

**Responses of Pre-Bid Queries raised by Various Bidder for RFP (BCC:ISAUDIT:RFP:112/130)**

SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
1	2.11 RFP Response Submission Details	12	The RFP response document should be submitted to the Bank in hard copy in sealed cover for evaluation of the Technical Proposal.	With reference to the ongoing Covid-19 situation, we request you to consider electronic submission	No Change
2	Terms and conditions	19	Entire section	We request Bank of Baroda to consider mutually acceptable terms & conditions with the selected bidder, for reference we can submit our T&C along with our proposal.	No Change
3	Eligibility Criteria	37	3 Should have conducted -2- IT Infrastructure audit of Scheduled Commercial Banks during last 5 years.  Copy of Purchase Order and Client certificate / Agreements	As per industry practice, client certificate on completion is not issued by some of the clients. We can provide client engagement letters as supporting, requesting you to consider the same. If required, we can set up client reference call with Bank of Baroda	Copy of Purchase Order and Client certificate / Agreements / engagement signed letter or email will be considered.
4	Annexure 3.1 Technical Scoring Criteria	38	Infrastructure Audits completed (In the last 5 years) in any Scheduled Commercial Bank in India, Govt Institutions / BFSI Sector other than Bank in India.	We request relaxation in this requirement to accommodate Global BFSI clients.	No Change
5	Annexure 3.1 Technical Scoring Criteria	38	SOC Audits completed (In the last 5 years) in any Scheduled Commercial Bank in India.	We request relaxation in this requirement to accommodate all kinds of BFSI (Bank, NBFC & Insurance) companies, Govt (India/State) and Global BFSI clients.	No Change
6	Annexure 3.1 Technical Scoring Criteria	38	BCP Audits completed (In the last 5 years) in any Scheduled Commercial Bank in India.	We request relaxation in this requirement to accommodate all kinds of BFSI (Bank, NBFC & Insurance) companies, Govt (India/State) and Global BFSI clients.	No Change
7	Annexure 3.1 Technical Scoring Criteria	38	No. of Full Time Employee (CISA/CISSP/CISM) available for IS Audit in Organization	We request ISO 27001 Lead Auditor certification to be considered as part of accepted certificates apart from the mentioned - CISA/CISSP/CISM	RFP Amended
8	Annexure 3.1 Technical Scoring Criteria	38	A separate list of employees (Annexure-14) indicating their qualification should be provided	Under Annexure -14, only certifications/Accreditations details are mentioned in a table, any additional qualification details apart from this while deploying/ identifying the resources are expected?	Additional qualification details of deploying team should be mentioned in Annexure-5
9	Annexure 3.1 Technical Scoring Criteria	38	Technical scoring criteria table: -5- Marks- For each Infrastructure Audit completed per scheduled commercial Bank per year	Please confirm our understanding that in case of two or more engagements performed for the same bank in different years, the same will be considered as separate credentials and 5 marks will allocated for each year's engagement. E.g. Two engagements (from different years) for BANK A to be considered for two audits and 5x2=10 marks.	Yes
10	Annexure 3.1 Technical Scoring Criteria	38	2- Marks- For each CISA/CISSP/CISM Resource  1- Marks- For each CEH/DISA/CCNA/ORACLE Certified Resource (Max. 5)	Please clarify whether all the proposed team members need to be certified with one of the mentioned certificates	Yes.
11	NA	41	The Firm should submit the Approach, Methodology and work plan in one integrated document.	This will be covered in the presentation proposal document and reference of it will provided here, please confirm our understanding	No Change
12	Annexure 11 – Scope and Deliverables	49	1. IT INFRASTRUCTURE 1.1 (a) IT Infrastructure in DC, DR & Near Site SP shall carry out a review to ensure IT Infrastructure compliance with IT / IS Policy of Bank.	Is the clause - 'SP shall carry out a review to ensure IT Infrastructure compliance with IT / IS Policy of Bank' applicable for only 1.1(a) or for 1. IT INFRASTRUCTURE?	Clarified in Annexure 11 – Scope and Deliverables of RFP
13	Annexure 11	49	Section 1.1 (b) Review of outsource of IT Operation (DC & DR) in compliance with IS Policy. - Review the segregation of duties - Review of Privileged Identity Management	1.Is the SOD, PIM assessment to be performed for specific operations outsourced (example - AMC) by BOB or for all the Third Party operations? 2.Is there an exhaustive list of outsourced operations available with BOB to conduct the assessment 3. Is the review of PIM limited to physical controls of DC and DR operations or extended on logical controls (Ex - PIM application review used to maintain privilege access)? 4. How many SOD's are to be performed ?	All SODs of IT Operations in DC /DR in compliance with IS Policy as mentioned in Section 1.1b.

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14	Annexure 11	49	Section 1.1 (b) Review of information sharing by bank's DC/DR team with outsourced service provider team	Is there an SOP / procedure document which classifies the information as "High Risk", "Sensitive", "Internal" and "Public" Does BOB use an application to log and monitor / maintain register which captures information inward / outward	As per IS Policy of Bank
15	Annexure 11	49	Section 1.1 (b) Access Control, Customer Data Privacy & Confidentiality	1. Is the review limited to physical controls of DC and DR operations or extended on logical access controls 2. Customer Data Privacy: Expectation of the review is to assess the effectiveness of data privacy w.r.t. to current procedure OR assess the policy / procedure defining metrics of Data Privacy	1. Both Physical & logical access as per scope 2. Review of the existing process and suggestive on the improvements & adopting best practice
16	Annexure 11	50	Section 1.1 (d) Management of System Software Review of change Management Process, reporting and measuring effectiveness identifying areas of improvements:	1. Will the review be limited to assessing effectiveness on sample changes for "Change Management" process or the review also includes areas like: - Patch Management - Direct Database Update 2. Are OS and Antivirus patches also considered under Change Management/ Patch Management?	1. All process as per scope 2. Yes
17	1.1 (b) Review of outsource of IT Operation (DC & DR) in compliance with IS Policy.	50	NA	Have the existing vendors (service providers) been risk classified using a standardised risk classification methodology (risk rating model)? Is there a defined methodology /framework for assessing the vendors ?	As per ISMS & Outsourcing policy of Bank
18	Annexure 11 – Scope and Deliverables	50	1. IT INFRASTRUCTURE 1.1 (a) IT Infrastructure in DC, DR & Near Site SP shall carry out a review to ensure IT Infrastructure compliance with IT / IS Policy of Bank.	Requesting for sampling methodology to be followed for the review	The best practice to be followed
19	1.1 (d) Management of System software	50	- Review of Setup and maintenance of operative system parameters. Verification with Secured configuration documents - Review of Operating system and Database Hardening and document Verification of OS/DB Hardening.	Will output of scripts based on SCD be provided, or can Service Provider use appropriate tools to perform the scanning	Service provider can use appropriate tools, if required
20	1.1 (d) Management of System software	50	- Review of Setup and maintenance of operative system parameters. Verification with Secured configuration documents - Review of Operating system and Database Hardening and document Verification of OS/DB Hardening.	Will Service provider need to create multiple reports for each IP?	No
21	1.1 (d) Management of System software	50	- Review of Setup and maintenance of operative system parameters. Verification with Secured configuration documents - Review of Operating system and Database Hardening and document Verification of OS/DB Hardening.	Is there any predefined format for reporting?	As per deliverables mentioned in Annexure-11
22	1.1 (d) Management of System software	50	- Review of Setup and maintenance of operative system parameters. Verification with Secured configuration documents - Review of Operating system and Database Hardening and document Verification of OS/DB Hardening.	No of confirmatory to be considered as a part of the scope	As per IS Policy of Bank
23	1.1 (d) Management of System software	50	- Review of Setup and maintenance of operative system parameters. Verification with Secured configuration documents - Review of Operating system and Database Hardening and document Verification of OS/DB Hardening.	Will necessary credentials be arranged for the scanning of the DB and OS	Yes
24	Entire Section	50	Entire section	Will a SPOC be provided to arrange for the required pre-requisites and communicate with the IT stakeholders	The SPOC will be there in initial stages. However all communication will be between vendor and IT stakeholders.
25	Annexure 11 – Scope and Deliverables	51	1.1 (e) Network Facility and Equipment Management • Network Vulnerabilities and Threat Management.	Whether this shall be only a process review or vulnerability scanning of devices for three entities?	It is vulnerability scanning of devices for three entities?
26	Annexure 11 – Scope and Deliverables	51	1.1 (f) Database Management System and Data security:	Requesting clarity on which privacy regulation to be considered? or shall bank's policy be considered?	All the related Banks Policy and regulatory policies to be derived from vendors experience

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27	1.1 (e) Network Facility and Equipment Management	51	Firewall rule review and optimization	Will output of scripts based on SCD be provided, or does Service Provider use appropriate tools to perform the scanning	Service provider can use appropriate tools, if required
28	1.1 (e) Network Facility and Equipment Management	51	Firewall rule review and optimization	Will Service provider need to create multiple reports for each firewall?	Will be shared with successful bidder.
29	1.1 (e) Network Facility and Equipment Management	51	Firewall rule review and optimization	Is there any predefined format for reporting?	As per deliverables mentioned in Annexure-11
30	1.1 (e) Network Facility and Equipment Management	51	- Review of Network device configurations - Review of Network device access control - Review of NAC	Will configuration dump of devices be provided, or does Service Provider use appropriate tools to perform the scanning	Service provider can use appropriate tools, if required
31	1.1 (e) Network Facility and Equipment Management	51	- Review of Network device configurations - Review of Network device access control - Review of NAC	Is there any predefined format for reporting?	As per deliverables mentioned in Annexure-11
32	Annexure 12	52	Section 1.1 (g) Help Desk - Incident Management	1. What are the types of incidents from an IT infrastructure perspective and how are they categorised. 2. How are these incidents are monitored and tracked for closure ? Is there a tool based tracking for infrastructure related incidents ?	Details will be shared with the wining bidder
33	Annexure 11 – Scope and Deliverables	53	1.1 (k) Others 1.1 (j) Inventory Maintenance • Review of Antivirus	Requesting for make and model of all the security solutions in use for all the three entities	Details given page-56 of RFP. Further granular details will be shared with the winning bidder
34	1.1 (j) Inventory Maintenance	53	Review of antivirus	Shall the service provider perform solution review of the antivirus in use? Please confirm our understanding	Yes
35	1.1 (m) Domain Controller	54	Entire section	Will this be an onsite review ?	Yes
36	1.1 (m) Domain Controller	54	Entire section	Will all systems in the respective branches need to be checked for integration or only random systems on a sample basis?	Yes. However the review will not involve physical visit to the branch
37	1.1 (m) Domain Controller	54	Entire section	What is the expected sample size	100%
38	Annexure 11 – Scope and Deliverables	54	1.1 (l) Process Management Review	Requesting clarity on whether test of effectiveness to be performed by the service provider?	Yes
39	Annexure 11 – Scope and Deliverables	54	1.1 (m) Domain Controller / AD (Domestic / International)	Please confirm whether this shall be a credential based scan as a part of the internal Vulnerability Assessment for DB security	Yes
40	Annexure 11 – Scope and Deliverables	55	1.1(p) Reconciliation System & Process Audit  • Review of reconciliation process of RTGS/NEFT, IMPS/UPI/NACH/ECS/CTS/Internet Banking / Debit Card/Credit Card / Online ecommerce /AePS/ePDS /mPAY/Micro ATM /KIOSK-FI Transactions/ATMs and m-Commerce transactions as per RBI/NPCI/CTS etc., guidelines.	Please list the applicable reconciliation guidelines for all three entities	Will be shared with th winning bidder
41	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: Service Provider would be required to review Bank's BCP and DRP to validate BCP/DRP in terms of its adequacy, effectiveness, efficiency, activation ability and reliability taking into consideration.	Please confirm our understanding that service provider shall only review the BCMS for all three entities and not perform any other activity as part of implementation /maintenance	As per scope
42	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: Service Provider would be required to review Bank's BCP and DRP to validate BCP/DRP in terms of its adequacy, effectiveness, efficiency, activation ability and reliability taking into consideration.	How many departments apart from IT have been identified as a part of the BCMS scope for each entity? Also please specify the names of the departments	As per BCP of Bank.
43	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: Service Provider would be required to review Bank's BCP and DRP to validate BCP/DRP in terms of its adequacy, effectiveness, efficiency, activation ability and reliability taking into consideration.	With respect to the ongoing Covid-19 scenario, will BoB allow for remote site review of DRC/Near Site for all three entities	NO. At present thye vendor visit for other asignments have already started.

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44	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: Service Provider would be required to review Bank's BCP and DRP to validate BCP/DRP in terms of its adequacy, effectiveness, efficiency, activation ability and reliability taking into consideration.	As a industry best practice we shall follow ISO 22301:2019, please confirm our understanding	As per BCP of Bank and Industry best practice
45	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: • Review of DRP Process	We shall review the DRP process at design level, please confirm our understanding	Both design and implementation as well as suggestive improvements
46	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: • Review Business Flows	Are business flow diagrams documented for all three entities?	Partially documented. Others can be gathered during discussion
47	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: • Review of Business Continuity Strategy • Review of adequacy Disaster Recovery Plan and Business Continuity Plan	Is Business Continuity Strategy, DR plan, BC plan and policy same for all three entities?	All the policies are same across the board
48	Annexure 11 – Scope and Deliverables	55	2. Business Continuity Plan & Disaster Recovery Planning: • Review of BCP & DRP for DC/DR	Please elaborate the point mentioned	As per BCP Policy of Bank.
49	3 Security Operations Center	55	Entire section	Is the SOC setup for all three entities (BoB, eDB, eVB) consolidated or is it dedicated to each entity?	SOC is dedicated to each entity
50	4 Security Operations Center	55	Review the Configuration Parameters	What are the Number of Default and Custom Correlations configured?	Will be shared with successful bidder.
51	5 Security Operations Center	55	NA	What are the Number of Unique Default / Correlations that usually gets triggered in a month?	Will be shared with successful bidder.
52	8 Security Operations Center	55	Review of Manpower, Training and knowledge management People Management	What are the number of Existing L1 & L2 analysts on 24*7 shifts?	Will be shared with successful bidder.
53	9 Security Operations Center	55	Review of Manpower, Training and knowledge management People Management	What are the Number of L3, SOC Manager and other team member of SOC coming in General Shifts?	Will be shared with successful bidder.
54	10 Security Operations Center	55	Incident Reporting and Management Security Monitoring Services Review of Configuration parameters Access Control, Customer Data Privacy and Confidentiality	What are the approx. Number of business applications, databases being Monitored?	Details given page-56 of RFP
55	11 Security Operations Center	55	NA	What are the Number of devices – both sensors and management servers (wherever applicable)?	Details given page-56 of RFP
56	6 Security Operations Center	56	Incident Reporting and Management	What are the Average Number of possible incidents or alerts per day (Business Day and Holidays)?	Will be shared with successful bidder.
57	7 Security Operations Center	56	Security Analysis and Forensics and Threat intelligence	What are the number of Integrated Threat Intelligence Feeds?	Details given page-56 of RFP
58	Annexure 11 – Scope and Deliverables	56	2. Business Continuity Plan & Disaster Recovery Planning: Service Provider would be required to review Bank's BCP and DRP to validate BCP/DRP in terms of its adequacy, effectiveness, efficiency, activation ability and reliability taking into consideration.	Are all the three entities BCMS certified?	NO
59	Scope of Work	57	Deliverables	What details are needed under roadmap? Any specific graphs, dashboards, charts are needed?	No existing format. But the industry standard should be followed.
60	Scope of Work	57	• Entity wise separate report will be submitted for Infrastructure Audit of DC, DR, NDR and BCP. • Reports will be published territory-wise & Entity-wise.	As per our understanding, three separate reports need to be prepared for 3 entities (BoB, eDb and eVB). Kindly confirm. Are there any other reports needed to be submitted under the deliverables? Whether format of all these reports will remain same?	Reports will be published territory-wise for overseas territory
61	Scope of Work	57	• A separate report for SOC will be submitted which should be further bifurcated into territory wise / Entity Wise.	Please clarify if the report format will remain same for all three entities	Yes
62	Scope of Work	49	NA	Will any Tools/devices/laptops required for conducting the audit be provided by you?	Desktops connected to Banks domain will be provided to vendors.
63	Scope of Work	49	NA	Can we perform audit onsite only or partially (onsite and offsite) is acceptable to bank?	Onsite

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64	Miscellaneous		NA	Requesting to please extend the submission for all the response by 5 working days	No Change
65	3.1 Background	16	<b>Bank of Baroda :</b> a. Data Centre & Near Site at Mumbai b. Disaster Recovery Centre at Hyderabad. T <b>eDB</b> a. Data Centre & Near Site -Mumbai b. DR - Bangalore. <b>eVB,</b> Data Centre - Bangalore <b>DR - Mumbai maintained by SIFY.</b>	For the three bank assessment to be conducted from the Central Location i.e. from Mumbai or it will be from three different locations , can the engagement can be delivered from e-Vijaya DR site (Mumbai) rather than Bangalore location.	Onsite from respective DC. Howwver DR & NearSite visit to be included
66	Technical Scoring Criteria	38	Infrastructure Audits completed (In the last 5 years) in any Scheduled Commercial Bank in India, Govt Institutions / BFSI Sector other than Bank in India.	Existing BoB Infra Audit can be taken into consideration for this criteria for each year (ie. 3Years)	Yes
67	Performance Guarantee	15	If the contract is awarded, the bidder should furnish a Performance Guarantee (other than Bank of Baroda) as required by the Bank to the extent of 10% of the value of the order placed. The performance guarantee would be for the entire period of the contract plus 6 month.	If the engagement extends for another year, the same Bank Guratntee will be extended for another period	Separate Bank guarantee need to be submitted
68	Detailed Profile	40	No of Fulltime employees  No of Part-time employees  <b>Employees with professional certificate in the Firm</b> No of Full time CISA/CISSP/CISM  No of Full time CEH/DISA/CCNA/ORACLE Certified employees	Max of 15 employees to be provided (certificates)  2.Bidder is expected to provide the professional certificate count PAN India offices ?	Yes.
69	Scope and Deliverables 1.1 (d) Management of System Software	50	Review of Setup and maintenance of operative system parameters. Verification with Secured configuration documents.  Review of Operating system and Database Hardening and document verification of OS/DB Hardening.	Bidder is expected to conduct Configuration Review of all of its OS/DB as per the count mentioned or on sample basis	100%
70	Scope and Deliverables 1.1 (d) Management of System Software	50	To Review Setting of various parameters in Applications, updates thereof and actual working of them as intended and accurately.	Application assessment also included ? If yes share the no. of applications to be audited...pl elaborate	As per RFP
71	Scope and Deliverables 1.1 (d) Management of System Software	50	Vulnerabilities in OS are being taken care off. Compensatory controls for known vulnerabilities are in place	Bidder is expected to do the VA testing on all the infrastructure (OS/DB )level or sample basis	100%
72	1.1 (e) Network Facility and Equipment Management	49	Review of Network device configurations Hardening of the equipments like Router, Network Switch, IPS, IDS, Firewall.	Bidder is expected to conduct Configuration Review of all of its network components as per the count mentioned or on sample basis	100%
73	1.1 (e) Network Facility and Equipment Management		Network Vulnerabilities and Threat Management.	VA to be performed on all network assets or on sample basis	All network assets
74	1.1(o) ATM Switch & ATM Facility Management, ATM Operations & ATM Back Office	54	Audit of the Reconciliation activities being carried out w.r.t transactions involving various Acquirer, Issuer, Merchant, Interchange, other stakeholders etc. found in the ATM switch files with the transactions found in Host, Interchange & Partner Bank's switch. Also, Chargeback processing including VISA chargeback, NFS Chargeback etc. to be checked for appropriateness	Bidder is expected to verify on sample basis	100%

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75	1.1(p) Reconciliation System & Process Audit	55	Review of reconciliation process of RTGS/NEFT, IMPS/UPI/NACH/ECS/CTS/Internet Banking / Debit Card/Credit Card / Online ecommerce /AePS/ePDS /mPAY/Micro ATM/KIOSK-FI Transactions/ATMs and m-Commerce transactions as per RBI/NPCI/CTS etc., guidelines.	Bidder is expected to verify on sample basis	100%
76	Legal Risk	32	There are following exceptions to the limitation of liability - 1. Wilful misconduct 2. Gross negligence 3. Loss suffered by Bank due to damage to real or tangible or intangible property by Service Provider, its employees and/ or subcontractors or loss suffered by Bank, due to infringement of patents, trademarks, copyrights or such other Intellectual Property Rights 4. Breach of confidentiality obligations	Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	No Change
77	Termination	65	Obligations to survive for more than a year post expiry or termination of contract	We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.	No Change
78	Non Disclosure	63	Obligation to return all confidential information / destroy all confidential and no right to retain a copy	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.	No Change
79	Non Disclosure	63	No right to disclose client name or project for citation / reference purposes	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.	No Change
80	Indemnity	29	Indemnities for IPR infringement claims without exceptions	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. 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. 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 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 noninfringing equivalent; iii. Modify it to make it noninfringing. 3. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.	No Change

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81	Indemnity	29	Indemnity for breach of contract obligations	<p>There are several remedies available under law and contract to you for such breach of obligations. For eg, there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section.</p> <p>If you still insist on retaining this section, then 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.</p>	No Change
82	Miscellaneous	29	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.	No Change
83	Miscellaneous	29	No clause in RFP. Please include in pre-bid. No process for indemnity	<p>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 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 (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</p>	No Change
84	Miscellaneous		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.	No Change
85	liquidated damages	32	LDs capped at higher percentage	We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	No Change

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86	Miscellaneous		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>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 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.</p>	No Change
87	Wide insurance procurement obligations	32	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.	If the limitation of liability is limited to TCV or insurance proceeds (whichever is higher), then it is recommended that a separate insurance for this project be taken. Please see comment on the LOL above also.	No Change
88	Non-independent arbitrator	65	Non-independent arbitrator	In order to uphold the principles of natural justice (Nemo iudex in causa sua- no one should be judge in ones own case) and the provisions of the Arbitration and Conciliation Act, we request that the arbitrator(s) be appointed with mutual consent of both the parties. Alternatively, a panel of three arbitrators may be set up in which one arbitrator is appointed by Consultant, one by the client and the two arbitrators appoint third arbitrator. <u>Please confirm.</u>	No Change
89	Widely worded audit rights	28	Widely worded audit rights	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow Client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	No Change
90	Miscellaneous		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.	No Change



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SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
91	Miscellaneous		No acceptance criteria	If the project is to be completed on time, it would require binding both parties with timelines to fulfill 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: 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 the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted.	No Change
92	Oral Disclosure	63	Oral Disclosure	In the case of Confidential Information that is disclosed only orally, the Disclosing Party shall, within seven days after such disclosure, deliver to the Receiving Party a brief written description of such Confidential Information; identifying the place and date of such oral disclosure and the names of the representatives of the Receiving Party to whom such disclosure was made. It is expected that such information will bear a legend or label of "Confidential" or other similar designation manifesting intent that the information is confidential.	No Change
93	Indemnity	65	The Consultant hereby agrees to indemnify and keep BOB indemnified safe and harmless at all times against all or any consequences arising out of any breach of this confidentiality undertaking by the Consultant and /or its employees and shall immediately reimburse and pay to BOB on demand all damages, loss, cost, expenses or any charges that BOB may sustain suffer, incur or pay in connection therewith.	It is the firm's view that normal recourse through the courts for breach of contract is the most appropriate and mutually equitable route. We cannot agree to an Indemnity clause in an NDA. We request the client to delete this clause.	No Change
94	Technical Evaluation	38	Infrastructure Audits completed (In the last 5 years) in any Scheduled Commercial Bank in India, Govt Institutions / BFSI Sector other than Bank in India.	Please consider Infra/ System Audit as well.	No Change
95	Technical Evaluation	38	SOC Audits completed (In the last 5 years) in any Scheduled Commercial Bank in India.	Please Considerate DC/ DR / Near Site Audit PO's as well	The scope mentioned in the audit assignment should involve SOC as an areas of review
96	Technical Evaluation	38	BCP Audits completed (In the last 5 years) in any Scheduled Commercial Bank in India.	Request you to include Other Sectors PO's as well other than Banks in India.	No Change
97	Technical Evaluation	38	No. of Full Time Employee (CISA/ CISSP/ CISM) available for IS Audit in Organization	Request you to include OSCP/ ISO 27001/ CEH in the list of certification	RFP Amended
98	Technical Evaluation	38	No. of Full Time Employee (CISA/ CISSP/ CISM/ CEH/ DISA/CCNA/ ORACLE Certified) proposed to be deployed in this project (Annexure-5)	Please consider one Team Manager having CISA/CISM and rest could be other certificates with total of 5 resources for deployment.  Also request you to include ISO 27001 in the list of certification.	RFP Amended
99	Miscellaneous	9	"Key Information on the RFP Response Submission"	We were unable to find the reference document/section. Can you please confirm the same.	Information given on page-2

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SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
100	2.11.1 Format for Technical Proposal	13	The Technical Proposals should be complete in all respects and should contain all information as specified in the RFP, with the exclusion of the Financial Proposal. The Technical Proposal should not contain any price information; any Firms disclosing the Financial Proposal information in the Technical Proposal will be summarily rejected. One hard copy of the Technical Proposal should be submitted and one soft copy (both in one closed envelope to the Bank marked as Hard Copy and Soft Copy respectively).The Technical Proposal should indicate the ideas, solutions and processes suggested for the assignment.	Can you please confirm the soft copy medium i.e Pendrive, CD etc. Also as an alternative, can the soft copy be sent over email? If yes then please share the email id.	Soft Copy may be Pendrive, CD . But through Email is not allowed.
101	3.1 Introduction and Overview	16	Post amalgamation, the operations of the amalgamated unit is being run from Setups located at various centres. Bank of Baroda has its Data Centre & Near Site at Mumbai and Disaster Recovery Centre at Hyderabad. The Data Centre & Near Site of eDB is at Mumbai & DR at Bangalore. For eVB, the Data Centre is located at Bangalore and DR at Mumbai maintained by SIFY. The detailed locations & address will be further shared with the selected firm.	Can you please confirm the number for near sites at each locations.	There are 3 Near Site i.e. one for each entity
102	3.1 Introduction and Overview	16	Post amalgamation, the operations of the amalgamated unit is being run from Setups located at various centres. Bank of Baroda has its Data Centre & Near Site at Mumbai and Disaster Recovery Centre at Hyderabad. The Data Centre & Near Site of eDB is at Mumbai & DR at Bangalore. For eVB, the Data Centre is located at Bangalore and DR at Mumbai maintained by SIFY. The detailed locations & address will be further shared with the selected firm.	Apart from location Mumbai, Bangalore and Hyderabad, is there any other location which needs to be visited as part of the audit?	No
103	3.1 Introduction and Overview	16	Post amalgamation, the operations of the amalgamated unit is being run from Setups located at various centres. Bank of Baroda has its Data Centre & Near Site at Mumbai and Disaster Recovery Centre at Hyderabad. The Data Centre & Near Site of eDB is at Mumbai & DR at Bangalore. For eVB, the Data Centre is located at Bangalore and DR at Mumbai maintained by SIFY. The detailed locations & address will be further shared with the selected firm.	Apart from eVB (DR Site, Mumbai - Maintained by SIFY), is there any facilities which are outsourced or managed by third party vendors?	eDB(DR site-Bangalore, Near Site,-Mumbai, DC-Mumbai) maintained by Third Party Vendor
104	Annexure 03 - Eligibility Criteria	36	2 The Bidder must be Net profit making entity (from Indian operations only) continuously for the last three years that is financial years –2016-17, 2017-18 & 2018-19.	We have positive net worth in all 3 years and profit after tax in 2017-18 and 2018-19 . However, we would request your help in taking an exemption only on profit after tax for the year 2016-17. We would request to kindly consider the following factors : <ul style="list-style-type: none"> <li>• We are a Cert-In empanelled firm which has carried out multiple Information Security assessment, consulting and advisories for Indian as well as global customers since 2014.</li> <li>• Further, we are part of a global network of firms that has strong financials (Annual report of our global firm is attached). As evidenced above, we have been aggressive in our growth and heavily re-investing our profits back into the business by seeding more practices and hiring people as we grow. Further, from a global consolidated perspective we have been demonstrating good profitability. Due to this strategy of re-investing our profits into the business to grow it internally and our global financial strength, we seek an exemption for the profitability clause for eligibility to participate in the RFP.</li> </ul>	No Change

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SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
105	Annexure 7 – Financial Proposal Format	44	Security Operation Centre (SOC) : 1. Entity-1 (BOB) 2. Entity-2 (eDB) 3. Entity-3 (eVB)	For each of the entities, can you please confirm the SOC operation model? Is the SOC operation setup outsourced or inhouse?	Combined approach of outsourced and internal team
106	Annexure 11 – Scope and Deliverables	56	Asset list	Can you please confirm if the expectation is to perform assessment for entire assets or on sample basis from the list of assets ?	100%
107	Miscellaneous		Miscellaneous	Please provide indicative start date for the audits	With in 7 days of issue of work order
108	Miscellaneous		Miscellaneous	In the current COVID situation, is remote auditing applicable for the mentioned location?	No
109	Miscellaneous		Miscellaneous	Can the audits needs to be performed simultaneously or in a particular sequence?	Simultaneously
110	Eligibility	37	Should have conducted -2- IT Infrastructure audit of Scheduled Commercial Banks / Govt Organizations during last 5 years.	Infrastructure audits for the banks and other organizations typically involve the audit of N/w infrastructure, Servers, end points, processes etc, and are one and the same. The technical expertise required is the same. The sole difference can be on the Application software layer and some corner cases, so our request is to include <b>Government Organizations with Scheduled Commercial Banks.</b>	No Change
111	Eligibility	37	The Bidder/OEM should have at least -05- professionals having valid certification of CISSP/CISA/CISM as full time employee and experience of at least 3 years.	<b>ISMS-LA ( Information Security Management Systems -Lead Auditor)</b> certified professionals are competent to lead audits of information security management systems (“ISMS”) to ensure that they meet ISO/IEC 27001 - 2013 standards in any organization. This is similar or advanced to CISM certification, which has been included in the requirement. As a norm equivalent qualifications are permitted. So our request is to include ISMS-LA certification criteria along with others mentioned in Tender document	No Change
112	Technical Evaluation	38	SOC Audits completed/ SOCs/DC established in last 5 years in any scheduled commercial bank in India/ Govt Organization	SOC Audits - The nature of work, tools and technology remains same. Information security applied expertise, experience and best practices used in government organizations, such as <b>Defence establishments - critical government organizations</b> are of the highest order. Laxity cannot be tolerated given the nature of the sector, operations and the output. Banks are also a part of the national critical information infrastructure. Hence a deserving request that with scheduled commercial banks Govt Organizations can also be included.	No Change
113	Technical Evaluation	38	BCP/DC Audits completed OR DC established in last 5 years in any scheduled commercial bank in India/ Govt Organization	Considering the nature of work, tools and technology remaining the same, information security applied expertise, experience and best practices that are used in government organizations such as Defence etc deal with highest criticality. Business Continuity of the highest technical levels have to be maintained. Under this requirement condition Govt organizations can be included with the scheduled commercial banks.	No Change

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SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
114	Technical Evaluation	38	No. of Full Time Employee (CISA/CISSP/CISM) available for IS Audit in Organization	SMS-LA ( Information Security Management Systems -Lead Auditor) certified professionals are technically competent and authorized to lead audits of information security management systems ("ISMS") to ensure that they meet ISO/IEC 27001 -2013 standards in any organization. This is similar or advanced to CISM certification, which has been included in the requirement. Given the technical competence levels SMS-LA can be included this requirement. So our request is to include ISMS-LA certification criteria along with others mentioned in Tender document	RFP Amended
115	Technical Evaluation	38	No. of Full Time Employee (CISA/ CISSP/ CISM/ CEH/ DISA/CCNA/ ORACLE Certified) proposed to be deployed in this project (Annexure-5)	SMS-LA ( Information Security Management Systems -Lead Auditor) certified professionals are technically competent to lead audits of information security management systems ("ISMS") to ensure that they meet ISO/IEC 27001 - 2013 standards in any organization. This is similar or advanced to CISM certification, which has been included in the requirement. So our request is to include ISMS-LA certification criteria along with others mentioned in Tender document.	RFP Amended
116	Earnest Money Deposit	15	Security Deposit payable by the Successful Bid Winner  The Selected Firm has to deposit with the Bank an amount of 5% of the Contract Value towards security deposit for the entire period of the contract, within 15 days from the date of communication about selection as Firm by the Bank. The selected Firm's Earnest Money Deposit will be adjusted against the security deposit requirement. The EMD of the Selected Firm may be forfeited if the Selected Firm fails to furnish security deposit within 15 days from the date of communication about selection of the Firm by the Bank.	As we will be submitting PBG then why security deposit is required. Hence, we request you to waive this clause	No Change
117	Eligibility Criteria	36	Financial Bid  The Bidder must have registered a turnover of 30Cores or above (from Indian Operations only) in each year during the last three completed financial years-2016-17, 2017-18 & 2018-19* (Not inclusive of the turnover of associate companies)	The turnover figure is very high and may not involve much participation. Moreover, turnover in relevant field i.e. IS Audit / IT Audit / IT Security Services is important rather than the total turnover which may be from different irrelevant fields. Several banks including State Bank of India etc; Bank of Baroda in RFP for Empanelment of Service Provider for Information Security Audit in 2017 had a turnover criteria of Rs. 10 Crores in each of the last three years in the relevant field i.e. IS Audit / IT Audit / IT Security Services. Hence, we request you to modify the clause accordingly to have turnover of Rs. 10 Crores or above (from Indian Operations Only) in each of the last three years in IS Audit / IT Audit / IT Security Services.  Without prejudice, Government of India is advocating Vocal for Local especially for MSME. Hence, atleast for Micro and Small Enterprise (MSE), we request that the criteria should be modified as: turnover of Rs. 10 Crores or above (from Indian Operations Only) in each of the last three years in IS Audit / IT Audit / IT Security Services.	No Change

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SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
118	Eligibility Criteria - C	36	Technical Bid  Bidder should be empanelled by CERT-In as Information Security Audit Organization and should remain in panel upto 31st March, 2021 i.e. during the currency of contract	Currently the CERT In empanelment is upto 31st October 2020 for all empanelled audit firms mentioned on the website	The further renewal certificate to be submitted by the winning bidder during the assignment
119	Annexure 11 – Scope and Deliverables	49	Scope Document of Bank of Baroda in respect of Comprehensive Audit of IT Infrastructure  Review / Audit of:  1. IT Infrastructure (Data Centre, Disaster Recovery Centre and Near Site) 2. Business Continuity Plan & Disaster Recovery Planning 3. Security Operation Centre (SOC)	1) Number of Outsource Vendors/ Service Provide 2) Number of Applications to be audit 3) Location of Audit required – Please confirm if we could perform the audit from one centralized location . If not then provide us the Location as per activity wise	Details of Outsourcing Vendor and Applications will be shared with Winning Bidder. Location of Audit is Mumbai, Bangalore and Hyderabad.
120	Eligibility Criteria- Annexure-3	36	Financial Bid  The Bidder must have registered a turnover of 30Cores or above (from Indian Operations only) in each year during the last three completed financial years–2016-17, 2017-18 & 2018-19* (Not inclusive of the turnover of associate companies)	Request to consider Rs.5 Crores average annual Turnover for past 3 years	No Change
121	Annexure 3.1	38	5- Marks- For each Infrastructure Audit completed per scheduled commercial Bank per year	Kindly confirm that Credentials of 2 different engagements for distinct clients in the same year shall be accepted. Also confirm if small finance bank and payment banks credentials shall be accepted ? Will year 2015-16 be included in the last 5 years?	Yes
122	Annexure 3.1	38	For Sr4: A separate list of employees (Annexure-14) indicating their qualification should be provided	Kindly confirm a self declaration on letter head with the list of employees along with the copy of certifications shall suffice for the requirement	Yes, Details will be provided as per Annexure-14
123	1.1 (b)	50	Review of outsource of IT Operation (DC & DR) in compliance with IS Policy.	Does it include any onsite assessment of a Vendor?	As per IS Policy / Outsourcing Policy of Bank
124	1.1 (c)	50	Server sizing processes - hard disk capacity, RAM, Processing power etc. as per requirements	Kindly confirm that the scope is limited to the review of the process and the SP does not need to develop sizing and capacity management procedures	Along with the review , the gaps and best industry practices are to be suggested
125	1.1 (d)	50	Review of Operating system and Database Hardening and document verification of OS/DB Hardening.	Kindly confirm that the scope is limited to the review of the hardening documents/process and the SP is not expected to develop hardening documents.	NO.The actual review of the hardening along with the process is to be verified.
126	Miscellaneous		Miscellaneous	Kindly confirm the VA/PT is not considered in scope for this engagement	VA is covered
127	1.1 (j)	53	License management	Kindly elaborate the expectations for the mentioned scope line item.	It involves the process review, gaps in process and instances of mis-utilisation
128	2	55	Review of Resource priority for recovery and recovery time objectives	Kindly confirm that the scope is limited to the review of the resource priority process and the SP is not expected to develop recovery procedures by defining RTO and RPO or conducting BIA for the business processes and relevant IT systems	RTO / RPO is already defined by the bank
129	3	55	Review of Outsourcing services of SOC.	Does it include any onsite assessment of a Vendor?	Yes, incase of SOC ops are outsourced
130	3	55	Review of SOC charter document, SOC KPI and Metrics.	Kindly confirm the scope is limited to the review of the SOC charter document, SOC KPI and Metrics. SP is not expected to develop KPI and metrics for the SOC.	Yes. However suggestive on the best practice / industry practice is deliverable

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SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
131	Deliverables	56	Provide re-designed network & security architecture along with technical specifications of network & security solutions based on the operational and business requirements of the Bank.	Kindly confirm whether the SP is expected to review and re-design, if needed, the network security architecture as a part of the scope for this engagement	Yes, incase of gaps / risks assessed
132	Miscellaneous		Miscellaneous	Kindly confirm is the engagement is expected to be an one-time assessment only or will compliance review be considered in-scope as well?	Compliance review is also part of scope as mentioned in Annexure-11
133	Miscellaneous		Miscellaneous	Please confirm on the payments terms for this engagement	Payment terms given at page-24 of RFP
134	Review the segregation of duties	50	Review the segregation of duties	How many applications are in scope	All SODs of IT Operations in DC /DR in compliance with IS Policy as mentioned in Section 1.1b. The full details will be shared with the winning bidder
135	1.1 (d) Management of System Software	50	1.1 (d) Management of System Software	Does the bidder have to perform the Review of Operating system and Database Hardening or verify the existing process	As per RFP scope
136	1.1 (e) Network Facility and Equipment Management	51	1.1 (e) Network Facility and Equipment Management	Provide the count of firewall rules to be reviewed	Will be shared with successful bidder.
137	To Review Setting of various parameters in Applications, updates thereof and actual working of them as intended and accurately.	50	To Review Setting of various parameters in Applications, updates thereof and actual working of them as intended and accurately.	How many applications are in scope	Will be shared with successful bidder.
138	All the relevant security features available in the OS are enabled/ taken advantage of as far as possible	50	All the relevant security features available in the OS are enabled/ taken advantage of as far as possible	How many unique OS technologies are in scope , is it 3 as mentioned in the RFP or any other ones , kindly clarify.	Details given page-56 of RFP
139	Review of file permissions	51	Review of file permissions	Does this needs to be done for all the servers in place ? File permission settings are controlled through centralized way ?	100% Coverage
140	Network bottlenecks and performance issues	51	Network bottlenecks and performance issues	Please clarify does this required to be done for specific network segments , if so kindly let us know how many network segments needs to be considered	Will be shared with successful bidder.
141	Real-time monitoring of network traffic, which involves packet capture and analysis.	51	Real-time monitoring of network traffic, which involves packet capture and analysis.	Is the expectation to review the solution in place for network traffic packet capture and analysis ? And check the process part ?	Yes
142	Legal and Regulatory requirements	51	Legal and Regulatory requirements	What all regulatory requirements needs to be considered other than RBI and how many applications are in scope for this activity	All legal and Regulatory requirements as well as industry best practices.
143	Hardening of the equipment's like Router, Network Switch, IPS, IDS, Firewall.	51	Hardening of the equipment's like Router, Network Switch, IPS, IDS, Firewall.	Hardening needs to be verified on these components or is it only hardening parameters documentation review	Review as per Hardening Documents of Bank
144	Network Vulnerabilities and Threat Management.	51	Network Vulnerabilities and Threat Management.	Vulnerability scanning needs to be done or is it process review	VA needs to be Done
145	Confidentiality and privacy requirements are met	52	Confidentiality and privacy requirements are met	How many applications are in scope	Will be shared with successful bidder.
146	Authorization, authentication and access control are in place	52	Authorization, authentication and access control are in place	How many applications are in scope	Will be shared with successful bidder.
147	1.1 (f) Database Management System and Data security:	52	1.1 (f) Database Management System and Data security:	How many tables in DB need to be reviewed for partitioning and indexing	100%
148	1.1 (j) Inventory Maintenance	53	1.1 (j) Inventory Maintenance	Review of Antivirus- Is the bidder expected to evaluate the antivirus solution or it's implementation	Review the implementation of Antivirus and sufficiency of the working

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SN	RFP Clause No.	RFP Page No.	Existing Clause Details	Clarification sought	Bank's Reply
149	1.1(o) ATM Switch & ATM Facility Management, ATM Operations & ATM Back Office	54	1.1(o) ATM Switch & ATM Facility Management, ATM Operations & ATM Back Office	How many vendors are in scope of review	Will be shared with successful bidder.
150	2.Business Continuity Plan & Disaster Recovery Planning:	55	2.Business Continuity Plan & Disaster Recovery Planning:	How many sites are in scope of review (DRC/ Near Site)	Described in RFP
151	3. Security Operations Centre	55	3. Security Operations Centre	What are the SOC tools to be reviewed.	Will be shared with successful bidder.
152	3. Security Operations Centre	56	3. Security Operations Centre	How many custom rules are in scope of review	Will be shared with successful bidder.
153	Broad Entity Details	56	Broad Entity Details	Does the Database count also consist of the ATM monitoring Database	Yes