

Sl. No	Gem Bid Clause	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no 6	Annexure-5 Pre-Qualification Criteria	The bidder should have minimum overall turnover of Rs.3 crores with Rs.50.00 lakhs from consultancy services for each year for the last three financial years (i.e. 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group companies.	We MSME registered vendor ,you are requested to grant relaxation.	Bidders to comply with RFP terms and condition.
2	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no 8	Annexure-5 Pre-Qualification Criteria	The firm should have a pool of min 50 professionals with valid international accreditation like CISA (Certified Information Systems Auditor), CISM, CISSP (Certified Information Security Professional) and ISO27001 trained lead auditors employed with them.	We MSME registered vendor ,you are requested to grant relaxation.	Bidders to comply with RFP terms and condition.
3	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no 9	Annexure-5 Pre-Qualification Criteria	The Bidder should have conducted IT / Information Security Risk Assessments (excluding VA/PT exercises, Forensic assessment/ audits) , during the last five years i.e. 01/04/2018 to 31/03/2023 in Public Sector Bank.	The Bidder should have conducted IT / Information Security Risk Assessments (excluding VA/PT exercises, Forensic assessment/ audits) , during the last five years i.e. 01/04/2018 to 31/03/2023 in Public Sector Bank/PSU.	Bidders to comply with RFP terms and condition.
4	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point. C	Annexure-2 Technical Evaluation Criteria	Copy of Empaneled Information Security Audit Organizations by CERT-IN containing the name of bidder.	We have been in Cert-In Empanelled Auditors since May, 2006 till October, 2020 for more than 10 years continuous and also in the current list of CERT-In Auditors. Hence, we request you to kindly give weightage of 25 Marks for being more than 10 years continuous CERT-In Auditors and thereby making Digital Age to qualify in the Tender.	Bidders to comply with RFP terms and condition.
5	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 1	Annexure-1 Scope of Work	The vendor should review and update, the current Information Security risk assessment and management framework of the Bank	As it is mentioned to validate and update the current Information Security risk assessment and management framework. Does it include methodologies for: a) Calculating the Risk appetites b) Calculating the potential loss/ impact to the organization, for all the applicable cyber security threats c) Kindly Specify the frequency of these assessments if these has been performed in the past d) Will this risk assessment for centralized office or location specific. If this is location specific then kindly share location details	The assessment is conducted on periodic basis centrally. However, the process which has to be accessed can span out at multiple locations such as DC location, DR location etc. Bidder has to review the existing framework and the bidder can update the suggested methodology in the revised framework.
6	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 3	Annexure-1 Scope of Work	Industry accepted standards like NIST, ISO 27001, ISO 27005, MITRE ATT&CK, any other applicable should be covered while defining framework and conducting the assessment.	a) Please confirm if Canara bank is certified against any standard like ISO 27001? If yes, kindly share when was it certified. b) Please mention the applicable regulations	Bank is ISO 27001 certified. Further, Bidder has to develop the framework considering the regulations as mentioned in RFP and in Banking sector.

7	GeM bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 5	Annexure-1 Scope of Work	Risk assessment should also include the below: a) Calculate the Risk appetites b) The potential loss/ impact to the organization, for all the applicable cyber security threats c) Establishing the impact assessment model for estimating scenario-based impact assessment	Does the bank have existing library of security threats and a defined impact assessment model.	A risk register is in place.
8	GeM bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 10	Annexure-1 Scope of Work	The Risk register used for the assessment should address the dynamic nature of the Risks to Information Security. This should also include risks related to latest/ emerging technologies like Cloud, AI/ML, Block chain	Kindly specify the emerging technologies which will be part of scope of work	Bidders to comply with RFP terms and condition.
9	GeM bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 14	Annexure-1 Scope of Work	For the risk assessment of Bank's digital payment products and services portfolio, compliance risk, fraud risk and reputational risk should also be taken into account	As it is mentioned to perform risk assessment of Bank's digital payment products and services portfolio. Kindly shed some light on the number and types of products and services.	Approx. 15 processes related to digital payments.
10	GeM bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 15.5	Annexure-1 Scope of Work	Suggest process to define asset criticality (for all IT assets like Servers/endpoints/Applications/APIs/ Network devices etc.)	a) Please specify the total number of assets that will be part of scope b) Does the bank have some process for identifying critical assets	Bidder to comply RFP terms. Any further information will be shared with selected bidders. The framework should cover the matrix to define criticality. Processes to be covered is approx. 50
11	GeM bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 15.6	Annexure-1 Scope of Work	Suggest steps to be taken for automating the risk assessment process at the Bank. a The assessment should be a process based assessment. Number of processes to be covered is around 50.	Is 50 total list of processes or this is list of critical process?	The total no of processes is approx 50.
12	GeM bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 15.2	Annexure-1 Scope of Work	After identification of risk profile, to determine the bank's information security level with in each of the following domains: (Not limited to)	Please confirm the total number of domains which will be considered as part of this scope of work	Bidder has to refer RFP documents. The list of domains mentioned in the RFP is indicative.
13	GeM bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC	Clause No 14.2.3 (Project Timeline)	Conducting the assessment for one cycle as per the Terms & Conditions, Technical Requirements and Scope of Work described elsewhere in this document & Submission of Final Report - T+ 45 days	As it is mentioned the timeline of the engagement is T+45 days and the project will be done onsite at Canara Bank office in Bengaluru. Kindly confirm on the same. Please note that basis our experience it generally takes around 3 months of time to do such kind of risk assessment.	Bidder to refer Corrigendum-2 for amended timelines.

14	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC Point no. 15.2	Annexure-1 Scope of Work	After identification of risk profile, to determine the bank's information security level with in each of the following domains: (Not limited to)	Apart from risk assessment should we assess the domains to arrive the maturity level (effectiveness and efficiency) as per RFP 15.2	Bidder has to refer RFP documents. As part of Control maturity assessment, the vendor needs to identify existing Controls under these domains (indicative) and assess their Effectiveness/ maturity
15	Generic			Information security risk assessment to be performed on people processes and technologies?	Bidder to comply RFP terms
16	Generic			Does the bank have count of the systems (OS and DB), Applications, Networks Devices and processes to perform information security risk assessment?	Bidder to comply RFP terms. Any further information will be shared with selected bidders. Approx. 50 Processes to be covered.
17	Generic			Does the bank have a defined methodology for quantitative and qualitative risk assessment or to be defined by the vendor?	Bidder to comply RFP terms. Any further information will be shared with selected bidders.
18	Generic			Bank has identified threats and vulnerabilities applicable for the banking environment or to be defined by the vendor?	Bidder to comply RFP terms. Any further information will be shared with selected bidders.
19	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC	Clause No 14.2.2 (Project Timeline)	The entire Audit process is to be completed within 1.5 Months from the date of kick-off meeting (T).	Request for increase on period of contract to 2-2.5 months considering the entire scope of work	Bidder to refer Corrigendum-2 for amended timelines.
20	Gem bid ref. No. GEM/2023/B/3327037 dated 05/04/2023 ATC	Annexure-10 DRAFT CONTRACT AGREEMENT	Annexure-10 DRAFT CONTRACT AGREEMENT	Please confirm to be done after selection process	The selected bidder has to execute the agreement as per RFP terms and conditions.

Date: 24/04/2023
Place: Bengaluru


Deputy General Manager