

**Final replies to pre bid queries for gem bid Ref No. GEM/2021/B/1408941 dated 04/08/2021 for Engagement of Auditor for Conducting End to End IT Security Assessment Activities in Canara Bank**

Sl. No.	RFP Clause	Domain / Page	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Bid Document: Bid Number: GEM/2021/B/1408941 Dated: 04-08-2021	General	Bid End Date/Time 25-08-2021 15:00:00	Timeline to submit the bid is very stringent. Due to multiple levels of approval, request you to provide 7-10 additional working days to submit the bidding document.	Due date of bid submission is already extended up to 14/09/2021.
2	Annexure-4 Scope of Work	1.1	Review the processes and procedures required for the performance of the staff (bank/ third party) and their document job functions	As part of this, we intend to cover the following. Please confirm 1. Review of HR policy defining process for employee joining, transfer and exit. 2. Review of background screening process adopted by HR for full time employee /managed employee/ contractor. 3. Review of training provided by HR for awareness on the IS policy 4. Review of HR processes such as signing of NDA and code of conduct documents	Bidder to comply the with Gem bid terms.
3	Annexure-4 Scope of Work	1.2	Review the risks associated with the data centre management processes and confirm the adequacy of controls	Please confirm bidder is expected to review the controls and not create the new controls  Please confirm on the number of data centre to be covered (DC, DR) and locations or Please confirm if both DC, DR sites needs to be covered as part of the walkthrough or only primary DC to be covered	Bidder has to comply the clause. Further, the existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new controls has to be created, the same has to be suggested and created by the bidder after discussion with the Bank team.
4	Annexure-4 Scope of Work	1.6	Review of monitoring of capacity utilization of all the servers associated with critical process.	Please confirm the number of servers to be covered for review of this process	Detail will be shared to selected bidder.
5	Annexure-4 Scope of Work	2.1	Acquisition in DC/DR, installation, Upgradation, Movement, usage process review	We understand that bidder is expected to help in the review of controls for acquisition of DC/ DR process	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new controls has to be created, the same has to be suggested and created by the bidder after discussion with the Bank team.
6	Annexure-4 Scope of Work	2.2	Application / Database / Server decommissioning process review / assessment.	Please confirm bidder is expected to conduct the process level review only	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new controls/Process has to be created, the same has to be suggested and created by the bidder after discussion with the Bank team.
7	Annexure-4 Scope of Work	2.10	Server hardening assessment & recommendation without affecting HA, cluster, RPC services & based on Application conflict if any.	Please confirm bidder is expected to review the SCDs and do not create new SCD.	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new SCD has to be created, the same has to be created by the bidder after discussion with the Bank team.



8	Annexure-4 Scope of Work	2.11	Reviews of KRIs and KPIs	Please confirm bidder is expected to review the KRI and KPI and do not create new one	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new controls/Process has to be created, the same has to be suggested and created by the bidder after discussion with the Bank Team.
9	Annexure-4 Scope of Work	3.03	To review Setting of various parameters in Applications, updates thereof and actual working of them as intended and accurately.	Please confirm the count of applications to be reviewed	Approx 525
10	Annexure-4 Scope of Work	4.08	Review to ensure that Selection of Router, Firewall, Proxy, Intrusion Prevention System, Switch and other Network and Security equipments are in consonance with business requirement	We understand that the bidder is expected to only provide the recommendation. Implementation/Acquisition of any hardware/software is not the part of scope of work	Bidder to comply the with Gem bid terms.
11	Annexure-4 Scope of Work	3.15	Review of In House applications	Please confirm the count of In House applications to be reviewed	Approx 365
12	Annexure-4 Scope of Work	4.18	Review all the devices hosted in DC/DR/ branch systems (user pc/network equipment) are sync with NTP server	Please confirm the count of devices hosted in all the respective branches of DC/DR	Detail will be shared to selected bidder.
13	Annexure-4 Scope of Work	5.01	Review of Applications / Databases which have a provision to make modifications/ corrections through backend intervention, whether adequate controls are in place for only limited / restricted back end access and proper approval is being taken for the activity	Please confirm the count of applications/databases to be reviewed	Approx 150 databases
14	Annexure-4 Scope of Work	8.02	Review of the Bank's policy for storage management including purging of data and suggest the modification required as per global standard/ best practices	We understand that bidder is expected to review the Bank's Policy, identify gaps and suggest modification. Bidder is not expected to create new set of policies for the bank	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new policy / process has to be created, the same has to be created by the bidder after discussion with the Bank team.
15	Annexure-4 Scope of Work	9.02	IT assets classification and review	Please confirm the count of IT Assets	Bidder to comply the with Gem bid terms.
16	Annexure-4 Scope of Work	9.01	Review the process which identify and record all IT assets and their physical location, and a regular verification program which confirms their existence.	Please confirm the count of IT assets	Bidder to comply the with Gem bid terms.
17	Annexure-4 Scope of Work	12.01	VA of ATMs / CDMs on sample basis	Please confirm the count of ATMs/ CDMs for VA	Bidder has to conduct the VA of CAPEX, OPEX, VSAT ATMs / CDMs / Kiosk / Recycler / PUM etc on sample basis. Approx 20.
18	Annexure-4 Scope of Work	12.02	Review of setup, configuration, Security and control at the interface of ATM Switch with Master Card, NFS and VISA switches in terms of bank's security guidelines and other regulatory guidelines	We understand that Regulatory Guidelines pertaining to Cyber/ Information security only	Bidder to comply the with Gem bid terms.
19	Annexure-4 Scope of Work	12.13	Compliance with regulators (RBI, NPCI etc) guidelines of security	We understand that only regulatory guidelines are to be covered and other standards like PCIDSS is out of scope	Bidder to comply the with Gem bid terms.
20	Annexure-4 Scope of Work	13.02	Review of the efficient and eff. live dispute resolution	We would be performing testing on sa. basis only. Please confirm	Bidder to comply the with Gem bid terms.



21	Annexure-4 Scope of Work	13.05	Check adequacy & adherence to operational/ accounting/ reconciliation/ statutory guidelines issued by RBI & other regulatory bodies/ Card networks w.r.t Card Present, Card not Present Transactions, mobile banking, Internet Banking and other ADC (alternate Delivery Channels) like Mobile Apps, IMPS, UPI, AEPs, Wallet Transactions etc	We understand that only process needs to be reviewed. Please Confirm	Bidder to comply the clause. Regarding Payment and Settlement System, the bidder is expected to know the regulator & card network guidelines and to verify the Banks adherence for the same. In case of shortcomings, required new process/policy needs to be created. If any existing process needs to be modified, the bidder has to suggest the same.
22	Annexure-4 Scope of Work	16.19	Regulatory compliance (Any compliance with regards to regulatory guidelines)	We understand that only regulatory guidelines are to be covered and other standards like PCI DSS is out of scope	Bidder to comply the with Gem bid terms.
23	Annexure-4 Scope of Work	16.08, 16.21, 16.24, 16.30	Review the automated batch processing, scheduled tasks, critical calculations etc Review of the Functionality implemented as per the Bank's requirements Review of the Controls for performing/ changing parameter setup of functionality across applications Review of Interface Controls with other applications (both Internal and External)	Please clarify bidder is expected to perform testing on sample basis only.	Bidder to comply the with Gem bid terms.
24	Annexure-4 Scope of Work	16.22	Review of the input, processing and output controls across various schemes across the bank	Please clarify number of controls to be tested/ List of schemes to be tested for input, processing and output controls	Bidder has to do assessment of the application for all the relevant controls.
25	Annexure-4 Scope of Work	16.23	Vulnerability Assessment, Penetration Testing, External Assessment, Configuration Audit, Data Migration Audit, Application security Audit etc	What is expected from the bidder. Is only assessment to be done and reports to be reviewed. What is the frequency of the Audit. Please Clarify Please clarify if the bidder is expected to perform Vulnerability Assessment exercise and Data Migration for the bank	The review of the report has to be done by the bidder and the recommendation has to be provided by the bidder in case of any shortcomings. In case new process has to be created, the same has to be suggested by the bidder after discussion with the Bank team.
26	Annexure-4 Scope of Work	17.01	Review the VAPT / EAPT policy / Guidelines of the Bank	Please confirm whether bidder is expected to conduct VAPT exercise for the bank Please clarify what is expected from the bidder	Review of existing policy / process / guidelines / scope has to be done.
27	Annexure-4 Scope of Work	18.08	Review to ensure all EFRM rules are implemented as decided by Bank	We understand that bidder is expected to review the implementation of EFRM rules. Bidder is not expected to create new rules Please let us know number of EFRM rules to be reviewed	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new rules has to be created, the same has to be suggested and created by the bidder after discussion with the Bank team. Regarding no of EFRM rules, detail will be shared to selected bidders.



28	Annexure-4 Scope of Work	18.12	Review of IPS/IDS, SIEM etc rule related to IB, MB and other delivery Channel	We understand that bidder is expected to review the IPS/IDS, SIEM etc rule related to IB, MB and other delivery Channel. Bidder is not expected to create new rules	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new rules has to be created, the same has to be suggested and created by the bidder after discussion with the Bank team.
29	Annexure-4 Scope of Work	21.05	Reviews of console log activity during system shutdown and hardware/software re initialization	We would be reviewing the logs on sample basis.	Bidder to comply the with Gem bid terms.
30	Annexure-4 Scope of Work	21.05	Review of operator log to identify variances between schedules and actual activity	We would be reviewing the logs on sample basis.	Bidder to comply the with Gem bid terms.
31	Annexure-4 Scope of Work	21.10	Review of the Automated operations documentation, if any.	Please confirm if only documentation is to be reviewed or automated operations controls need to be tested?	Bidder has to comply the clause. The process has to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings.
32	Annexure-4 Scope of Work			Please confirm on list or number of of automated operations documentation to be reviewed	
33	Annexure-4 Scope of Work	21.12	Review of control mechanism i.e. Maker-Checker, Segregation of Duties, rotation of duties	Does the Bank have any documented Risk Control Matrix (RCM) which can act as a repository of all automated controls present for CBS? If yes will the Bank share same with the auditor?	Bidder to comply the with Gem bid terms.
34	Annexure-4 Scope of Work			Please confirm if the Bank has segregation of duties matrix documented for CBS systems	Bidder to comply the with Gem bid terms.
35	Annexure-4 Scope of Work	21.11	Review of the data masking Policy	We understand only policy needs to be reviewed. Implementation of the policy is not in scope	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings.
36	Annexure-4 Scope of Work	21.13	Review of CBS Down Time, Slowness and other customer service impacting issues	Please confirm if Bank has a Load & performance test report available for analysis	Bidder to comply the with Gem bid terms.
37	Annexure-4 Scope of Work	23.01	Review of the Overall Mail Messaging System Managements Including DLP solution	DLP assessment. We shall review the existing process and provide recommendations for Recommendation for Assessment related to possibility of Data leakage / data exfiltration	Bidder to comply the with Gem bid terms.
38	Annexure-4 Scope of Work	25.03	IT interfaces - The vendor shall evaluate the controls between interfaces to confirm that data transmissions are complete and accurate. The audit will focus on reviewing interface documentation, data transmissions, completeness and accuracy validation, and monitoring.	We would be reviewing the interfaces on sample basis.	Bidder to comply the with Gem bid terms.
39	Annexure-4 Scope of Work	22.02	Compliance to Master Circular on Digital Payment Security Controls by RBI, wherever applicable	Please confirm whether bidder is expected to assess based on Master directions of Reserve Bank of India (Digital Payment Security Controls)	Bidder has to assess based on Master Direction on Digital Payment Security Controls issued by RBI
40	Annexure-4 Scope of Work	23.04	Configuration Audit for all servers, Network devices (Router, Firewall, Switches) used in Mail Messaging system.	Please confirm the count of all servers, Network devices (Router, Firewall, Switches) used in Mail Messaging system. Also please clarify the frequency of the Audit	Detail will be shared to selected bidder.



41	Annexure-4 Scope of Work	24.07	Assessment of Escrow agreement wherever applicable: (where it is required/not required should be suggested)	Please confirm how many vendors are there where we have to review ESCROW agreement	Assessment has to be conducted for all the application. Based on the same, Bidder has to assess and suggest the requirement of Escrow agreement. Further detail will be shared to selected bidder.
42	Annexure-4 Scope of Work	25.02	Breach Response Readiness Audit - The vendor shall evaluate the processes in place to react to a data breach or security incident including reviewing policy and mechanisms for detection and reporting of security incidents, determining if organizational structure/governance is appropriate for incident response, reviewing the breach response plan for appropriate steps regarding incident containment, eradication, recovery and followup.	Please confirm bidder is expected to review the Breach Response plan. Bidder is not expected to create new plan for the bank	Bidder has to comply the clause. In case new plan has to be created, the same has to be created by the bidder.
43	Annexure-4 Scope of Work	25.1	Review of SOPs if it exist for carrying out daily IT operations, including EOD/BOO processes, desktop/end user/customer support etc. Review if the Bank has classified these daily IT operations as per their criticality, and whether the bank has a backup plan /stand by mechanism in place for any such critical operation	Please confirm bidder is expected to review the SOPs. Bidder is not expected to create new SOP for the bank	The existing SOP to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new SOP has to be created, the same has to be suggested and created by the bidder after discussion with the Bank team.
44	Annexure-4 Scope of Work	26.02	Review of BCP/DR process for the critical applications and its effectiveness	Please confirm bidder is expected to review the existing BCP/DR process. Bidder is not expected to create new BCP plan	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings. In case new plan has to be created, the same has to be suggested and created by the bidder after discussion with the Bank team.
45	Annexure-4 Scope of Work	26.07	Review the BIA and Risk Assessment being conducted and as per the outcome of BIA, suitable changes/updatons/revisions are made to the BCMS document, if applicable	Please confirm bidder is expected to review the BIA and Risk Assessment process. Bidder is not expected to conduct the BIA	The existing process to be reviewed and the recommendation has to be provided by the bidder in case of any shortcomings.
46	Annexure-4 Scope of Work		Coverage of the assessment Considering the control points in the above-mentioned domains, the assessment has to be conducted for all the applications of the Bank.	Please clarify what is expected from the bidder	Assessment has to be carried out keeping in mind that all the applications of the Bank are assessed based on the controls implemented by the Bank.
47	Additional Query		General	What is Bank's estimation of timeline the completion of the whole Project	Please refer RFP for the timelines



48	Additional Query		General	Please share the list of apps to be covered as part of this RFP Please confirm we only need to review all controls as per the RFP and not draft and establish controls for the Bank	The detail will be shared with selected bidder.  All the controls has to be reviewed. Further, recommendations has to be provided by the bidders in case of any shortcomings. In case of new controls to be established, the same has to be suggested by the bidder.
49	Additional Query		General	Considering the Covid Scenario please confirm that the assessment is to be performed remotely and the auditors are not expected to visit Bank's premises throughout the assessment	Also, bidder has to provide complete assessment report which include the points which are already complied by the bank along with the report pertaining to the Gaps.
50	Additional Query		General	In accordance with standard industry practice, our aggregate liability under this RFQ and in connection with the services shall be for direct damages and shall be limited to one time the fees paid to us. We shall not be liable for any indirect or consequential losses	The assessment has to be carried out onsite only
51	Additional Query		General	The services hereunder, are not intended to be an audit, certification, examination, attestation, special report or agreed-upon procedures	Bidder to comply the with Gem bid terms.
52	Additional Query		General	We shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by it. Such retention shall be subject to obligations of confidentiality mentioned herein.	The bidder has to comply RFP Terms and bidder has to provide the certification of assessment wherever the same is needed by the bank.  The same will not be permitted.
53	Additional Query		General	Bidder shall not be liable for Liquidated Damages in this clause if the default/delay is not solely attributable to the bidder	Bidder to comply the with Gem bid terms.
54	Additional Query		General	Please clarify the applicability of GEM GTC and SLA as mentioned on Page 5, GEM bid document for this RFP. Also, please clarify whether the terms contained in the contract agreement shall override the terms contained in GEM GTC and SLA for the purpose of this RFP.	Bidder to comply the with Gem bid terms.



55	Annexure-2 Eligibility Criteria Declaration		<b>BIDDER EXPERIENCE</b> The firm should have a pool of at least 50 professionals with international accreditation like CISA (Certified Information Systems Auditor), CISSP (Certified Information Security Professional), CEH and BS7799/ISO27001 trained lead auditors employed with them. Minimum experience of the professionals post qualification should be 2 years. (Min. 10 - CISA, 5-CISSP, CEH and BS7799/ISO27001 should be in pool) Copy of the certificates mentioned along with the profile of the professionals and letter from HR that stating they are on payroll of the bidder.	Can this clause be relaxed? We are a very lean organisation and we will provide required personnel for the audit.	Bidder to comply the with Genl bid terms.
56	Annexure-2 Eligibility Criteria Declaration		<b>BIDDER EXPERIENCE</b> The Bidder should be a CERTIn empaneled vendor as on date of submission of Bid. Copy of Empaneled Information Security Audit Organizations by CERTIN containing the name of bidder.	Can this clause be relaxed? Our organisation was Certin empanelled but at present we are not Certin empanelled. However, we have experience of more than 12yrs in conducting VAPT and 15 Audits. We have conducted 15 audits and VAPT fro multiple banks as per RBI guidelines	Bidder to comply the with Genl bid terms.
57	A. INTRODUCTION	1. About Canara Bank	About Canara Bank CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No. 14, M G Road, Bengaluru-560001. Syndicate Bank has amalgamated with Canara Bank with effect from 01/04/2020. The amalgamated Bank i.e., Canara Bank is having pan India presence of more than 10,391 branches, 24 Circle Offices and 176 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.	The assessment activity considering that the bank has already amalgamated. All technology, solution, licenses, reporting are for single bank. Ex : AV Management console is common for Canara Bank & Syndicate Bank and bidder is expected to do one console review and share the finding. Please confirm.	Bidder has to undertake the assessment for both Canara Bank and e-syndicate Bank. Further detail will be shared to selected bidder.



58	B. Deliverables & Service Level Agreements (SLAs)	B. Deliverables & Service Level Agreements (SLAs)	1. Performing the End to End IT Security Assessment 1.1. The entire assessment services have to be completed within the specified timelines from the date of acceptance of Purchase Order (PO). Entire services have to be provided by the Bidder. Risk categorization of the observation needs to be done as Critical, High, Medium and Low. Re-assessment needs to be conducted for all the observation marked as critical and on random basis (for 25% of the remaining observations identified) upon rectification of the same.	Re-assessment should also be completed within 7 months or it has additional timelines to it.	Bidder to comply the with Gem bid terms.
59	B. Deliverables & Service Level Agreements (SLAs)	B. Deliverables & Service Level Agreements (SLAs)	1.2. Project Timelines 1.2.5. The detail of all the three phases is as under: 1 Infrastructure review: I 2 Management of Hardware I 3 Management of System and Software I 4 Network Facility and Equipment Management I 5 Database Management System and Data security I 6 Helpdesk / Call-Centre I 7 Storage Management I 8 Media Storage I 9 Inventory Maintenance I 10 Process Management II 11 Domain controller / AD II 12 ATM Switch & ATM Facility Management, ATM Operations & ATM Back Office II 13 Reconciliation System & Process Audit II 14 Security Operation Center II 15 Capacity management and planning II 16 New product approval policy and Review of Security cam Functional assessment II 17 VAPT and EAPT Process review II 18 IB, AB AND ALTERNATE DELIVERY CHANNEL II	Requesting to share complete baseline details against each activity. Minimum details needed, 1. Number of Datacenters 2. Location of Datacenters 3. Number of Servers(Physical/Virtuals/Cloud) 4. Number of Network Devices (Router, Switches, Load Balancer etc) 5. Number of Security Devices (Firewalls, WAF, AV, Proxy, NAC etc) 6. Number of EndPoints 7. Number and type of IT Users 8. Number and type of Databases 9. Number of Applications 10. Count of SIEM EPS 11. Number of devices integrated with SIEM 12. Number of SOC and location 13. Number of VAPT Scan IP and Frequency of Scans 14. Number of ATM switches	Detail will be shared to selected bidder.
60	B. Deliverables & Service Level Agreements (SLAs)	5. Local Support	5. Local Support The bidder should have resources in Bangalore capable of meeting the service & support standards as specified in this tender. Service support should be available during every event.	Please clarify, the bidder present is expected only at Bangalore or Other locations too.	The bidder has to have the contact point in Bangalore, but the assessment has to be carried out at the locations specified by the Bank.
61	B. Deliverables & Service Level Agreements (SLAs)	7. Subcontracting	7. Subcontracting The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.	For niche skills we need sub-contracts to perform the assessment. In case of sub-contracting based on written consent from bank, what should be mentioned in Sub-Contracting declaration.	Bidder to comply the with Gem bid terms.





62	Annexure-2 Eligibility Criteria Declaration	Point D	<b>FINANCIALS</b> The Bidder should have conducted at least 23 out of 26 Assessments mentioned under the scope of work in Annexure-4, during the last three years i.e. 01/04/2018 to 31/03/2021 in BFSI sector organization/ Scheduled Commercial Banks/Government Departments/PSU organization in India or listed company globally. The Bidder has to provide order copy/reference letter in their name from BFSI sector organization/ Scheduled Commercial Banks/Government Departments/ PSU organization in India or listed company globally duly mentioning the assessment carried out.	Indian Listed Company ?	The Bidder should have conducted at least 23 out of 26 Assessments mentioned under the scope of work in Annexure-4, during the last three years i.e. 01/04/2018 to 31/03/2021 in BFSI sector organization/ Scheduled Commercial Banks/Government Departments/PSU organization in India or listed company globally. The Bidder has to provide order copy/reference letter in their name from BFSI sector organization/ Scheduled Commercial Banks/Government Departments/ PSU organization in India or listed company globally or Indian listed company duly mentioning the assessment carried out.
63	Annexure-3 Technical Evaluation Criteria	Evaluation Method	(Bidder has to score minimum 70 % (56 of 780) of the total mark to qualify for the subject proposal.)	How will the bidders with Higher score Help ? - total Value Wise Evaluation	Bidder to comply the with Gem bid terms.
64	Bid Document: Bid Number: GEM/2021/B/1408941 Dated: 04-08-2021	Due Date	Bid End Date/Time 25-08-2021 15:00:00	Request for Extra for addition 2 Week	Bidder to comply the with Gem bid terms.
65	Bid Document: Bid Number: GEM/2021/B/1408941 Dated: 04-08-2021	1	Last Date and Time for submission of bids (Technical and Commercial) at the above e-tendering portal along with supporting documents 25.08.2021 on or before 1500 hours. (End time for submission will be as per E-tendering service provider server time).	Considering that there are only 10 days from pre-bid meeting to bid submission, we humbly request the Bank to kindly extend the last date for bid submission. Since the bidders will also have to account for the responses to the queries from the Bank, we request the Bank to kindly extend the bid submission date by another 10 days.	Bidder to comply the with Gem bid terms.
66	Bid Document: Bid Number: GEM/2021/B/1408941 Dated: 04-08-2022	1	Minimum Average Annual Turnover of the Bidder 50 Lakh (5)	We haven't yet published our Audited Financial Statements for the FY 2020-21. We request the Bank to kindly consider the Annual Turnover and Net Profit for the Financial Years 2017-18, 2018-19, & 2019-20	Bidder to comply the with Gem bid terms.
67	A. INTRODUCTION	7	<b>7. Scope of Work</b> 7.2. The consultant should deploy at least ten professionals for conducting the assessment with relevant qualifications and having a minimum of 3 years of experience in conducting the same.	Are all resources supposed to be onsite or will remote working for some resources will be allowed because of pandemic situation?	The assessment has to be conducted onsite
68	Annexure-4 Scope of Work	3	3 Management of System and Software 3.10 Assesses the current state of an organization's applications and the security controls on the application layers for enterprise systems	What is the number of applications to be covered with the scope of this assessment?	Approx 525



69	Annexure-4 Scope of Work	3	3 Management of System and Software 3.09 Review of availability and performance requirement of applications i.e. availability of IT components/applications, response time of application, restore time for problems etc 3.11 All servers shall be installed and configured as per the secure configuration document as CIS benchmark	What is the number of servers / IT components (i.e. Router, Firewall, Proxy, Intrusion Prevention System, Switch and other Network and Security equipments) to be covered with the scope of this assessment?	Detail will be shared to selected bidder.
70	Annexure-4 Scope of Work	23	23 Mail System Audit 23.04 Configuration Audit for all servers, Network devices (Router, Firewall, Switches) used in Mail Messaging system.	What is the number of In-scope servers and network devices?	Detail will be shared to selected bidder.
71	Annexure-4 Scope of Work	25	25 Review of other aspects / Process 25.01 Social Engineering Assessment - The vendor shall conduct a social engineering exercise to review and assess staff security awareness and ability to withstand social engineering attacks. The objective of this testing is to obtain information that should not be disclosed and that could facilitate gaining unauthorized access to confidential data.	Does the Bank have any specific location for which the physical security social engineering assessment needs to be scoped in for?	Further detail will be shared to selected bidder
72	Annexure-4 Scope of Work	20	Domain ATM Switch & ATM Facility Management, ATM Operations & ATM Back Office : Gem BID (RFP) Clause-12.01 : Clause/Technical Specification-VA of ATMs / CDMS on sample basis	Please provide the no. of ATMs/CDMS in Scope of work.	Bidder has to conduct the VA of CAPEX, OPEX, VSAT ATMs / CDMS / Kiosk / Recycler / PUH etc on sample basis, Approx 20.
73	Annexure-4 Scope of Work	23	New product approval policy and Review of Security cum Functional assessment : Gem BID (RFP) Clause-16.23 : Clause/Technical Specification-Vulnerability Assessment, Penetration Testing, External Assessment, Configuration Audit, Data Migration Audit, Application security Audit etc ;	Do we have to review VAPT report only or we have to do VAPT, EPT, Migration audit etc. If we have to perform VAPT, EPT, migration audit, please provide List of Server/ Desktop/Network and other Devices, public Ips, application details etc.	Bidder has to review the report / process and provide the recommendations in case of any shortcomings.

Place: Bengaluru  
Date: 04/09/2021

Deputy General Manager

*[Signature]*  
R. B. J.

