of tools, free from any malwares, with prior permission of the Bank, strictly in "non-destructive" mode only. Audit Tools have to be arranged by auditors at their own cost. Prior approval to be obtained from Bank before deployment, by submitting full details of audit tools proposed by the auditors.
22	Pg no. 30 Para no B	<i>Audit of baseline secure configuration policies</i>	Whether the baseline secure configuration is documented.	Audit Scope to include Review of live configuration of the devices as documented by the Bank

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SN	Reference	Description	Query details	Bank Response
23	Pg no. 3 Para no 2 .A (c)	Vulnerability Assessment, Penetration Testing & Configuration Review of Bank's entire ICT infrastructure including Hardware/Servers, Databases, Operating System, Cloud /Containerised Platform, Application Programming Interfaces (APIs), Network & Security Device (Half Yearly)	Can you let us know what are the current Security Testing standards followed by the customer?	Bank is having Security Operations including Firewalls, end point protection, etc. on par with industry standards. Details will be shared before commencement of audit.
24	Pg no. 3 Para no 2. A (d)	Application Security Audit of all applications running in the Bank, including third party applications (Half Yearly)	What frameworks/languages were used to build the application? How many processes or workflows exist within the application(s), including administration functionality?	The languages presently used by the Bank includes java, c++ and python. Further details will be shared after on boarding of IS auditors.

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25	Pg no. 5 Para no C.1 (A) (vi)	<p>Mobile application assessment should be done by following industry standards and as per the open web application security project (OWASP) methodology including but not limited to the following: Improper Platform Usage, Insecure Data Storage, Insecure Communication, Insecure Authentication, Insufficient Cryptography, Insecure Authorization, Client Code Quality, Code Tampering, Reverse Engineering, Extraneous Functionality and any other attacks, which makes Mobile Applications vulnerable</p>	<p>1. Please describe the targets current state of development, e.g. is the target currently being scoped, designed, developed, in production, etc.? 2. Please let us know the version for Android and IOS which supports the Application 3. Please Let us know the platform to install the latest build or release for Mobile application 4. If this SDK based deployment, please let us know on APK &amp; IPA files integration. 5. For Mobile app testing please let us know the platform supported i.e. iOS, Android &amp; kindly let us know the number of screens, input fields per screen and number of roles present in each mobile app. 6. Please provide few test accounts(Login Credentials) related to different roles 7. Shall we provision with mobile devices for both Android/iOS? 8. Is it permissible to run an automated scan on the application</p>	Mobile testing includes Android and iOS.
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SN	Reference	Description	Query details	Bank Response
26	Pg no. 5 Para no 1 .(A) (ix)	Source Code review to be conducted, as per bank's secure coding practices and industry standards/best practices. Applications to be subjected to Code Review will be selected by the Bank, based on criticality and other Regulatory requirements	1. What is the approximate size of the code base? 2. What programming languages are used? 3. What libraries are used within the code base? 4. If C or C++ is used what type and version of compiler is used? 5. If Java or .NET is used what version is used in build/compilation? 6. What type and version of build tools are used? 7. Does the build use a 'chroot' environment or some other virtual filesystem? 8. Does the application build / compile successfully? 9. How long does it take for the application to build / compile? 10. What type and version of IDE is used? 11. Is there tools in place? Lic / Open source ?	The languages presently used by the Bank includes java, c++ and python. Further details will be shared after onboarding of IS auditors.

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SN	Reference	Description	Query details	Bank Response
27	Pg no. 9 Para no C .(2) (1)	Policy, Procedures, Standard Practices & other regulatory requirements	1. What type of policies and procedures are following currently? 2. Looking for internal & external audit ? 3. Can you provide an example of a particularly challenging audit project you managed? 4. Explain when you had to effectively communicate audit findings to executive management? 5. please explain what you identified a significant internal control weakness during an audit? 6. Which are the most common compliance issues you have faced as a compliance manager?	Audit Scope includes Review of Completeness and effectiveness of the various Policies / procedures / guidelines defined by the Bank from time to time as per guidelines from the regulatory authorities, as related to scope of work in RFP. Relevant Policies /circulars of the Bank will be shared with the selected IS Auditor before commencement of audit.
28	Pg no. Clause 9.1 at Page 23 and Annexure II at Page 91 Para no Declaration sought is not in line with the		We note that the declarations sought in the RFP are not in line with the eligibility criteria. In view of the same, we request you to please align clause 9.1 at Page 23 with Annexure II at Page 91.	Reference is invited to Addendum 1 to RFP

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SN	Reference	Description	Query details	Bank Response
	eligibility criteria			
29	Pg no. Clause 2B g) of Page 31 Para no IT General Security Control / Process audit	At some places in the RFP, the Bank is requesting for Certificate/Report from the bidder.	Kindly confirm if the assessment report alone is sufficient.	In addition to Audit Report, Audit Certificate, if any required for regulatory compliance, has to be submitted by IS Auditor.
30	Pg no. Clause 2B g) of Page 31 Para no IT General Security Control / Process audit	Certificate for compliance of Gopalakrishna Committee Recommendations, Treasury Customer Security Controls Framework (CSCF) Audit, SWIFT comprehensive audit, UIDAI Audit, SEBI audit, NPCI audit, RA Audit	Kindly confirm if the assessment report alone is sufficient.	In addition to Audit Report, Audit Certificate, if any required for regulatory compliance, has to be submitted by IS Auditor.

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SN	Reference	Description	Query details	Bank Response
31	Pg no. 106 Para no ANNEXURE-X	Contract Form (To be submitted on Non - Judicial Stamp Paper)	What would be value of the stamp paper	As applicable at the time of execution in the local jurisdiction of State wherein the Contract will be ececuted. However, in Chennai Tamilnadu Stamp duty of Rs. 100.00 is applicable.
32	Pg no. 109 Para no ANNEXURE-XI	Non-Disclosure Agreement	What would be value of the stamp paper	As applicable at the time of execution in the local jurisdiction of State wherein the Contract will be ececuted. However, in Chennai Tamilnadu Stamp duty of Rs. 100.00 is applicable.
33	Pg no. 113 Para no ANNEXURE- XII	SERVICE LEVEL AGREEMENT	What would be value of the stamp paper	As applicable at the time of execution in the local jurisdiction of State wherein the Contract will be ececuted. However, in Chennai Tamilnadu Stamp duty of Rs. 100.00 is applicable.



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34	Pg no. Additional Clause: Limitation of the Bidder's Liability towards the Purchaser Para no Legal Clauses		The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services	RFP Terms to continue
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SN	Reference	Description	Query details	Bank Response
35	Pg no. Additional Clause: Indemnity Para no Legal Clauses		The Client shall indemnify and hold harmless the GT Entities and GT Bharat LLP for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such GT Entity or GT Bharat LLP	Since Bank will receive services from bidder, the third party claim may come against Bank for the services obtained. Therefore, indemnifying bidder for third party claim is not required.

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36	Pg no. To be added in the Non-solicitation (13.12 NON-SOLICITATION on Page No. 36) Para no Legal Clauses		<p>During the Restricted Period, no Engagement Personnel of either party shall solicit for employment any Engagement Personnel of the other party. "Engagement Personnel" shall be defined as only those personnel of either party who a) are directly involved in the provision of Services under the applicable Statement of Work, or b) are the direct recipients of such Services. The "Restricted Period" shall be defined to include a) the Term of the applicable Statement of Work, b) a period of 12 months after the expiration of such Term, and c) for those Engagement Personnel whose involvement as a direct provider or recipient of Services ends prior to the expiration of the Term, for 12 months after such involvement ends. Provided, that this restriction shall not apply to (i) Engagement Personnel of a party who respond to general advertisements for positions with the other party, (ii)</p>	<p>Reference is invited to RFP clause in para 40.7 in page 78 of RFP regarding solicitation of employees</p>
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			Engagement Personnel of either party who come to the other party on their own initiative without direct or indirect encouragement from the other party's Engagement Personnel, or (iii) generic recruiting activities by non-Engagement Personnel, including direct outreach by recruiters of either party who have sourced the individuals in the ordinary course of recruiting through the use of research, agencies, social media and/or other technology or tools	
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37	Pg no. Additional Clause: Force Majeure Para no Legal Clauses		<p>Force Majeure to facilitate remote working.</p> <p>i. To the extent that the provision of the Services is impacted by a pandemic (including COVID19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services.</p> <p>ii. Where the Bidder Personnel are required to be present at Client's premises, the Bidder will use reasonable efforts to provide the Services on-site at Client side, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent</p> <p>a. any government or similar entity implements restrictions</p>	RFP Terms to continue
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			<p>that may interfere with provision of onsite Services;</p> <p>b. either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or</p> <p>c. an bidder's resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.</p>	
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SN	Reference	Description	Query details	Bank Response
38	Pg no. Additional Clause: Retention of Copies Para no Legal Clauses		<p>Request you to kindly consider the clause as under:</p> <p>The Bidder shall be permitted to retain all information and documents as maybe required for legal or professional regulatory purposes, provided that such retained information remains subject to confidentiality obligations for the entire retention period.</p>	Reference is invited to Addendum 1 to RFP
39	Pg no. Additional Clause: Non- Exclusivity Para no Legal Clauses		<p>Request you to kindly consider the clause as under:</p> <p>It is agreed that the services are being rendered on a non-exclusive basis and the Bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.</p>	RFP Terms to continue

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40	Pg no. Additional Clause: Termination Para no Legal Clauses		<p>Request you to kindly consider the clause as under:</p> <p>1. In the event of termination of this Contract due to any cause whatsoever, the Contract with stand cancelled effective from the date of termination of this Contract</p> <p>2. In case of exigency, if the Purchaser gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the Consultant</p> <p>3. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the Consultant or due to the fact that the survival of the consultant as an independent corporate entity is threatened/ has ceased, or for any other reason, whatsoever, the Purchaser through re-determination of the consideration payable to the consultant as agreed mutually by the Purchaser and the consultant may pay the</p>	RFP Terms to continue
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			<p>consultant for that part of the Services which have been authorized by the Purchaser and performed by the consultant up to the date of termination. Without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the consultant as may be required to offset any losses caused to the Purchaser as a result of any act/ omissions of the consultant. In case of any loss or damage due to default on the part of the consultant in performing any of its obligations with regard to executing the Scope of Work under this Contract, the consultant shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser. Additionally, other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the Bidder as</p>	
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			<p>described above in order to execute an effective transition and to maintain business continuity.</p> <p>4.Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder, and pursue such other rights and/ or remedies that may be available to the Purchaser under law</p> <p>5.The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination</p>	
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41	Pg no. Additional Clause: Confidentiality Para no Legal Clauses		"Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These	RFP Terms to continue
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			obligations shall be valid for a period of 3 years from the date of termination of this Agreement."	
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SN	Reference	Description	Query details	Bank Response
42	Pg no. Additional Clause: Intellectual Property Rights Para no Legal Clauses		<p>The bidder may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that the bidder owns in performing the Services. Notwithstanding the delivery of any Reports, the bidder retains all intellectual</p> <p>property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that the bidder compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.</p>	RFP Terms to continue

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43	Pg no. Clause 14 at Page 64 Para no Limitation of Liability	<p>There are following exceptions to the limitation of liability -</p> <p>A.IP Infringement indemnity B. Bodily injury (including death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor</p>	Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	RFP Terms to continue
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44	Pg no. Annexure XI Para no Confidentiality Obligations	Parties to whom information can be disclosed is not documented	<p>Client is requested to consider that we may have to disclose information for successful accomplishment of work and for regulatory and internal compliance purposes. However, to the extent legally permissible, we will ensure that even if the information is disclosed to any third party, such parties maintain confidentiality of such information. Client is therefore requested to kindly include the following clause:</p> <p><i>"Consultant may disclose confidential information: (a) to its employees, directors, officers and subcontractors, on a need to know basis, as required for performance of services, provided such employees, directors, officers and subcontractors are bound by confidentiality obligations; (b) where required by applicable law or regulation or for regulatory and compliance (both internal and external) purposes."</i></p>	Reference is invited to Addendum 1 to RFP
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SN	Reference	Description	Query details	Bank Response
45	Pg no. Annexure XI Clause 4 Para no Confidentiality Obligations	Obligations to survive for perpetuity from the date of expiry or termination of contract	We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.	RFP Terms to continue
46	Pg no. Annexure XI Clause 2(ii) at Page 110 Para no Confidentiality Obligations	Obligation to return all confidential information / destroy all confidential and no right to retain a copy. After termination of the contract also the successful bidder / supplier shall not divulge any data/ information collected from the Bank during the project	We request client to allow us to retain our working papers and a copy of confidential information for our records and any future reference or audit requirements, subject to confidentiality obligations under this Agreement.	Reference is invited to Addendum 1 to RFP



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SN	Reference	Description	Query details	Bank Response
47	Pg no. Annexure XI Para no Confidentiality Obligations	No right to disclose client name or project for citation / reference purposes. The successful Bidder and its employees shall not publish or disclose in any manner, without the Bank's prior written consent	Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request client to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	RFP Terms to continue

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48	Pg no. Clause 14(a) at Page 65, Clause 17 at Page 66 Para no Indemnity	Indemnities for IPR infringement claims without exceptions	<p>We request client to include the following exceptions and procedure as these are industry standards and reasonable. They are also mentioned in the MeitY guidelines.</p> <p><i>"1. Notwithstanding anything contained in this agreement, if the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against Indemnified Party.</i></p> <p><i>2. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by: a) Indemnified Party's misuse or modification of the Service; b) Indemnified Party's failure to</i></p>	RFP Terms to continue
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			<p><i>use corrections or enhancements made available by the Indemnifying Party; c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either: i. Procure the right for Indemnified Party to continue using it; ii. Replace it with a non-infringing equivalent; iii. Modify it to make it non-infringing.</i></p> <p><i>3. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement."</i></p>	
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SN	Reference	Description	Query details	Bank Response
49	Pg no. Annexure XI Clause 12 Para no Indemnity	Indemnity for Breach of Confidentiality Obligations	We request you to at least make them subject to overall cumulative liability cap of total contract value and subject to final determination of court/arbitrator	RFP Terms to continue
50	Pg no. No clause in RFP. Please include in pre-bid. Para no Indemnity	Indemnities not subject to final determination by court/arbitrator	We agree to indemnify to the extent the damages/losses are finally determined by a competent court or arbitration. Please make indemnities subject to final determination by court/arbitrator. This is also the industry standard and prescribed by MeitY in its guidelines.	RFP Terms to continue

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51	Pg no. No clause in RFP. Please include in pre-bid. Para no Indemnity	No process for indemnity	The indemnities set out in this agreement shall be subject to the following conditions: (i) the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise; (ii) the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense; (iii) if the Indemnifying Party does not assume full control over the Defense of a claim as provided in this clause, the Indemnified Party may participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to	RFP Terms to continue
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			<p>defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in losses; (iv) the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party; (v) all settlements of claims subject to indemnification under this Clause will: a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement; (vi) the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs</p>	
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			<p>(if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings; (vii) the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings; (viii) in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this clause, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and (ix) if a Party makes a claim under the indemnity set out under Clause above in respect of any particular loss or losses, then that Party shall not be entitled to make any further claim in respect of that loss or losses (including any claim for damages).</p>	
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SN	Reference	Description	Query details	Bank Response
52	Pg no. No clause in RFP. Please include in pre-bid. Para no Termination	We do not have any right to terminate	To uphold the principles of natural justice and to bring parity in the contract, we request client to give us the right to terminate the contract in case client breaches any of its material obligations under the contract, provided a notice for such breach is given to client along with a rectification period of 30 days.	RFP Terms to continue
53	Pg no. Clause 8 at Page 145 Para no Cancellation	Cancellation / Recission of Contract.f. Once the penalty crosses 10% of the contract price, the Bank reserves the right to cancel the contract or take any other suitable penal action as deemed fit.	Cancellation / Rescission means voiding the contract and making the contract ineffective from its inception, thereby restoring the parties to the positions they would have occupied if no contract had ever been formed. In this scenario, bidder may be deprived of any payment and refund of all payments made already may be sought. Request deletion of this clause	RFP Terms to continue



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SN	Reference	Description	Query details	Bank Response
54	Pg no. Clause 26 at Page 70 Para no Risk Purchase. In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar	Risk purchase	Request client to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm that client will use government procurement norms (including price discovery) for procurement of such services from third parties.	RFP Terms to continue

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SN	Reference	Description	Query details	Bank Response
	Goods or Services			

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SN	Reference	Description	Query details	Bank Response
55	Pg no. Point 8 at Page 26 Para no Conflict of interest	Several conflict of interest related obligations on us and there are certain declaration requirements	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	RFP Terms to continue
56	Pg no. Clause 8 at Page 145, Clause 11 at Page 63 Para no Liquidated damages	LDs capped at 10%.	We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	RFP Terms to continue

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SN	Reference	Description	Query details	Bank Response
57	Pg no. Clause 8 at Page 145, Clause 11 at Page 63 Para no Liquidated damages	Not limited to solely our fault	We understand that we would be liable to pay liquidated damages to the extent corresponding breach is solely attributable to us. Kindly confirm.	Reference is invited to RFP clause in para 11 in page 63 regarding Liquidated damages, which is for breach related to supplier.

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58	Pg no. No clause in RFP. Para no IPR	No protection to our pre-existing IPRs	<p>There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by MeitY in its guidelines.</p> <p><i>"Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if</i></p>	RFP Terms to continue
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			<p><i>such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations."</i></p>	
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SN	Reference	Description	Query details	Bank Response
59	Pg no. Clause 22 at Page 82 Para no Insurance	Wide insurance procurement obligations	We wish to clarify that we maintain insurances, at the firm level, which are required to be maintained by us as per the provision of laws. Separate insurances for this project may not be required in light of such firm level insurance. We can provide you with a confirmation about our firm level insurance and that to the extent required by law, this project will also be covered under that insurance. We hope that should suffice. Please confirm.	Reference is invited to RFP clause in para 9 in page 63 of RFP regarding solicitation of employees
60	Pg no. Annexure VII Clause 4 Para no Survival obligations	Obligations to survive for more than a year post expiry or termination of contract	We request that any obligation arising under the agreement shall survive for a period of 12 months, post termination/expiry of the Contract	RFP Terms to continue

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SN	Reference	Description	Query details	Bank Response
61	Pg no. No clause in RFP. Para no No third party disclaimer	There is no restriction on the usage of deliverable. No third party disclaimers.	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	RFP Terms to continue



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62	Pg no. No clause in RFP. Para no Acceptance	No acceptance criteria	<p>If the project is to be completed on time, it would require binding both parties with timelines to fulfil their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by MeitY in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause:</p> <p><i>"Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within</i></p>	RFP Terms to continue
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			<p><i>the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted."</i></p>	
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**Amendments & Clarification to the RFP for Comprehensive IS Audit of Bank's ICT Infrastructure (GeM Bid Ref: GEM/2023/B/3928948 dated 07/09/2023)**

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SN	Reference	Description	Query details	Bank Response
63	Pg no. 106 Para no Annexure -X	Annexure X- Contract form	Is the bidder expected to submit this during the bid submission or this is applicable only to the bidder who will be awarded the contract?	Reference is invited to para 21 in page 67 of RFP as per which Contract is to be executed by successful bidder after issue of work order
64	Pg no. 23 Para no 9.1	Eligibility Criteria	Information of Client Reference in regards to client name and etc	Information to be furnished as sought in Annexure VI for technical evaluation. List of branches of the client need not be furnished if the same is available in public domain.
65	Pg no. 24 Para no 5	Eligibility Criteria: In the last three years as on the date of RFP, the Applicant must have carried out minimum three audit assignments covering both IS Audit and VAPT, of which atleast one assignment pertains to Scheduled Commercial Bank having minimum of 3000 branches.	Should the work order/PO listing the 3000 branches be displayed, or would the bank name be sufficient?	Information to be furnished as sought in Annexure VI for technical evaluation. List of branches of the client need not be furnished if the same is available in public domain.

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SN	Reference	Description	Query details	Bank Response
66	Pg no. 24 Para no 5	Eligibility Criteria: In the last three years as on the date of RFP, the Applicant must have carried out minimum three audit assignments covering both IS Audit and VAPT, of which atleast one assignment pertains to Scheduled Commercial Bank having minimum of 3000 branches.	Will PO/Work Orders from sources besides banks be accepted? i.e. PO pertaining to an NBFC, another government agency, or a PSU	Reference is invited to Eligibility Criteria SI.No.5 in RFP regarding work experience
67	Pg no. 35 Para no 4. Detailed Scope of Audit for all locations/audits to the extent as applicable	1. Policy, Procedures, Standard Practices & other regulatory requirements: 1.4 CERT-In, PCI-DSS, NPCI and DSCI Guidelines.	If the Vendor is not PCI DSS Certified can that part of the audit be sub-contracted?	Special Audit covers SWIFT CSP AUDIT, DL SAR AUDIT, ETC. Special Audits do not include PCI DSS Audit; As per RFP terms, it is not mandatory that bidder has to be PCI DSS Certified. However, the comprehensive IS Audit should cover the guidelines of PCI DSS as applicable to the Bank.

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SN	Reference	Description	Query details	Bank Response
68	Pg no. General Para no Resources	Resources	Please confirm if there are any minimum number and experience/certifications for the resources to be deployed.	Reference is invited to Eligibility Criteria SI.No.6 in RFP regarding deployment of resources for conduct of audit
69	Pg no. 25 Para no Eligibility Criteria Point - 5	In the last three years as on the date of RFP, the Applicant must have carried out minimum three audit assignments covering both IS Audit and VAPT, of which atleast one assignment pertains to Scheduled Commercial Bank having minimum of 3000 branches.	We have performed Various audit audit under the gamet of IS audit such as PCI DSS, audits, VAPT, audit as per RBI, IRDA, SEBI, etc for various customers, kindly accept the mentioned work experience as the eligibility requirements.	Reference is invited to Eligibility Criteria SI.No.5 in RFP regarding work experience

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SN	Reference	Description	Query details	Bank Response
70	Pg no. 25 Para no Eligibility Criteria Point - 6	permanent office and/or permanent officials in Chennai.	We would request the bank to wave of this requirement as we are completely capable of delivering the project onsite/offsite by deploying resources for audit purposes. We have in past and presently serving customers from Chennai, Mumbai, Bangalore, etc by providing the necessary manpower required for project delivery.	RFP Terms to continue
71	Pg no. 24 Para no 5	In the last three years as on the date of RFP, the Applicant must have carried out minimum three audit assignments covering both IS Audit and VAPT, of which atleast one assignment pertains to Scheduled Commercial Bank having minimum of 3000 branches.	Request you to change to the below  In the last three years as on the date of RFP, the Applicant must have carried out minimum three audit assignments covering IS Audit and/or VAPT, of which atleast one assignment pertains to Scheduled Commercial Bank having minimum of 3000 branches.	RFP Terms to continue

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72	Pg no. 63/146 Para no 4	<p>The successful bidder may be required to take adequate insurance cover against all kinds of risks including fidelity clause for the loss arising from acts of omission/ commission/ dishonesty of its employees and / or agents and would be required to keep the insurance policy alive at all times during the currency of the agreement. Bidder should have cyber insurance policy to cover first party and third-party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization fails. The coverages established by the cyber insurance shall cover property, theft and network level security.</p>	<p>We request you to kindly clarify on cyber insurance policy to cover first party and third-party liability coverage to organisation when cyber risk materializes and / or cyber security controls at organization fails.</p>	<p>Reference is invited to para 9 in page 63 of the RFP regarding insurance requirements</p>
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73	Pg no. 30 Para no 2. Scope of Audit A	A. VAPT, Application Security Audit & Source Code Review:	<p>1. Count of Vulnerability Assessment &amp; Penetration Testing of all public facing web applications and mobile applications, including third party applications, which are interfacing with Bank's internal information, including Bank's website/intranet which should be done quarterly basis is required</p> <p>2. Count of Vulnerability Assessment &amp; Penetration Testing of all Applications, including third party applications, [other than those covered in (a) above], which should be done on half-yearly basis is required</p> <p>3. Mobile application are developed on which platform (ios/Android)</p> <p>4. Mobile application developed on each platform is considered as 1 app, kindly confirm.</p> <p>5. Total number of methods used in API</p> <p>6. Do we have to perform grey box Testing(With credentials) for Web</p>	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
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			<p>application(External/Internal)</p> <p>7. Source code: Total Line of code for each application</p> <p>8. Size of Application is required: 0-150 input fields: Small 150-500 input fields: Medium 500 above input fields : Large</p> <p>9. Mobile Application: Total Number of screens required.</p> <p>10. Total Number of locations to be covered in Network Architecture</p> <p>11. Are All devices accessible from 1 centralized location.</p> <p>12. Location of Audit</p>	
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SN	Reference	Description	Query details	Bank Response
74	Pg no. 30 Para no A	IT General Security Control / Process audit on annual basis of	What would be the location for the IT General Security Control / Process audit.	Reference is invited to para B under Scope of Audit in page 30 of the RFP. Further details will be shared with the successful bidder before commencement of work.
75	Pg no. 35 Para no xxxii	<i>Audit should cover · DC, NDR and DR of the Bank as well as of the vendor, wherever applicable.</i>	What is the location of Data Centre, DR Site and NDR Site.	Data Centre, NDR and DR site are located in Chennai and Mumbai.
76	Pg no. 35 Para no xxiv	<i>IS Audit of minimum 10 CBS branches</i>	what would be the location of Branches for the audit.	Name and location details of Branches, on Pan-India basis, will be intimated before commencement of audit.
77	Pg no. 35 Para no xxv	<i>I S Audit and Process Audit of Third party IT environments / service providers</i>	What is the total count of the vendor and their locations are also required.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
78	Pg no. 36 Para no xxxv	<i>Two days intensive training to Indian Bank Inspection (Audit) Team</i>	What is the total count of the Participants and number session. Whether the training can be conducted online. In case of training at Bank's premises, what would be the location of training.	Two days' training sessions to be conducted annually (twice during the contract period of 2 years) as per the terms of RFP in online mode/offline in Chennai, as mutually agreed based on session content.
79	Pg no. 124 Para no 3. d.	<i>Product Audit / Functionality Audit</i>	How many application are to be covered under the product/functionality audit.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
80	Pg no. 30 Para no 2.A.e.	Source code review of 100 applications as per secure coding practices and as per the requirement of regulatory bodies like RBI CSITE, NPCI, UIDAI, etc. on annual basis.	How many Source Code reviews will be Onsite and Offsite	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
81	Pg no. 116 Para no 3.B	IT General Security Control / Process audit	Total No. of Locations for Audit of DC/DR/NDR Branch Offices	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
82	Pg no. 30 Para no A.	VAPT, Application Security Audit & Source Code Review:	VAPT activities, what all will be Onsite and Offsite	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.

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83	Pg no. 25 Para no 6	<p>The applicant should have Ø permanent office and/or permanent officials in Chennai. Ø willingness to depute competent resources at Bank's Head Office in Chennai continuously for conduct of audit at short notice. Ø capability and willingness to deploy competent resources to carry out assignments entrusted by the bank in Chennai, Mumbai and/or any other location, as specified by the Bank, at short notice and to ensure timely completion of the assignments, at their cost.</p>	<p>Can the bidder open an office in Chennai after receiving the PO/work order from Indian Bank? Or Should it be opened before the tender is submitted?</p>	<p>Reference is invited to Eligibility Criteria SI.No.6 in RFP regarding deployment of resources for conduct of audit</p>
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84	Pg no. 25 Para no 6	<p>The applicant should have Ø permanent office and/or permanent officials in Chennai. Ø willingness to depute competent resources at Bank's Head Office in Chennai continuously for conduct of audit at short notice. Ø capability and willingness to deploy competent resources to carry out assignments entrusted by the bank in Chennai, Mumbai and/or any other location, as specified by the Bank, at short notice and to ensure timely completion of the assignments, at their cost.</p>	<p>Is it necessary to have an office in Chennai if the bidder has offices in Bangalore and Mumbai from which personnel may be deployed within 10 days?</p>	<p>Reference is invited to Eligibility Criteria SI.No.6 in RFP regarding deployment of resources for conduct of audit</p>
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SN	Reference	Description	Query details	Bank Response
85	Pg no. 31 Para no 3. Detailed Scope of Audit	Under Section 3. Detailed Scope of Audit it is mentioned as below: IT General Security Control / Process audit should cover · DC, NDR and DR of the Bank as well as of the vendor, wherever applicable.	How many third party IT environments here?	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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86	Pg no. 29 Para no SECTION – III	<p>Broad Scope of Work: IS Audit shall cover the entire gamut of computerized functioning including core banking, e-Delivery Channels, robustness of different functions, such as application systems and subsystems, architecture, infrastructure, network, Logical access control, input, processing and output controls, procedures, data integrity/efficiency, Change Management and effectiveness in implementation of Bank's IS Security Policy &amp; Procedures. This shall include any other new addition/upgradation in hardware, software, business applications, new deliverables, change in architecture/ Migration during the contract period at Data Centre, DR site, Near-DR, Head Office &amp; Corporate Office Departments and other specialised offices of the Bank.</p>	Total Count of Count of Application systems?	<p>Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work</p>
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SN	Reference	Description	Query details	Bank Response
87	Pg no. 30 Para no 2. Scope of Audit	A. VAPT, Application Security Audit & Source Code Review:	Please provide the appication byfercation for Small    Medium    Large.(Quantity of Applications)	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
88	Pg no. 30 Para no 2. Scope of Audit	A. VAPT, Application Security Audit & Source Code Review:	Total number of Android Application ?	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
89	Pg no. 30 Para no 2. Scope of Audit	A. VAPT, Application Security Audit & Source Code Review:	Total Number of IOS applications?	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
90	Pg no. 35 Para no B. IT General Security Control / Process audit	Under Section 3. Detailed Scope of Audit it is mentioned as below: IT General Security Control / Process audit should cover · DC, NDR and DR of the Bank as well as of the vendor, wherever applicable.	Total Number of Vendors?	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
91	Pg no. 30 Para no 2. Scope of Audit	A. VAPT, Application Security Audit & Source Code Review:	Kindly provide the byfercation for each application's lines of code.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
92	Pg no. 36 Para no C. Compliance Audit & Training	<p>(i) Every audit should be followed by compliance audit to verify and confirm the compliance status reported by the Bank. The non-compliances to be reported with respective remarks from the Bank, Auditor's comments with reasons for disagreements, if any and PoCs.</p> <p>(ii) Compliance Audit Report to be submitted as per the specified periodicity, along with updation of 'Vulnerability Tracker' for each application/server</p>	Could you please indicate the total number of staff who are available for training?	Two days' training sessions to be conducted annually (twice during the contract period of 2 years) as per the terms of RFP in online mode/offline in Chennai, as mutually agreed based on session content.

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SN	Reference	Description	Query details	Bank Response
93	Pg no. 30/146 Para no 3	Vulnerability Assessment, Penetration Testing & Configuration Review of Bank's entire ICT infrastructure including Hardware/Servers, Databases, Operating System, Cloud / Containerised Platform, Application Programming Interfaces (APIs), Network & Security Devices, on half-yearly basis. Vulnerability Scanning to be performed in authenticated mode with remote scanners that are given administrative rights on the system being tested	We request you to confirm whether all assets are to be covered in half yearly cycle.	Reference is invited to RFP clause in para 2.A.c in page 30 regarding conduct of VAPT & Configuration Review of Bank's entire ICT infrastructure on half-yearly basis.

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SN	Reference	Description	Query details	Bank Response
94	Pg no. 30/146 Para no 3	Application Security Audit of all applications running in the Bank, including third party applications, on annual basis.	We request you to provide the complexity / size of each application	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
95	Pg no. 30/146 Para no 3	Source code review of 100 applications as per secure coding practices and as per the requirement of regulatory bodies like RBI CSITE, NPCI, UIDAI, etc. on annual basis.	<ul style="list-style-type: none"> <li>• We understand total 100 application source code review has to be done once in a year. Please confirm</li> <li>• Please provide approximate line of code in each app</li> <li>• Please provide the programming languages</li> </ul>	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
96	Pg no. 30/146 Para no 4	Data Centre, DR site, NDR site, all Departments/Offices in Chennai and other places, where IT application / IT infrastructure is installed or to be installed by the Bank from time to time.	<p>We request you to kindly provide number required where IT application / IT infrastructure is installed</p> <p>We request you to kindly provide the number (approx) required where IT application / IT infrastructure is to be installed by the Bank from time to time</p>	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
97	Pg no. 30/146 Para no 4	Premises/activities of all third party/service providers (outsourced activities)	We request you to kindly provide details of outsourced activities.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
98	Pg no. 30/146 Para no 4	Minimum of one Specialized branch under each category (like Service Branch, Overseas Branch, MSME, Ind-Retail Branch, SAM Verticals, FXCPC, RAPC, MAPC, CAPC etc.)	We request you to kindly provide exact number	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
99	Pg no. 30/146 Para no 4	Minimum 10 CBS branches along with onsite and offsite ATMs / Bunch Note Acceptors (BNAs) / Business Correspondents.	We request you to kindly provide exact number	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
100	Pg no. 30/146 Para no 4	Audit of baseline secure configuration policies applied to all IT systems, servers, databases, network devices and security solutions, on annual basis.	We request you to kindly provide exact number	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
101	Pg no. 25/146 Para no 6	<p>The applicant should have            Ø permanent office and/or permanent officials in Chennai.            Ø willingness to depute competent resources at Bank's Head Office in Chennai continuously for conduct of audit at short notice.            Ø capability and willingness to deploy competent resources to carry out assignments entrusted by the bank in Chennai, Mumbai and/or any other location, as specified by the Bank, at short notice and to ensure timely completion of the assignments, at their cost.</p>	<p>Against the third point, we request you to kindly clarify if the travel to locations other than Chennai and Mumbai will be frequent. Also, please share the list of locations for better clarity on the requirement</p>	<p>VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.</p>



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SN	Reference	Description	Query details	Bank Response
102	Pg no. Clause 2B (i) of Page 30 Para no IT General Security Control / Process audit	IT General Security Control / Process audit on annual basis of Data Centre, DR site, NDR site, all Departments/Offices in Chennai and other places.	Kindly confirm the locations of various offices such as DC site, DR site, NDR site etc. Also please confirm the other places as stated in the clause. We assume that the all the operations/ services are centrally managed from Head Office. Please confirm.	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.
103	Pg no. Clause 9.1 (6) of page 25 Para no Onsite Visit	capability and willingness to deploy competent resources to carry out assignments entrusted by the bank in Chennai, Mumbai and/or any other location, as specified by the Bank,	Kindly confirm the other locations where onsite visit/presence may be required during the engagement.	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.

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SN	Reference	Description	Query details	Bank Response
104	Pg no. Clause 2A of Page 30 Para no VAPT, Application Security Audit & Source Code Review	Resources	Please confirm if the VAPT activities can be performed remotely.	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.
105	Pg no. Clause 2B (a) of Page 30 Para no IT General Security Control / Process audit	Premises/activities of all third party/service providers (outsourced activities)	Please confirm if onsite visit is required to the third party/service providers.	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.

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SN	Reference	Description	Query details	Bank Response
106	Pg no. Clause 2B (a) of Page 30 Para no IT General Security Control / Process audit	Minimum of one Specialized branch under each category (like Service Branch, Overseas Branch, MSME, Ind-Retail Branch, SAM Verticals, FXCPC, RAPC, MAPC, CAPC etc.) Minimum 10 CBS branches along with onsite and offsite ATMs / Bunch Note Accepters (BNAs) / Business Correspondents.	Please confirm if onsite visit is required to the Specialized branches, CBS branches, ATMs etc.	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.
107	Pg no. Clause 2B (i) of Page 30 Para no IT General Security Control / Process audit	Two days intensive training to Indian Bank Inspection / Audit / Security Team.	We assume that this is an one time activity during the engagement .Please confirm	Two days' training sessions to be conducted annually (twice during the contract period of 2 years) as per the terms of RFP in online mode/offline in Chennai, as mutually agreed based on session content.

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SN	Reference	Description	Query details	Bank Response
108	Pg no. Clause 5 of Page 55 Para no Indicative count of applications, servers, etc. of the Bank	The count of Bank's IT setups is given as 50 to 60.	Please confirm what is meant by 'Bank's IT setups' here?	Data Centres, Departments, Offices in Chennai and other places, where IT application / IT infrastructure is installed or to be installed by the Bank from time to time, including sample branches as per the Scope of Audit in RFP.
109	Pg no. General Para no Resources	Resources	We assume that the resources will be deployed onsite as loaned resources. Please confirm.	Reference is invited to Eligibility Criteria SI.No.6 in RFP regarding deployment of resources for conduct of audit

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SN	Reference	Description	Query details	Bank Response
110	Pg no. 3 Para no 2 .A (a & b)	Vulnerability Assessment & Penetration Testing of all public facing web applications and mobile applications, including third party applications (Quarterly & Half Yearly)	1. Please provide application count along with inventory (Production,QA and DEV..etc..)? 2. An application level diagram which includes trust boundaries, data flow, and entry points for the system and any application level communication to other components or application be provided? If so, please attach to response. 3. Will on-site testing be required? If so, please provide location(s).If remote testing is not possible on-site testing will be required.	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.
111	Pg no. 34 Para no (xxi)	IS Audit of all products launched on Digital Platform.	Please provide approx no. of Digital products expected here	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
112	Pg no. 55 Para no 5	Indicative count of applications, servers, etc. of the Bank	For Web Application Security Testing, to avoid any confusions if we can please define approximate size of the application, Then are bidders we would be in a much better position to provide much accurate pricing. We recommend that we can define 3 sets of application on the basis of their size (No. of Dynamic Pages) as Small Applications, Medium applications and Large Applications.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
113	Pg no. 55 Para no 5	Indicative count of applications, servers, etc. of the Bank	For Mobile Application Security Testing, to avoid any confusions if we can please define approximate size of the application, Then are bidders we would be in a much better position to provide much accurate pricing. We recommend that we can define 3 sets of application on the basis of their size (No. of Screens for Mobile Application) as Small Applications, Medium applications and Large Applications.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
114	Pg no. 55 Para no 5	Indicative count of applications, servers, etc. of the Bank	For Mobile Application Security Testing, to avoid any confusions if we can please define approximate size of the application, Then are bidders we would be in a much better position to provide much accurate pricing. We recommend that we can define 3 sets of application on the basis of their size (No. of Screens for Mobile Application) as Small Applications, Medium applications and Large Applications.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work



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SN	Reference	Description	Query details	Bank Response
115	Pg no. 55 Para no 5	Indicative count of applications, servers, etc. of the Bank	For Source Code Review, to avoid any confusions if we can please define approximate size of the application, Then as bidder we would be in a much better position to provide much accurate pricing. We recommend that we can define 3 sets of application on the basis of their size (No. of Approx LOC - Line Of codes) as Small Applications, Medium applications and Large Applications.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
116	Pg no. 30 Para no B. A>2	Premises/activities of all third party/service providers (outsourced activities)	<p>1. What is the scope of this activity?? is the vendor expected to conduct review of SLA and contracts or is it an on-site activity??</p> <p>2. What is the number of vendors that will be in scope for this activity?</p>	Reference is invited to Para XXV in Page 35 of RFP regarding scope of IS Audit for outsourced activities.

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SN	Reference	Description	Query details	Bank Response
117	Pg no. 40 Para no 3.d	Product Audit / Functionality Audit	How many applications to be considered in scope for this activity	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
118	Pg no. 29 Para no 2,3 & 4	Locations count	Please highlight count of locations in scope(ex: Corporate Office, DR Sites, Datacenters, etc.).	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
119	Pg no. 29 Para no 2,3 & 5	Asset Count	Please highlight count of Applications in scope	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
120	Pg no. 29 Para no 2,3 & 6	Asset Count	Please highlight count of Network Devices in scope	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
121	Pg no. 29 Para no 2,3 & 7	Asset Count	Please highlight count of Servers in scope	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
122	Pg no. 29 Para no 2,3 & 8	Department	Please highlight the number of departments in scope	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
123	Pg no. 29 Para no 2,3 & 9	People	Please highlight the number of people in scope	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
124	Pg no. 30 Para no 2	Application Penetration Testing	<p>In a scope we understand that there are certain count of Apps for App PT activity. kindly confirm, on the total count of Apps for App PT activity and Kindly share the number of small*, medium** and large*** application within the scope of Application Penetration testing (including both mobile(Android &amp; IOS) and web applications)</p> <p>* Application with less than 40 pages/menus</p> <p>**Application with 40-80 pages/menus</p> <p>***Application with more than 80 pages/menus</p>	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
125	Pg no. 30 Para no 2	Internal VAPT	In a scope we understand that there are certain count of IPs, kindly help us with bifurcation of IPs. Kindly share the total count of Internal IPs for Internal VAPT activity.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
126	Pg no. 30 Para no 2	External VAPT	In a scope we understand that there are certain count of IPs, kindly help us with bifurcation of IPs. Kindly share the total count of External IPs for External VAPT activity.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
127	Pg no. 30 Para no 2	API testing	Please highlight the requirement for API testing activity. If yes, please confirm on the total count of API calls for each API Domain/Service.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
128	Pg no. 30 Para no 2	Delivery mode	Please advice on the delivery mode of project (Remote or Onsite)	VAPT, Source code Review, Application Security Audit, IT General Security Controls Audit have to be performed onsite. Major part of the scope of other work as required in RFP is based in Chennai. However, as Bank is having Pan India presence, some of the Audit components have to be carried out in Mumbai and other locations as well. Further details will be provided before commencement of audit.
129	Pg no. 30 Para no 2	Accounts	Kindly confirm, on the count of Accounts (AWS or Azure)	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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SN	Reference	Description	Query details	Bank Response
130	Pg no. 30 Para no 2	Virtual Servers/Instances	Kindly share the number of Virtual Servers/Instance in the scope of assessment.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
131	Pg no. 30 Para no 2	Network Devices	Kindly share the number of Network Devices in the scope of Assessment, network devices can be of the following: •ALB •ELB •LB •WAF •NSG & etc.	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work
132	Pg no. 30 Para no 2	Databases	Kindly share the number of Databases in the scope of Assessment, Databases can be of the following: • MySQL •Relational Database •If any other type of Database used, kindly specify	Reference is invited to para 2 in page 30 for scope of audit and RFP clause in para 5 in page 55 of RFP for indicative count which includes servers in cloud/containerised environment. Further details will be shared with the successful bidder before commencement of work

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133	Pg no. 22 Para no 7	<p>Bid Security (Earnest Money Deposit) The Bidder should submit at the time of online submission of Bid, as part of its bid, a bid security / EMD in the form of DD/ Fund transfer/ Bank Guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents (Annexure-XV) for a sum of Rs 2,00,000/- (Rupees Two lakhs only) valid for 165 days (One hundred and Sixty Five days) from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders.</p>	MSME certificate Attached	<p>Reference is invited to para 7 in page 17 of RFP, as per which Bank will provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. However, the bidder must be the Service provider of the offered Service to avail benefits of MSEs. The bidders to submit the relevant proof of MSE along with declaration for claiming MSE Benefits. As per the above clause, MSEs are exempted from payment/submission of cost of RFP and Bid Security.</p>
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134	Pg no. Para no 7	<p>Cost of Bid Document Cost of Bid Document amounting to Rs.5,000/- (Rupees Five thousand only) is to submitted along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai, if not participated in the pre-bid meeting, or through electronic transfer as detailed in point no. 8 of schedule [A]. MSE/ NSIC registered bidders are exempted from submitting the bid cost. Such bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per Annexure – VI duly signed by company secretary/ Director of the concerned enterprise. However, the bidder must be the Service provider of the offered Service to avail benefits of MSEs.</p>	MSME certificate Attached	<p>Reference is invited to para 7 in page 17 of RFP, as per which Bank will provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. However, the bidder must be the Service provider of the offered Service to avail benefits of MSEs. The bidders to submit the relevant proof of MSE along with declaration for claiming MSE Benefits. As per the above clause, MSEs are exempted from payment/submission of cost of RFP and Bid Security.</p>
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SN	Reference	Description	Query details	Bank Response
135	Pg no. 7 Para no Schedule A -Point 8	Cost of RFP	As we are MSME registered Vendor Please confirm the exception from submitting the RFP Cost of Rs. 5000	Reference is invited to para 7 in page 17 of RFP, as per which Bank will provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. However, the bidder must be the Service provider of the offered Service to avail benefits of MSEs. The bidders to submit the relevant proof of MSE along with declaration for claiming MSE Benefits. As per the above clause, MSEs are exempted from payment/submission of cost of RFP and Bid Security.

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SN	Reference	Description	Query details	Bank Response
136	Pg no. 7 Para no Schedule A -Point 10	Submission of Bid Security	As we are MSME registered Vendor Please confirm if we have the the exception from submitting the Bid Security	Reference is invited to para 7 in page 17 of RFP, as per which Bank will provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. However, the bidder must be the Service provider of the offered Service to avail benefits of MSEs. The bidders to submit the relevant proof of MSE along with declaration for claiming MSE Benefits. As per the above clause, MSEs are exempted from payment/submission of cost of RFP and Bid Security.

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SN	Reference	Description	Query details	Bank Response
137	Pg no. 20 Para no Section 2 - Pre-Bid Meeting	In case the Probable Bidder wants to participate in the Pre-Bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by paying the cost of bid document i.e. Rs.5,000/- (non-refundable) by way of Demand Draft in favour of Indian Bank	As we are MSME registered vendor, Please allow us to participate in the Pre-bid meeting as the "cost of Bid document is not applicable to us"	Reference is invited to para 7 in page 17 of RFP, as per which Bank will provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. However, the bidder must be the Service provider of the offered Service to avail benefits of MSEs. The bidders to submit the relevant proof of MSE along with declaration for claiming MSE Benefits. As per the above clause, MSEs are exempted from payment/submission of cost of RFP and Bid Security.