


Corrigendum 1-Pre bid response

Engaging competent forty-one (41) resources on Application Managed Services to work in bank environment for a period of one year-July 2024

S.No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Response
1	12	10. EARNEST MONEY DEPOSIT (EMD): iii.	The EMD should be directly credited to the designated account or it should be in form of Bank Guarantee (as prescribed in Appendix-O) issued in favour of State Bank of India by any scheduled commercial bank in India. In case, SBI is the sole banker of the Bidder, a Letter of Comfort from SBI would be acceptable.	Can you please share us the Appendix - O?	The format for EMD bank Guarantee has been attached as Annexure-N
2	51	Annexure C1	Public Sector Bank / Private Sector Bank / Global Bank -The Banks should have more than 250 branches.	Request to change: "Collectively all 5 distinct banks to have around 250 branches".	Bank should individually have more than 250 branches
3	71	Appendix-I Other terms and Penalties i.	If existing Service Provider is breach of obligation mentioned in the RFP, they shall be liable for paying a penalty to an extent of 100% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	Request to change Max SLA penalty to 5% of quarterly fees	Please adhere to the published corrigendum 2
4	58 & 83	Appendix-E		Please clarify if the scope includes "Application Managed Services" OR "Application Security Managed Services".	Application Managed Services
5	58	Appendix-E Scope of Work and Payment Schedule v. The Educational, professional qualifications and number years of experience: -	Detailed requirement of the specialization specific resources L-2 resources (5 resource): Activities performed by resources /Specialisation of the resource	Can you elaborate the activities to be performed by the below resources Network Security Cloud Specialist New Technology-Micro services/Kubernetes/Containerization/Block Chain	The resources has to perform the activities related to the security review and security design and architecture in relation with the specified technologies.

6	59	Appendix-E Scope of Work and Payment Schedule v. The Educational, professional qualifications and number years of experience: -	Detailed requirement of the specialization specific resources L-1 resources (35 resource): Activities performed by resources /Specialisation of the resource	Can you elaborate the activities to be performed by the below resources Network Security Cloud Specialist SCD/VA/DFRA/DB Review New Technology-Micro services/Kubernetes/Containerization/Block Chain	The resources has to perform the activities related to the security review and security design and architecture in relation with the specified technologies.
7	60	Appendix-E xv.	The activities to be carried out under the said engagement are inclusive but not limited to following: b) Application security review including web and mobile c) VA/PT report review [actual VAPT will be carried out by Bank's staff]	Is it entire scope of work for Actual Testing or Report Review or Process Reviews or all of the above?	All the L-2 and L-1 resources has to perform the security testing activities in relation with the scope of work and preparing the reports
	61	Appendix-E xvi.	The assessment should cover both business and technical risks The assessment report should contain a detailed threat list of the application. The threat list should contain the possible risks to the application both from a business and technical aspect. The tester should attempt to identify and exploit vulnerabilities that include the OWASP Top 10, including (not limited to top 10 only)		All the L-2 and L-1 resources has to perform the security testing activities in relation with the scope of work and preparing the reports
	63	Appendix-E DEPLOYMENT OF RESOURCES:	DEPLOYMENT OF RESOURCES The bidders should deploy 41 resources for review activities as per Skill-set and educational/professional criteria of this RFP within 30 days from the date of declaration of the successful bidder in the reverse auction.		All the L-2 and L-1 resources has to perform the security testing activities in relation with the scope of work and preparing the reports
8	61	Appendix-E xviii.	The bidders should use only licensed tools while performing various types of security reviews like AppSec, Source Code Review, API review, DB review, SNA, Digital Forensic Analysis etc	Does the bidder has to procure licensed tools for this engagement or will the bank provide licensed tools?	The licensed tools has to be brought by the ISSP
				If the bank has already procured tools, please specify the names of the tools for AppSec, Source Code Review, API review, DB review, SNA, Digital Forensic Analysis etc	The successful bidder has to use their own licensed tools.The following tools Burp Suite Professional Edition,HP Fortify,Tenable/Nessus,SOAP UI,Echo Mirage,Postman,Fiddler,MobSF,Frida,JD GUI,Nmap,WebInspect,Wireshark,Easy APK Tool,Kali Linux.However based on the requirement vendors may be asked to deploy any additional tools

9	56	Appendix-E Application Managed Services to work in bank environment for a period of one year-July 2024 (41 resource) ii. MODEL OF ENGAGEMENT	The bidders should deploy 41 resources for review activities as per Skill-set and educational/professional criteria of this RFP. The Project manager/Team Lead has to be defined by the successful bidder who will be the contact point for the Bank and the job will be assigned to the respective contact person. The Successful bidder will be responsible for the complete execution of the jobs assigned and timely delivery of the duly signed reports by the authorized person. L-3 = 1 RESOURCE L-2 = 5 RESOURCE L-1 = 35 RESOURCE		The model adopted for this engagement will have the following number of resources L-3 = 1 RESOURCE L-2 = 5 RESOURCE L-1 = 35 RESOURCE
	109	ANNEXURE A DELIVERABLES/SCOPE OF WORK Application Managed Services to work in bank environment for a period of one year-July 2024 (41 resource) Ixxii. MODEL OF ENGAGEMENT	The bidders should deploy 41 resources for review activities as per Skill-set and educational/professional criteria of this RFP. The Project manager/Team Lead has to be defined by the successful bidder who will be the contact point for the Bank and the job will be assigned to the respective contact person. The Successful bidder will be responsible for the complete execution of the jobs assigned and timely delivery of the duly signed reports by the authorized person. L-3 = 2 RESOURCE L-2 = 5 RESOURCE L-1 = 30 RESOURCE	Could you please confirm which one should be considered.	The model adopted for this engagement will have the following number of resources L-3 = 1 RESOURCE L-2 = 5 RESOURCE L-1 = 35 RESOURCE
10	115	ANNEXURE A Ixxxvii.	Weightage for the payment of the bill in terms of resources engaged will be as under: Percentage of rate in comparison with L-1 1. L-2 = 1.42% of L-1 2. L-3 = 1.73% of L-1	Please confirm: a) Is it 1.42% or 42% of L1? b) Is it 1.73% or 73% of L1?	The rate for the L-2 and L-3 will be as below: 1. L-2 = 1.42% of L-1 2. L-3 = 1.73% of L-1
11				Can the bidder use their own standard L1, L2 & L3 rate cards?	The rate for the L-2 and L-3 will be as below: 1. L-2 = 1.42% of L-1 2. L-3 = 1.73% of L-1
12	116	Deployment of Resources	The defined resources may be interviewed to meet our desired requirements. If any resource is found unsuitable during the deployed period, the successful bidder has to provide an immediate replacement within 2 working days from the date of intimation. In case of resource resignation/termination during the deployed period, the successful bidder has to make necessary arrangement and provide an immediate alternative/replacement.	Request to change this to 10 working days from date of intimation.	Please adhere to the published RFP
13			The bidder should also be in a position to deploy additional 25% of the total resource strength as and when required by the Bank within 10 days. The cost of the additional resource will be on the same lines as per the finalised cost of the successful bidder.	Request to change this to 30 working days from date of intimation.	Please adhere to the published RFP

14	99 and 144	14.10,14.11 and 3	Confidentiality	Request to Service Provider shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by the Service Provider. Such retention shall be subject to obligations of confidentiality.	Please adhere to the published RFP
15	32	38 (iii)	Confidentiality	<p>We clarify that conflict of interest confirmations shall be provided as on the current date with respect to the engagement team members of KPMG Assurance and Consulting Services LLP as on the current date as per our risk management procedures, to the best of our knowledge.”</p> <p>The conflict-of-interest related declarations and provisions are to be restricted to the members of the engagement team only and ‘Associates’ to ‘Associates in India’. Further, team to include the following disclaimer as part of the proposal:</p> <p>“For the purpose of the confirmations provided under this tender, an associate shall mean and include member firms or sub-licensees of KPMG Network and/or their controlled parties, incorporated or registered in India.”</p>	Please adhere to the published RFP
16	95	13	INSPECTION AND AUDIT	<p>Request to restrict the audit to the engagement and shall it be conducted with prior reasonable notice?</p> <p>Please confirm that the bank or its authorized representatives execute a Non-Disclosure Agreement before the audit which shall govern the conduct of the audit and any results.</p> <p>Please confirm who are going to the auditors or the representatives of the Bank for the audit</p> <p>Please define the criteria and frequency of the audit</p>	The vendor has to provide their services on the Bank's standard terms and conditions
17	71	Appendix-I	Other terms and Penalties	Request to consider the total cap of the penalties is fixed to 10% of the total contract value?	Kindly adhere to the published guidelines of the RFP
18	2	Clause 6 Schedule of Events	Last date and time for Bid submission Up to 2.00 P.M. on 16.08.2024	Request you to please provide the 1 week extension on bid submission date as bank will share the Prebid queries responses on 6th August 2024. We need 1 week time for internal approvals post we receive the responses to Prebid queries. Looking at the size of the engagement, a lot of approvals are needed internally.	Kindly adhere to the published timelines of the RFP

19	3	Clause 13 Bank Guarantee	Performance Security in form of BG should be valid for Two year(s) and three months from the effective date of the Contract.	The engagement duration is one year. Kindly confirm the duration for which PBG is needed. Understand that assessments shall be performed for the specific period only.	The PBG has to be submitted for a tenure of 15 months.
20	15	12. DEADLINE FOR SUBMISSION OF BIDS:	ii. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as "Technical Bid".	Please share the format for pre integrity pact and also provide the detailed submission instructions for the same.	Pre-contract Integrity Pact is not applicable for this procurement
21	17	16. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:	vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the Service proposed to be offered by them.	We request the bank to give at least one week prior intimation for any presentation required to ensure all our relevant stakeholders are available for the same.	In case of any presentation proper timelines will be provided to the bidders.
22	17	16. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:	ii Only those Bids complied with technical criteria shall become eligible for indicative price Bid opening and further RFP evaluation process.	We request the Bank to please provide the detailed technical criteria scoring/evaluation methodology.	The Technical evaluation parameters are shared in the RFP.
23	17	17. TECHNICAL EVALUATION:	a. Technical – Evaluation Parameter	In order to provide further clarity and transparency, we request you to please provide the scoring and evaluation methodology for each criteria. Also, we request the bank to provide the type of documentation to be submitted as part of the same apart from the tables given in annexures. We also request the bank to publish the minimum scores required to pass the technical evaluation. The minimum capabilities are already established through the eligibility criteria. The technical evaluation scoring will differentiate the bidder capabilities and will provide more clarity to bank. This is in line with the best practices followed by the public sector banks in India as per CVC guidelines issued time to time. Ref: No.98/ORD/1, Government of India Central Vigilance Commission, Office Order No.33/7/03	Please stick to the evaluation parameter published in the RFP
24	17	17. TECHNICAL EVALUATION:	NA	Please let us know the evaluation methodology and scoring methodology for the same since we understand that only technically qualified bids shall be considered for next steps. Given the scale of the RFP, it is requested to establish a technical evaluation criteria. The minimum capabilities are already established through the eligibility criteria. The technical evaluation scoring will differentiate the bidder capabilities and will provide more clarity to bank.	Please stick to the evaluation parameter published in the RFP
25	23	25. Services	NA	None clauses in this section are not applicable to this RFP. We request the Bank to modify and confirm.	Please adhere to the published RFP
26	25	31. Limitation Of Liability	NA	We request you to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	Please adhere to the published RFP
27	27	27. Technical Documentation, Point ii	ii. Service Provider shall also provide the MIS reports, data flow documents, data register and data dictionary as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.	Data flow, data dictionary and data register are not included in the scope of work section. Kindly provide clear scope for each activity. Also, we understand that the bank shall provide systems and sufficient infrastructure to securely store all the records and information.	The data security has to be ensured at each stage of data life cycle.

28	27	27. Technical Documentation, Point i	i. Service Provider shall provide documents related to review records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of service level failure as and when applicable.	We request the Bank to confirm - test bug reports and RCA reports are not part of the deliverables.	Please adhere to the published RFP
29	27	34. Service provider Obligation, Point vi	Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.	Which incidents are being referred here? We understand that the entire engagement is to be delivered from Banks network using Banks system. Also, the scope of work does not include incident monitoring. Request bank to pls confirm the scope and expectations related to this clause	In case any cyber incidents occurs while ISSPs is handling the Bank's data/infrastructure.Please adhere to the published RFP .
30	27	34. Service provider Obligation, Point vi	The Service Provider shall execute Data Processing Agreement on the format attached as Appendix-P to this RFP.	We understand that no data will be shared in service provider's system. In that case, we request the Bank to kindly remove this requirement.	Please adhere to the published RFP
31	27	35. Technical Documentation, Point i	Service Provider shall provide documents related to review records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of service level failure as and when applicable.	This is not relevant to the scope of RFP. Kindly clarify	Please adhere to the published RFP
32	28	35. Technical Documentation, Point ii	Service Provider shall also provide the MIS reports, data flow documents, data register and data dictionary as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.	This is not relevant to the scope of RFP. Kindly clarify	Please adhere to the published RFP
33	28	36. Intellectual Property Rights And Ownership, Point i	For any technology / software / product used/supplied by Service Provider for performing Services for the Bank as part of this RFP, Service Provider shall have right to use as well as right to license such technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Service Provider.	This is not relevant to the scope of RFP. Kindly clarify	The Bank shall not be liable for any license or IPR violation on the part of Service Provider and the ISSP has to use only licensed version of the commercial tools
34	30	37. Liquidated Damages, Point 2 of Table	Service Provider shall provide PO acceptance within 5 Working Days from date of acknowledgement of PO.	This is okay provided no terms and conditions from RFP are changed in PO. In case there are changes, the same should be mutually agreed upon. Please confirm.	The acceptance of the PO has to be done as per the defined timelines in the RFP, in case of any change in the terms and conditions of the RFP has to be mutually agreed upon.
35	30	37. Liquidated Damages, Point 4 of Table	The resources have to report within 30 days from the date of finalization of the resources by the Bank or a later period that may be specified in the PO.	The resource billing shall start from first day of reporting irrespective of system or Bank stakeholder availability. Please confirm.	The billing will start from the date once the resources are on-boarded and completion of all the On-boarding formalities based on the published RFP.
36	45	Appendix A, Bid Form, Clause xiv	We hereby certify that we (participating in RFP as OEM)/ our OEM have a support center and level 3 escalation (highest) located in India.	There is no OEM involved in this RFP. Please remove this requirement.	There is no OEM involved in this RFP.
37	46	Appendix B, Bidder's Eligibility Criteria, Point 1	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.	Please check last time there was some issue.	Please adhere to the published RFP
38	49	Appendix C. TECHNICAL EVALUATION:	1. Technical – Evaluation Parameter	In case of global banks, due to strict NDAs, it may not be feasible to submit the POs/engagement letters.	Please adhere to the published RFP

39	49	Appendix C. TECHNICAL EVALUATION:	3. Technical – Evaluation Parameter: Credentials / certifications of CERT-In	We understand that the requirement here is to be a CERT-In empaneled auditor. We request the Bank to kindly include this criteria as the eligibility criteria and not the Technical Evaluation Criteria.	Please adhere to the published RFP
40	50	Appendix C. TECHNICAL EVALUATION:	Bidders to note that, eligibility will be based on the credentials filled in by the bidders shall not be final and binding on the Bank.	We understand that the eligibility criteria given in the RFP is final. Any changes to the same shall be published to all the bidders through official channel and will be applicable to all the bidders. Kindly confirm our understanding.	Any changes in the RFP will be published and will be applicabel to all
41	50	Appendix C. TECHNICAL EVALUATION:	The Bank's decision on shortlisting of bidders as a part of technical evaluation thereof shall be final. Bidders will be shortlisted on the basis of fulfilment of all the criteria as desired by the Bank based on technical evaluation.	In order to provide further clarity and transparency, we request you to please provide the scoring and evaluation methodology for each technical evaluation criteria. We also request the bank to publish the minimum scores required to pass the technical evaluation. The minimum capabilities are already established through the eligibility criteria. The technical evaluation scoring will differentiate the bidder capabilities and will provide more clarity to bank. This is in line with the best practices followed by the public sector banks in India as per CVC guidelines issued time to time. Ref: No.98/ORD/1, Government of India Central Vigilance Commission, Office Order No.33/7/03	Please adhere to the published RFP
42	56	Appendix E, Point ii. Model Of Engagement	The Project manager/Team Lead has to be defined by the successful bidder who will be the contact point for the Bank and the job will be assigned to the respective contact person.	Please let us know how the status for each task will be monitored. Please let us know if the bank intends to use any tool for the project management and SLA purpose.	All the tools and technology for security assessment has to be brought by the vendor
43	56	Appendix E	Application Managed Services to work in bank environment for a period of one year-July 2024 (41 resource)	Please confirm if all the resources are to be deployed onsite. If yes, please confirm if the required infrastructure - workspace, systems, access, repository to store assessments related data shall be provided to all resources.	All the resources needs to be deployed onsite. The required infnstrucre will be provided by Bank.
44	56	Appendix E	Application Managed Services to work in bank environment for a period of one year-July 2024 (41 resource)	Please confirm if resources can work remotely or in a hybrid model. If hybrid model is allowed, please confirm onsite presence is required for how many days a week.	All the resources needs to be deployed onsite.
45	57	Appendix E, Point ii. Model Of Engagement	The Project manager/Team Lead will be assigned the job along with the defined timelines for the delivery of the Job. The Successful bidder has to assure the timely delivery failing the same the Bank is authorized to levy penalty as defined in the RFP.	Please let us know how the timelines will be defined and tracked. We strongly recommend the Bank to provide a ticketing project management tool to monitor the same. Considering the size of team (40-41), it will not be feasible to monitor the timelines for each task manually. A workflow tool is highly recommended.	The same will be provided only after deployment of the resources.
46	57	Appendix E, Point ii. Model Of Engagement	The Project manager/Team Lead will be assigned the job along with the defined timelines for the delivery of the Job. The Successful bidder has to assure the timely delivery failing the same the Bank is authorized to levy penalty as defined in the RFP.	We also recommend the Bank to provide tentative timelines for each activity in the scope of work.	The same will be provided only after deployment of the resources.
47	57	Appendix E, Point ii. Model Of Engagement	The Project manager/Team Lead has to report to the Co-ordinating team defined by the Bank.	We understand that coordinating team will be from Information security team. Please confirm our understanding.	The L-3 project manager deployed as a part of the engagement has to report to the Co-ordinating team/Team Lead at SBI.

48	57	Appendix E, Point ii. Model Of Engagement	L3 resources	Please confirm if L3 resource needs to coordinate with IT stakeholders from different departments as well? Realistically, it will not be feasible for one L3 resource to coordinate with all stakeholders.	The L-3 resource has to coordinate with the IT-departments. The internal management of the pool of resources has to be done by the vendor.
49	57	Appendix E, Point iv	No un-planned leave or sick leave will be considered without availability of alternate resource and no man-days will be counted for any of the resources in case of failure to allot alternate resource.	There will be no billing done for the absent person that day. The workload may be managed either by existing team or by alternate resource. Please confirm.	Alternate resource has to be provided by the vendor in case of the absence of the already deployed resources
50	57	Appendix E, Table Point 1 under Point v	CISSP/CISA/OSCP/CEH/CompTIA Security+	Please add ISO 27001 as well as part of the qualification	Please adhere to the published RFP
51	57	Appendix E, Table Point 2 under Point v	CISSP/CISA/CRISC	Please add CEH/OSCP/CRTP and ISO 27001 as part of the requirements	Please adhere to the published RFP
52	58	Appendix E	Detailed requirement of the specialization specific resources L-2 resources (5 resource)	Please elaborate on the role to be performed by L2 resources. We understand that skill sets required for both L1 and L2 for a lot of the activities are same. Are L2 resources only supposed to do quality check?	L2 resources may also be required to do the review. It will depend upon the job allocated by the Bank on time to time basis.
53	59	Appendix E, Clause vii	The ISSP mandated to conduct security review is expected to conduct comprehensive techno-operational-functional-process-security review of systems under the scope of work and the report submitted by them must be comprehensive, factual and evidence based	We request the bank to remove the functional testing as part of the scope. Functional testing is to be performed by first line of defense. Pls let us know if functional testing is also to be done by ISSP.	The requirement of conducting comprehensive techno-operational-functional-process-aspects shall be looked from the security point of view by the vendor/ISSPs which is a part of process review.
54	60	Appendix E, Clause xiv	Outstation travel: Out of pocket expenses/Lodging/Boarding expenses – on actual basis subject to a maximum of Rs. 4,000.00 per day for metro and state capitals and Rs. 2,500.00 for other locations. Air travel- economy class lowest fare from Company's Head Office/Mumbai/current location of the resource to the activity location whichever is lowest.	Please let us know what will be the reimbursement model for outside India travel.	For assignments abroad, the resources will be paid a lumpsum amount in USD on actual basis or USD 300 whichever is lower in addition to reimbursement of air fare at Economy class lowest fare.
55	60	Appendix E, Clause vii	The ISSP mandated to conduct security review is expected to conduct comprehensive techno-operational-functional-process-security review of systems under the scope of work and the report submitted by them must be comprehensive, factual and evidence based	Functionality review is typically a responsibility of the business function. We request the Bank to kindly carve out the same as security assessor will not be involved in defining the functional specifications.	The requirement of conducting comprehensive techno-operational-functional-process-aspects shall be looked from the security point of view by the vendor /ISSPs which is a part of process review.
56	60	Appendix E, Clause viii	The resources deployed for the purpose must sign the non-disclosure agreement as per the IS Policy of the Bank, wherever required.	We request the Bank to kindly provide the format of this NDA so that we can get it preapproved internally.	Kindly refer to Appendix -K for the format
57	60	Appendix E, Clause ix	The resources are expected to report to ISD immediately on engagement. Bank will intimate requirement of resource if any for any specific project at least 2 days in advance.	We request the Bank to reconsider this requirement. Deploying additional resources onsite within 2 days will not be feasible.	Please adhere to the published RFP.

58	60	Appendix E, Clause x	Selected ISSP shall deploy the resources to start the activity at our mail/telephonic confirmation that they have been selected to take-up the job pending formal purchase order on 2 days' notice.	We are afraid that we will not be able to start the work unless purchase order/ letter of intent is received confirming the fees and duration. This is in line with the best practices followed for public procurement.	Please adhere to the published RFP
59	60	Appendix E, Clause ix	The resources are expected to report to ISD immediately on engagement. Bank will intimate requirement of resource if any for any specific project at least 2 days in advance.	We request the Bank to keep this clause flexible. 2 days timeline of too stringent	Please adhere to the published RFP
60	60	Appendix E, Clause xiv	Outstation Travel – Out of Pocket / Lodging /Boarding expenses – on actuals subject to a maximum of Rs. 4000 /-per day for metro and state capitals and Rs.2,500/- per for other locations.	We request the Bank to reconsider this. Any reasonable hotel costs around 5k. Logistics/ local travel/ cabs/ meals extra. Hence the 4000 limit may be reconsidered.	Please adhere to the published RFP
61	60	Appendix E, Clause xiv	For assignments abroad, the resources will be paid a lumpsum amount in USD on actual basis or USD 300 whichever is lower in addition to reimbursement of air fare at Economy class lowest fare.	We understand that the Bank will provide sufficient advance notice for any out of India travel. We have a standard 30 working days process for internal approvals in such cases.	The information will be shared to the ISSPs at the earliest to complete all the foreign travel related formalities
62	61	Appendix E, Clause xv	The activities to be carried out under the said engagement are inclusive but not limited to following: a) Network Architecture Review b) Application security review including web and mobile c) VA/PT report review [actual VAPT will be carried out by Bank's staff] d) Configuration Audit e) Process Reviews f) Source code review g) API Review h) DB review i) Assessment of Forensic readiness j) Compliance Review – as per Bank's IT & IS Policy, Cyber Security Policy, RBI Guidelines and Best Global Security practices. k) In-Principle approval for the various change request /new functionaries l) Risk assessment of the firewall rules along with suitable recommendations.	We request you to kindly provide a detailed scope for each activity - currently only activity names are provided. Also, please provide us the tentative expected timeline for each activity so that we can plan for the program management and efforts. Please also explain and provide if there is any standard to be followed for these reviews.	The engagement is resource based and the resources has to be deployed in lines with the activity defined in the scope of work.The detailed scope of activity will be shared to the successful bidder.
63	61	Appendix E, Clause xv, Point (l)	In-Principle approval for the various change request /new functionaries	Please explain the detailed scope and expectation here. We cannot provide any approvals on SBI processes. We will not take any decision on behalf of the Bank. Please confirm our understanding.	Please adhere to the published RFP

64	61	Appendix E, Clause xv	<p>a) Network Architecture Review</p> <p>b) Application security review including web and mobile</p> <p>c) VA/PT report review [actual VAPT will be carried out by Bank's staff]</p> <p>d) Configuration Audit</p> <p>e) Process Reviews</p> <p>f) Source code review</p> <p>g) API Review</p> <p>h) DB review</p> <p>i) Assessment of Forensic readiness</p> <p>j) Compliance Review – as per Bank's IT & IS Policy, Cyber Security Policy, RBI Guidelines and Best Global Security practices.</p> <p>k) In-Principle approval for the various change request /new functionaries</p> <p>l) Risk assessment of the firewall rules along with suitable recommendations.</p>	<p>We request the bank to kindly publish a detailed scope and deliverables expectations for each of the activity in scope. This will help in ensuring transparency and clarity across all bidders and will also help to prevent any scenarios where efforts are miscalculated.</p>	<p>The engagement is resource based and the resources has to be deployed in lines with the activity defined in the scope of work. The detailed scope of activity will be shared to the successful bidder.</p>
65	61	Appendix E, Clause xvii	<p>The work of said resource will be assessed by ISSP's senior onsite team, before releasing it to the Bank's team.</p>	<p>We understand that this will be done by L3 resource. Kindly confirm our understanding.</p>	<p>The L3 resources would monitor the manpower, delivery and provide their expertise in reviewing the deliverables and signing off on the completeness of the activity from quality perspective. The L-3 resource would be the direct contact point for the Bank and the whole project management is to be handled by the same along with any specialised inputs required by the top management</p>
66	61	Appendix E, Clause xix	<p>Draft report needs to be submitted within one working day from the completion of each review and final report after ISSP internal review need to be submitted by the Project management coordinator within 1 working days of the draft report</p>	<p>Considering the volume of team size, L3 resource may not be able to complete quality review for all ongoing requests in a day. We request the bank to reconsider the same.</p>	<p>Please adhere to the published RFP</p>
67	61	Appendix E, Clause xx	<p>A daily status of the work in progress/ completed and constraints faced if any must be submitted to the Bank by the ISSP in the form of a tracker (format provided by bank).</p>	<p>We request the Bank to publish the format for the same. Preparing status for all 41 resources every day may not be feasible as the status update itself may take 5-6 hours. We strongly request the bank to deploy some workflow/ticketing tools where the bank stakeholders can login and review the status for each activity.</p>	<p>Please adhere to the published RFP</p>
68	61	Appendix E, Clause xvi	<p>The assessment should cover both business and technical risks The assessment report should contain a detailed threat list of the application. The threat list should contain the possible risks to the application both from a business and technical aspect. The tester should attempt to identify and exploit vulnerabilities that include the OWASP Top 10, including (not limited to top 10 only)</p>	<p>We request the Bank to provide a detailed risk assessment criteria for assessing business risks.</p>	<p>The detailed risk assessment criteria will be shared with the successful bidder</p>

69	61	Appendix E, Clause xix	Draft report needs to be submitted within one working day from the completion of each review and final report after ISSP internal review need to be submitted by the Project management coordinator within 1 working days of the draft report	These timelines seem too stringent considering that L3 resource needs to sign off all deliverables. There is a risk of creating bottlenecks in the framework defined due to this	Please adhere to the published RFP
70	61	Appendix E, Clause xviii	The bidders should use only licensed tools while performing various types of security reviews like AppSec, Source Code Review, API review, DB review, SNA, Digital Forensic Analysis etc	Is digital forensic also in scope? Please confirm	Digital forensic will be handled by different team ,Forensic readiness assessment/review has to be done by the vendor
71	62	Appendix E, Clause xxii	The format of report will be provided by bank.	Will these be word reports or excel reports? We understand that these will be SBI branded reports and not service provider branded reports. Please provide clarification.	The report has to be shared by the vendor by the authorized person .The format will be shared with the successful bidder
72	62	Appendix E, Clause xxii	The format of report will be provided by bank.	Service provider should be allowed to include relevant limitations and data points related to assessments.	In case of applicability of any such clause the same has to be discussed during the engagement by the successful bidder with the concerned ISD team lead prior incorporating in the report.
73	62	Appendix E, Clause xxiv	In Case of emergency resource may have to work on Sundays and holidays.	We understand that sufficient notice of at least 2 days will be given in advance for such requests to arrange a resource.	Incase of any requirement to work on holidays necessary intimation will be provided to the vendor
74	62	Appendix E, Clause xxiv	In Case of emergency resource may have to work on Sundays and holidays.	We understand that additional payments will be done for any such requirements. Kindly confirm our understanding.	The man-days count will be considered for any working days on Sundays and holidays
75	62	Appendix E, Clause xxvi	ISSP must arrange the required tools/mobiles/laptop at their cost for review purposes. The respective tools/mobiles/laptop would be hardened as per process. These mobiles/laptops will be formatted/ factory reset once the engagement is over. All data should be handed over formally with documentation to SBI team on completion or termination of the engagement	We understand that any time consumed during laptop hardening shall be chargeable to bank. Please confirm.	Laptop hardening is the process which will run in parallel.However the resources has to be on ground for performing the duties related to the scope of work
76	62	Appendix E, Clause xxii	Along with the soft copy of the final report, its printout with all pages signed by the authorized signatory under your company's seal must be submitted for each review item.	Please confirm the purpose of providing signed reports. We cannot provide any certificates/compliance assurance on the reports.	Please adhere to the published RFP.
77	62	Appendix E, Clause xxii	Along with the soft copy of the final report, its printout with all pages signed by the authorized signatory under your company's seal must be submitted for each review item.	We understand that these reports are only for SBI's internal consumption and not for submission to RBI/any other regulatory body. Please confirm.	The reports shared by the vendor for the review is the property of SBI.SBI has the full rights to share/use it for internal /external bodies.
78	62	Appendix E, Clause xxii	Along with the soft copy of the final report, its printout with all pages signed by the authorized signatory under your company's seal must be submitted for each review item.	Considering the volume of reports we request the Bank to remove the requirement of hard copies or the Bank should facilitate an inhouse printer for the same. Or the cost of print should be reimbursed by the Bank.	The necessary infrastructure will be provided by the Bank

79	62	Appendix E, Clause xxiii	Resources need to work on all working Saturday if Bank has working day. (Minimum 24 days in a month) xxiv. In Case of emergency resource may have to work on Sundays and holidays.	Request the Bank to kindly see this requirement. The Bank on an average works for around 22 days considering public holidays. The billing requirement should be in line with Bank's working days after considering public / bank holidays. This is in line with the labor laws as well.	The resources count for the working days will be 24 days in a month. considering 24 working days in a month for a resource the number of working days has to be arrived
80	62	Appendix E, Clause xxvi	ISSP must arrange the required tools/mobiles/laptop at their cost for review purposes. The respective tools/mobiles/laptop would be hardened as per process. These mobiles/laptops will be formatted/ factory reset once the engagement is over. All data should be handed over formally with documentation to SBI team on completion or termination of the engagement.	We understand that reviews will have to be performed from Bank's network. Will the Bank allow non domain laptops to connect for testing purposes? How will the access to each laptop be provided to infrastructure considering that one resource may work for multiple applications and departments.	The necessary infrastructure will be provided by the Bank.
81	62	Appendix E, Clause xxvii	Invoice on quarterly basis can be raised along with the proper submission of the status reports .It has to be ensured by the bidder that the respective 41 resources has to be engaged during the full tenure of bill claimed .The Bill will only be paid for the actual services provided.	Please consider the volume of resources and lapsed time. We request the Bank to allow monthly billing based.	Please adhere to the published RFP
82	62	Appendix E, Clause xxviii	Weightage for the payment of the bill in terms of resources engaged	Please relook at the multiplier used to arrive at costs. Any industry standard for salaries and ratio for each grade may be considered.	Please adhere to the published RFP
83	63	Appendix E, Clause xxix	Final payment will be released only after receipt of the final complete report on 100% deployment of the resource for the specified period	Is this a managed service engagement or outcome based engagement? If the observations are not closed by IT, payment will be released? All reviews may not get completed in a defined billing period.	This engagement is managed service engagement which has to be aligned with Satisfactory outcome.
84	63	Appendix E, Clause xxxiii	Any Other job as defined by ISD from time to time	This is open ended. Pls define any other job. Will the resources be asked to implement security solutions or design architecture as well?	The requirement will be shared to the successful bidder as and when required
85	63	Appendix E	Deployment Of Resources	Without formal letter of intent/ PO or any other formal confirmation on selection, resource allocation cannot be started. Pls reconsider this requirement.	Please adhere to the published RFP
86	63	Appendix E	Deployment Of Resources: If any resource is found unsuitable during the deployed period, the successful bidder has to provide an immediate replacement within 2 working days from the date of intimation.	We understand that bank will evaluate the profile before onboarding them. Then this clause becomes not applicable. Request the Bank to clarify. Sufficient notice should be given by Bank for resource replacement. This is an onsite requirement and hence arranging resources immediately may not be practically possible	Please adhere to the published RFP
87	63	Appendix E	Deployment Of Resources: The bidder should also be in a position to deploy additional 25% of the total resource strength as and when required by the Bank within 10 days. The cost of the additional resource will be on the same lines as per the finalised cost of the successful bidder.	We understand that this will be mutually agreed if the situation arises. For contingency, remote work should be allowed in such cases.	The resources has to be deployed On-site
88	64	Appendix E, Clause (d)	Both initial and final reports (after completion of the confirmatory review) will have to be presented application wise.	Please specify the number of confirmatory rounds performed as a part of the Managed Security Services. This will affect the overall efficiency of the program.	The detailed scope of work will be shared at the time of job allocation.
89	64	Appendix E	*****The Successful bidder of this RFP will not be allowed to participate in another RFP on the same terms.	We understand this is applicable with other RFPs of similar scope and nature. Kindly confirm.	Yes

90	64	Appendix E, Deliverable For The Engagement, Point i	If the ISSP resource is required to visit Bank's vendor partner's premises and/or for conducting White Box testing of the Source Code, the NDA will be signed between the ISSP resource and the Bank's vendor partner invariably.	Signing NDA with third party will be subject to our legal team's approval. We understand that we will perform reviews only for Bank where Bank owns the IPR and data. Hence signing NDA with third parties may not be needed.	Please adhere to the published RFP
91	64	Appendix E, Deliverable For The Engagement, Point I	All the reports submitted to the Bank has to be duly signed by the authorized person of the organization as defined in their MOU.	Authorized signatory will need to spend at least 4 hours every day if he/she needs to sign all reports. Will their time be chargeable to Bank? Also, we will need support from Bank to facilitate sharing of reports and evidences to PwC domain for record purposes. Also, we feel that this requirement (signed reports by authorized signatories) may not be necessary considering this is a managed services model and testing is done for second line of defense (not audit). The L3 resource sign off should be sufficient.	Please adhere to the published RFP
92	64	Appendix E, Deliverable For The Engagement, Point I	NA	As part of our CERT-In empanelment mandate, all such formal reports will have to be shared with CERT-In on a quarterly basis. We hope the Bank has visibility on the same.	Since assessment activities for AMS are conducted on the non-production environment which may not be the right representation of the actual position to be shared with CERT-In or any other Govt. or regulatory bodies
93	71	Appendix I, Point i	If existing Service Provider is breach of obligation mentioned in the RFP, they shall be liable for paying a penalty to an extent of 100% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	Penalty cap of 100% of TCO is too stringent. We request the Bank to keep it to 10-15% as per general practice followed by government and public sector RFPs	Please adhere to the published Corrigendum 2
94	71	Appendix I, Point I, Condition 1(c)	L-3 Resource count below 1	There is only one L3 on the engagement and he/she may be unavailable in extreme circumstances. The conditions should be realistic in this case. If L3 is not available for a day or two, one of the L2s can take charge. As per labor laws, employees are entitled to leaves. Kindly reconsider this.	Please adhere to the published RFP. We may revisit any such circumstance during the course of exigencies.
95	71	Appendix I, Point I, Condition 2(c)	If bidders fails to provide the specified resources following penalties will be levied	We understand that leaves as per labor laws are not considered here and this condition is about actual appointment. Please confirm.	Please adhere to the replacement of the resources clause mentioned in the RFP.
96	135	Schedule 3	NA	This is not applicable since we will be working out of SBI network. We will not process any SBI customer / sensitive information in our domain.	Please adhere to the published RFP
97	NA	NA	NA	We request the bank to explain how the attendance shall be monitored for 41 resources. Consequently, please let us know the exact formats in which the status shall be tracked.	The attendance of the resources will be tracked on daily basis and the process will be expalined to the successful bidder
98	NA	NA	NA	Please confirm if the objective of the reviews here. These reviews are to be performed for process or entire applications or ongoing change request? In each case, we request the Bank to provide a clear workflow of the operating model along with expected timelines.	The workflow will be shared with the successful bidder.

99	NA	NA	NA	In order to provide more clarity and ensuring that expectations are communicated to all the bidders to bring them on a same page, we request the bank to publish the responses to all queries from all bidders. This will ensure that any areas where bank has provided clarifications in terms of delivery expectations are clearly and transparently communicated to all bidders to ensure fair process. This is in line with the best practices followed by public procurement/public sector banks in line with the CVC guidelines.	The response of the Pre-bid queries will be published on the Banks website and the e-tender portal
100	NA	NA	NA	Since the scope of work is vast and documented at a very high level, we request the Bank to clearly call out the deliverables needed to be submitted as part of the project for each activity.	This engagement is for hiring of 41 resources who will be engaged on the job as per the requirement arised during the tenure of contract.The engaged resources has to be qualified enough to execute the activities in relation to the scope of work.
101	NA	NA	NA	How many bidders does the bank want to select. If the Bank intends to select more than one, kindly provide the selection processes	Only one bidder through this RFP
102	NA	NA	NA	We request the Bank to consider 10% increment in case the contract is to be extended beyond one year.	In case of any extension the renewal will be done at the same rate
103	NA	NA	NA	Is subcontracting of resources allowed?	Not allowed
104	NA	NA	NA	Request the Bank to provide detailed job description for each L1 , L2 and L3 resource	Please adhere to the published RFP
105	NA	NA	NA	Since there is only 1 L3 resource for manpower management as well as delivery, and sign off on deliverables, there may be some delays in daily operations. It is not feasible to review daily reports for all 40 resources on a daily basis and monitor the SLAs/ do program management. Will the bank apply penalties in such cases? Please clarify.	Please adhere to the published RFP
106	NA	NA	NA	Who will review and sign off deliverables/ delivery quality from Bank side? What will be the criteria for satisfactory deliver? Request the Bank to pls define the same to avoid any downstream risks.	The criteria for the satisfactory delivery will be defined during the course of job allocation
107	NA	NA	NA	Will each individual deliverable will be reviewed by the Bank officials? If yes, any time lapse in getting Bank sign off will be considered for Penalty?	The modalities will be defined during the course of engagement
108	NA	NA	NA	Request the Bank to pls provide detailed format for management dashboard. Will there be any tool provided by Bank to create and publish the dashboard ?	The format will be shared to the successful bidder

109	NA	NA	NA	Who will create the management dashboard? Will there be any SLAs for the same? Requesting Bank to kindly look at the requirements again as a single L3 resource may not be able to sign off and complete all expectations from project management perspective.	The L3 resources would monitor the manpower, delivery and provide their expertise in reviewing the deliverables and signing off on the completeness of the activity from quality perspective. The L-3 resource would be the direct contact point for the Bank and the whole project management is to be handled by the same along with any specialised inputs required by the top management
110	NA	NA	NA	We request the Bank to include application security expert as part of L2	Please adhere to the published RFP
111	NA	NA	NA	Request the Bank to provide detailed job description of L2 resources	The modalities will be defined during the course of engagement
112	NA	NA	NA	We request the Bank to clearly define the billing criteria and milestones to avoid confusion	Please adhere to the published RFP
113	NA	NA	NA	Is Remote working / Work from ISSP office allowed?	Not allowed,
114	NA	NA	NA	Will the Bank deploy 41 resources for the entire duration of 12 months? Will there be any situation where the team size will be reduced? We request the Bank to inform us formally at least one month in advance for such cases. Replenishing resources once released may not be easily achievable.	The bank will engage all the 41 resources and if there is any change in the number of the resources, the vendor will be well informed
115	NA	NA	NA	Since this is a managed services model, we understand that resources shall be billed even if there is no work allocated to them by Bank. Please confirm.	The modalities will be defined during the course of engagement. Please adhere to the published RFP
116	NA	NA	NA	In case there is no work assigned, we will proactively inform the Bank on same. However resources will be released only if there is advance notice given by the Bank. This is to avoid any sudden project risks. Request the Bank to consider and confirm maintaining such large team onsite is a difficult task.	Please adhere to the published RFP
117	NA	NA	NA	How will the L3 resource track all demands and reports manually. We request the Bank to enable this through a solution to streamline program management.	The modalities will be defined during the course of engagement
118	NA	NA	NA	Total how many man-days are to be delivered as part of this engagement? We request the Bank to clarify the same	The resources has to work for 24 working days in a month. The detailed timelines has been published in the RFP

119	NA	NA	NA	How will the billing amount be calculated for each cycle? Please provide a detailed response.	The rate for the each man-days will be derived based on the calculation sheet shared in the RFP.The bidder Can claim the bill based on the number of working days the resource has discharged their job
120	NA	NA	NA	How many days will the bank take to process the invoices?	The bank will process the invoice within 10-15 days subject to completion of all the necessary documents
121	NA	NA	NA	How will the timelines for each activity will be decided? We understand that there maybe delays due to unavailability of data/ environment? In case of such delays will the Bank still impose penalties? We request to clarify how timelines will be decided and tracked for each activity.	The timelines will be decided at the time of the allocation of the Job
122	NA	NA	NA	Kindly provide the format in which the details of the 200 resources are to be shared.	The Self certification including the name of the resource,educational qualification,professional qualification and years of experience duly signed by the authorised signatory in the company letetr head has to be furnished
123	99 and 144	14.10,14.11 and 3	Confidentiality	Request to Service Provider shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by the Service Provider. Such retention shall be subject to obligations of confidentiality.	Please adhere to the published RFP

124	32	38 (iii)	Confidentiality	<p>We clarify that conflict of interest confirmations shall be provided as on the current date with respect to the engagement team members of KPMG Assurance and Consulting Services LLP as on the current date as per our risk management procedures, to the best of our knowledge."</p> <p>The conflict-of-interest related declarations and provisions are to be restricted to the members of the engagement team only and 'Associates' to 'Associates in India'. Further, team to include the following disclaimer as part of the proposal:</p> <p>"For the purpose of the confirmations provided under this tender, an associate shall mean and include member firms or sub-licensees of KPMG Network and/or their controlled parties, incorporated or registered in India."</p>	Please adhere to the published RFP
125	95	13	INSPECTION AND AUDIT	<p>Request to restrict the audit to the engagement and shall it be conducted with prior reasonable notice?</p> <p>Please confirm that the bank or its authorized representatives execute a Non-Disclosure Agreement before the audit which shall govern the conduct of the audit and any results.</p> <p>Please confirm who are going to the auditors or the representatives of the Bank for the audit</p> <p>Please define the criteria and frequency of the audit</p>	The vendor has to provide their services on the Bank's standard terms and conditions
126	71	Appendix-I	Other terms and Penalties	Request to consider the total cap of the penalties is fixed to 10% of the total contract value?	Kindly adhere to the published guidelines of the RFP
127	3	1. Schedule of Events, Point No-12	EMD	We fall under MSME, therefore can we receive a deduction on EMD amount?	Please adhere to the MSME guidelines as defined in the RFP
128	46	Bidder's Eligibility Criteria, Point No-02	The Bidder individually and not Group Company should have average minimum turnover of Rs. 25.00 Crores during last three financial years (2020-21 and 2021-22 and 2022-23)	We fall under MSME, therefore can we receive a deduction on turnover amount upto 10 to 20 Crores?	Please adhere to the published RFP. The relaxation to MSME has already been provided in the RFP

129	57	Scope of Work and Payment Schedule, Point No -05, The Educational, professional qualifications and number years of experience	L-2, 5, B.Sc (IT/CS)/B.tech, CISSP/CISA/CRISC, 5-10 years	CISM , ISO LA , EC-Council Certified Security Analyst (ECSA) can be added as L2	Please adhere to the published RFP
130	29	37	LIQUIDATED DAMAGES	Request SBI to put a maximum cap of 5% on all penalties and LDs (taking together) covered under this RFP .	Please adhere to the published RFP
131	35	40	TERMINATION FOR DEFAULT	Bidder request that before termination we should be given an opportunity of being heard and the final decision should be taken post discussions . If at all it is decided to terminate the contract , bidder shall be indemnified for all costs incurred on this project till the date of termination .	Please adhere to the published RFP and refer to the termination clause and the penalty clause of the RFP
132	37	43	TERMINATION FOR CONVENIENCE	Bidder request to pls delete this clause .	Please adhere to the published RFP
133	62		xxvii. Invoice on quarterly basis can be raised along with the proper submission of the status reports .It has to be ensured by the bidder that the respective 41 resources has to be engaged during the full tenure of bill claimed .The Bill will only be paid for the actual services provided.	Request for monthly invoices with credit period of 30 days for payment .	Please adhere to the payment terms defined in the published RFP
134	71	Appendix-I	Other terms and Penalties	Request SBI to put a maximum cap of 5% on all penalties and LDs (taking together) covered under this RFP .	Please adhere to the published RFP

135	24	28	<p>RIGHT TO AUDIT:</p> <p>i. The Selected Bidder (Service Provider) shall be subject to annual audit by internal/external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.</p>	Incase of any third party audit or external audit, the TCS NDA needs to be signed before the start of the audit.	The vendor has to provide their services on the Bank's defined terms.
136	60	Appendix-E - VIII	The resources deployed for the purpose must sign the non-disclosure agreement as per the IS Policy of the Bank, wherever required.	Kindly share the information security policy of SBI. also account team to ensure all associates joining the project signs the NDA as a part of onboarding.	The IS policy is an internal document and the successful bidder has to sign the NDA as per the Bank's laid down norms.
137	136	2.1.14.2	notifying SBI as soon as any such security breach occurs.	Please specify the time in contract.	Query is not clear
138	137	2.1.16	Backup management	Where will be backup be taken?	Since the activity will be performed on-site, the necessary back up has to be taken by the vendor during the engagement and the necessary modalities will be shared during the course of the engagement
139	138	2.1.16	Disaster recovery	Where is the DR located and who is managing the infra in DR?	The modalities will be shared with the engaged bidder
140	62	xxviii.	Weightage for the payment of the bill in terms of resources engaged will be as under: Percentage of rate in comparison with L-1	Is it mean that L2 price should be 1.42% of L1 price?	The L-2 price will be 1.42% of L1.

141	46	Appendix B Point 4	The Bidder should have a pool of full time minimum 200 professionals with any of the international accreditation like CISA/CISSP/OSCP/CISM/ OSCE/ CEH/LPT/ISO 27001 LA/LI employed with them since the last 2 years deployed in Information security /Cybersecurity domain. The profile of the resources shared should be stationed in India	According to the RFP, self-certification is required as part of the documents for the eligibility criteria. Could you please clarify whether we need to provide a copy of the technical certificate and employment certificate for each team member	Self Certification in regard to the 200 resources will be enough.However the bidder has to provide the name of the resources their educational qualification,professional qualification and years of experience duly signed by the authorised signatory in the letterhead.
142	46	Appendix B Point 4	The Bidder should have a pool of full time minimum 200 professionals with any of the international accreditation like CISA/CISSP/OSCP/CISM/ OSCE/ CEH/LPT/ISO 27001 LA/LI employed with them since the last 2 years deployed in Information security /Cybersecurity domain. The profile of the resources shared should be stationed in India	Request you to modify the clause as: "The Bidder should have a pool of full time minimum 200 professionals with any of the international accreditation like CISA/CISSP/OSCP/CISM/ OSCE/ CEH/LPT/ISO 27001 LA/LI/CRTP in Information security /Cybersecurity domain. The profile of the resources shared should be stationed in India	Please adhere to the published RFP
143	51	Annexure C1	Supporting documents for above should be Purchase / Work Orders, letters from clients on their letter head, contacts of clients etc.	Could you please confirm whether we need to submit purchase orders/work orders, letters from clients on their letterhead, or both purchase orders/work orders and client letters on their letterhead along with client contact information	Any one of the document which is sufficient enough to provide the details desired in line with the technical evaluation matrix i.e purchase orders/work orders, letters from clients on their letterhead will be enough.
144	52	Annexure C2	Certificate of Incorporation and KYC of the Organisation	Could you please clarify the expectation	Certificate of Incorporation and KYC of the Organisation has to be submitted by the participating vendor
145	57	Appendix E Point V	L-2 resource professional qualification: CISSP/CISA/CRISC	Request you to modify the clause as : L2 resource professional qualification: CISSP/CISA/OSCP/CEH/ISO 27001 LI/ISO 27001 LI/CRTP/CISM	Please adhere to the published RFP
146	57	Appendix E Point V	L-1 resource professional qualification: CISSP/CISA/OSCP/CEH/Comp TIA Security+	Request you to modify the clause as : L1 resource professional qualification: CISSP/CISA/OSCP/CEH/Comp TIA Security+/ISO 27001 LA/ ISO 27001 LI/CRTP	Please adhere to the published RFP

147	61	Appendix E Point xviii	The bidders should use only licensed tools while performing various types of security reviews like AppSec, Source Code Review, API review, DB review, SNA, Digital Forensic Analysis etc	Could you please clarify whether the Bank will provide the licensed tools for conducting security testing, or if the bidders are required to bring their own tools	The successful bidder has to use their own licensed tools. The following tools Burp Suite Professional Edition, HP Fortify, Tenable/Nessus, SOAP UI, Echo Mirage, Postman, Fiddler, MobSF, Frida, JD GUI, Nmap, WebInspect, Wireshark, Easy APK Tool, Kali Linux. However based on the requirement vendors may be asked to deploy any additional tools
148	61	Appendix E Point xviii	The bidders should use only licensed tools while performing various types of security reviews like AppSec, Source Code Review, API review, DB review, SNA, Digital Forensic Analysis etc	Could you please clarify If the tools need to be procured by the service provider, they are required to acquire the tools suggested by the Bank for each security testing such as Appsec, Source code review, API review, DB review, digital forensic analysis.	The successful bidder has to use their own licensed tools.
149	63	DEPLOYMENT OF RESOURCES	The bidder should also be in a position to deploy additional 25% of the total resource strength as and when required by the Bank within 10 days. The cost of the additional resource will be on the same lines as per the finalised cost of the successful bidder.	Request you to modify the clause as : The bidder should also be in a position to deploy additional 25% of the total resource strength as and when required by the Bank within 20 days. The cost of the additional resource will be on the same lines as per the finalised cost of the successful bidder.	Please adhere to the published RFP
150	63	DEPLOYMENT OF RESOURCES	If any resource is found unsuitable during the deployed period, the successful bidder has to provide an immediate replacement within 2 working days from the date of intimation.	Request you to modify the clause as : If any resource is found unsuitable during the deployed period, the successful bidder has to provide an immediate replacement within 5 working days from the date of intimation.	Please adhere to the published RFP
151	63	Deliverable for the Engagement	Detailed Report highlighting vulnerabilities in the system. Technical vulnerability identified should provide	Could you please clarify whether the reports should be in the Bank's template or the service provider's branding.	The report has to be shared in the Bank's specified format
152	49	Appendix-C	Technical Evaluation Excel sheet has also been shared along with this RFP for the information of the bidders. Bidders should fill in their credentials in the Technical evaluation sheet and share with the Bank as a part of technical bid	Please share the excel sheet as the same is not available on RFP portal.	The data has to be shared by the bidder as per Annexures shared in the RFP
153	14	11. BID PREPARATION AND SUBMISSION:	If applicable, scanned copy of duly stamped and signed Pre-Contract Integrity Pact subject to compliance of requirement mentioned in clause no 11 "DEADLINE FOR SUBMISSION OF BIDS" sub-clause (ii).	The Annexure for Integrity Pact is not provided in the RFP. Could you please share the Integrity pact format.	The integrity pact is not applicable for this RFP

154	93	LIQUIDATED DAMAGES	Service Provider shall provide detailed CVs specifying the professional experience of minimum 120% of the number of resources required per category as per the PO within 14 Working Days from the date of acceptance of PO or within 7 days for submission of additional CVs as mentioned in para (a) of Delivery schedule and Scope of work	Request you to modify the clause as : Service Provider shall provide detailed CVs specifying the professional experience of minimum 70% of the number of resources required per category as per the PO within 14 Working Days from the date of acceptance of PO or within 7 days for submission of additional CVs as mentioned in para (a) of Delivery schedule and Scope of work	Please adhere to the published RFP
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