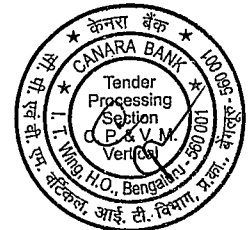
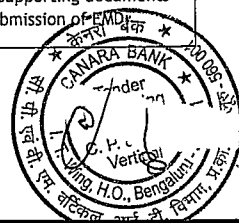


Pre-Bid Replies of GeM Bid Ref No. GEM/2024/B/4786223 dated 15-03-2024 for Selection Of Service Provider For Breach And Attack Simulation Services In Canara Bank For A Period Of One Year

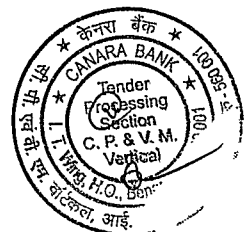
S. No.	Vendor	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank'Reply
1	Deloitte			Bid Submission Timelines		Requesting the Bank to consider extending the Bid Submission Timelines to at least 4 weeks from the date of receipt of the Pre-bid responses from the Bank.	Kindly refer Corrigendum 1
2	Deloitte	64	Annexure - 7	List of Major Customers of the Bidder in Last 3 Years and References	List of Major Customers of the Bidder in Last 5 Years and References	Requesting the Bank to consider the references of Bidder / OEM here.	Bidder has to comply with RFP terms and conditions.
3	Deloitte	71	Annexure - 10	Technical Evaluation Criteria	No. of years of experience of Bidder in proposed managed services or implementation of BAS solution in India.	Requesting the Bank to amend the clause as below: No. of years of experience of Bidder / OEM in proposed managed services or implementation of BAS solution in India.	Bidder has to comply with RFP terms and conditions.
4	Deloitte	71	Annexure - 10	Technical Evaluation Criteria	Number of clients for whom the managed services or implementation of solution have been provided by Bidder in India	Requesting the Bank to amend the clause as below: Number of clients for whom the managed services or implementation of solution have been provided by Bidder / OEM in India	Bidder has to comply with RFP terms and conditions.
5	Deloitte	71	Annexure - 10	Technical Evaluation Criteria	No. of years of experience of OEM in proposed managed services / implementation of solution during the last 5 years in India.	Requesting Bank to consider 3 years of OEM experience as the criteria for obtaining full 20 marks.	Bidder has to comply with RFP terms and conditions.
6	Deloitte	77	Annexure-15	Bill of Material	Table - A : Cost for Breach & Attack Simulation Services for a period of 1 year Number of Simulations - 750	a) Does Bank has the list of the 750 simulations to be covered during the contract (or) is this expected to be provided by the Bidder b) Please share Bank's plans for executing the 750 simulations on per quarter basis. This will be required for us to plan the efforts.	The scope of RFP is defined based on the requirement of Bank. Bidder has to do conduct the simulation as per the scope of RFP.
7	Deloitte	16	Section C - Deliverable and Service Level Agreements	Penalties & Liquidated damages	Liquidated damages for delay in Simulation timelines having agreed	Requesting the Bank to kindly share the timelines for completing each simulation.	Timelines for conducting Assessment should be mutually agreed.
8	Deloitte	15	Section C - Deliverable and Service Level Agreements	Payment Terms	After completion of simulation and submission of report	Requesting acknowledgement from the Bank that the signoff on the report & payment release for the completed simulation is not dependent on the implementation of the proposed remediations, as these are to be implemented by the Bank's team.	Bidder has to refer the RFP terms. The payment will be released after submission of report and acceptance/sign off of the Bank.



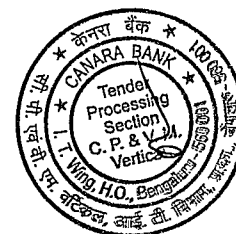
S. No.	Vendor	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank'Reply
9	Deloitte	67	Annexure-9	Scope of Work Technical and Functional Requirements - Point # 18	Bidder should ensure that latest threats in the industry is sourced in the solution / tool and should be able to provide simulations immediately, not later than 1 day of discovery of any new threat. Bidder should cover all zero-day attacks simulation whereby for any specific threat and security controls should be validated. The library should be updated from various threat intel from by regulators like CERT-IN	Requesting the Bank to consider this only for the threats that are declared as critical severity.	Kindly refer Corrigendum 1
10	Deloitte	68	Annexure-9	Scope of Work Technical and Functional Requirements - Point # 25	For testing the scenario or WAF, there should not be any dependency on installation of agent on the backend servers. Bidder should provide detailed report on the attacks which has been successful as well as unsuccessful and also capture the WAF response.	By backend servers, we understand these to be the Bank's production servers. Please clarify.	It may be any server, either UAT or production. Bidder has to conduct the simulation ensuring that there is no production impact.
11	Deloitte	68	Annexure-9	Scope of Work Technical and Functional Requirements - Point # 33	Bidder should be able to simulate access, connection or data transfer attempt while performing Network segmentation test.	BAS does not test or validate access permissions. Kindly remove this clause.	Bidder has to comply with RFP terms and conditions.
12	Deloitte	70	Annexure-9	Scope of Work Technical and Functional Requirements - Point # 51	Bidder should provide data/ information on the bank's vulnerabilities (inherent, obsolete versions, unpatched and other types), misconfigurations, less secure configurations or unconfirmed setups, internal applications, services, URLs, ports, network components, systems, databases, and any other bank's infrastructure exposed in public domain and other forums	BAS focuses on security controls, not on vulnerabilities (ideally). There are workarounds available although they have heavy dependencies on integrations. Kindly remove this clause.	Bidder has to comply with RFP terms and conditions.
13	Deloitte	70	Annexure-9	Scope of Work Technical and Functional Requirements - Points # 53 & 54	53 - Bidder should provide the report as per the Bank's requirement in PDF, excel and other formats for individual sections such as AWF, endpoints etc. 54 - The solution being used should support customization of attack and the solution shall allow exporting data in CSV, PDF and JSON	Attacks can be exported in JSON, other reports are available on PDF & CSV. Kindly accept this change request.	Ok, bidder may provide the report in csv also.
14	Vantage Network Solutions.	2	Bid Details	EMD EXEMPTION:	Point a: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid.	Kindly confirm that "The bidder register with NSIC under signal point registration under service category / MSME certified bidder under service category is eligible for EMD Exemption".	Micro and Small Enterprises registered with NSIC for the primary product category whose credentials are validated through NSIC data uploaded supporting documents are exempted for submission of EMD.



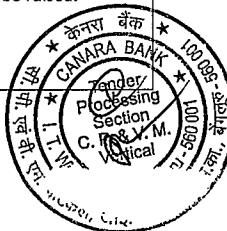
S. No.	Vendor	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank'Reply
15	Vantage Network Solutions.	15	SECTION C -	5.1 PAYMENT TERMS	100 % After completion of simulation and submission of report	Kindly confirm that, Payment will be release after 1st report of all attack vectors or end of subscription	Bidder has to refer the RFP terms. The payment will be released after submission of report and acceptance/sign off of the Bank.
16	Vantage Network Solutions.	17 & 38	SECTION C & SECTION G	Scope Involved During Contract period	Point 7.4: The selected bidder shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the hardware/software/solution during Contract Period Point 10: The Bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components	1 There is no Hardware involved in SOW kindly remove the All clauses relating to hardware	The hardware will be provided by the Bank
17	Vantage Network Solutions.	59	ANNEXURE 3	Bidder's Profile	Point 13: Details of Service Network Bengaluru: Mumbai:	Kindly consider OEM/Bidder service centres or Bidder declaration that, the successful bidder should provide the details of authorised service centres through its legally established entity within 30 days from the date of PO	Kindly refer Corrigendum 1
18	Vantage Network Solutions	64 & 71	ANNEXURE 7 Annexure 10	List of Major Customers of the Bidder in Last 5 Years and References Technical Evaluation Criteria	Experience and Point 1 to 6 in Technical Evaluation criteria	The Bank/ PSU/Govt departments are not called regularly for a new Breach and Attack Simulation software, they will renew the same. OEM only authorize the bidder and OEM also equally responsible as bidder hence Kindly accept the Bidder/OEM criteria in experience and Point one to 6 in technical evaluation criteria	Bidder has to comply with RFP terms and conditions.
19	Vantage Network Solutions	66	Annexure 9	Scope of work	Point 27: Bidder should be able to test attacker's lateral movement (once successfully within a network) - e.g., pass-the-hash techniques to steal credentials for sensitive servers, moving across network segments in search for valuable data	Kindly relook and confirm the bank required the scope like Pass the hash, password spraying, kerborasting, pass the token. Lateral movement should be from single endpoint using spreading methods like SMB, DCOM, RDP, SSH etc	Bidder has to comply with RFP terms and conditions.
20	Vantage Network Solutions	77	Annexure 10	Technical Evaluation Criteria	No. of years of experience of Bidder in proposed managed services or implementation of BAS solution in India	Kindly accept the OEM supply order for the same.	Bidder has to comply with RFP terms and conditions.
21	Vantage Network Solutions	General Quer	General Query	General Query	Make In India	What will be preference for OEMs who fall under make in India	Bidder to refer govt guidelines
22	Vantage Network Solutions	General Quer	General Query	General Query		Kindly add the clause "OEM should have the Highest level of support centre in India through locally established legal entity".And "Make passing marks 75".	Bidder has to comply with RFP terms and conditions.



S. No.	Vendor	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank'Reply
23	KPMG	70 of 108	Annexure 9	Point #51	Bidder should provide data/ information on the bank's vulnerabilities (inherent, obsolete versions, unpatched and other types), misconfigurations, less secure configurations or unconfirmed setups, internal applications, services, URLs, ports, network components, systems, databases, and any other bank's infrastructure exposed in public domain and other forums	Bidder will provide data on bank's vulnerabilities identified during simulation activities. However, bidder will not be responsible to perform VAPT, Secure Configuration Review exercise as part of this RFP.	Ok, bidder is responsible for simulation activity, perform VAPT, Secure Configuration Review exercise is out of scope
24	KPMG	68 of 108	Annexure 9	Point #34	Bidder should be able to detect the outbound exposure to malicious or compromised websites from the Banks endpoint / server.	What is the expectation from this point. Bidder could demonstrate outbound connection to malicious website from bank's endpoint. Is our understanding correct.	Yes, the understanding is correct. Bidder has to detect outbound exposure to malicious or compromised websites from the Banks endpoint / server as a part of simulation.
25	KPMG	68 of 108	Annexure 9	Point #22	Bidder should be able to detect data transfer to and from malicious domains / IPs / websites (Secure web gateway/proxy test).	It should be test instead of detect. Hope our understanding is correct.	We concur with your understanding.
26	KPMG	67 of 108	Annexure 9	Point #18	Bidder should ensure that latest threats in the industry is sourced in the solution / tool and should be able to provide simulations immediately, not later than 1 day of discovery of any new threat. Bidder should cover all zero-day attacks simulation whereby for any specific threat and security controls should be validated. The library should be updated from various threat intel from by regulators like CERT-IN	To be noted, IoC's for the attack can be delivered under the 1-day SLA. However, TTPs for attack chains cannot adhere to this SLA.	Kindly refer Corrigendum 1
27	KPMG	15 of 108	5. Payment Terms	5.1	On successful completion of each simulation conducted and submission of report(s) and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions and as per Annexure-15. [Consolidated invoice(s) may be raised on monthly basis]	Can we split the payment milestone as 70% on submission of report and 30% on sign off.	Bidder has to refer the RFP terms. The payment will be released after submission of report and acceptance/sign off of the Bank.
28	KPMG	18 of 108	8. Local support	8.3	Bidder will be responsible for attending issue complaints during all hours on 24*7*365 basis during contract period.	Can this be changed to business hours and on business working days.	Bidder has to comply with RFP terms and conditions.



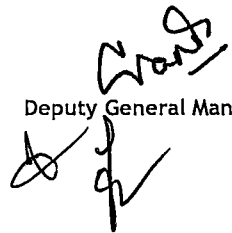
S. No.	Vendor	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank'Reply
29	KPMG	19 of 108	12.Right to Audit	12.1	The selected Bidder (Service Provider) has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.	Bank will hire empaneled auditors for this audit. Bidder is not required to include effort for this as part of the commercials. Hope our understanding is correct.	Yes
30	KPMG	23 of 108	6.Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD:	6.7.2	If the selected Bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.	Can we get an extension to submit Performance guarantee within 15 days, as it usually takes more time issue PBG after completing internal risk formalities.	Bidder has to comply with RFP terms and conditions.
31	KPMG					Requesting bank to provide extension on submitting the bid due to multiple holidays in next week and financial year ending.	Kindly refer Corrigendum 1
32	KPMG	66 of 108	Annexure 9	Point #8	Bidder should be able to conduct simulation in both the scenario, i.e., inside-out and outside-in.	Please specify examples of inside-in and outside-in scenarios required.	Inside-out : Data exfiltration simulation. Outside-in: Endpoint, WAF, Firewall, Email etc simulation
33	KPMG	77 of 108	Annexure 15	Table - A	Cost for Breach & Attack Simulation Services for a period of 1 year	Charges Per Simulation (Excl. of Taxes). Is there any criteria to define one simulation?	No specific criteria
34	DigitalTrack Solutions Private Limited		15 SECTION C		5.1 On successful completion of each simulation conducted and submission of report(s) and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions and as per Annexure-15. [Consolidated invoice(s) may be raised on monthly basis]	Mentioned in RFP [Consolidated invoice(s) may be raised on monthly basis] - need clarity on invoice structure -Post completion of simulation separate invoice for each month or it is single invoice covering the entire contract duration -1 year reflecting the total value specified in the Purchase Order for the entire year, please confirm.	Bidder has to refer the RFP terms. The payment will be released after submission of report and acceptance/sign off of the Bank. Consolidated invoice may be raised.



S. No.	Vendor	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Query Description	Bank'Reply
35	DigitalTrack Solutions Private Limited	77	Annexure 15	Table A	The quantity mentioned in Column-b of Table-A is indicative only. Bank at its discretion to increase/decrease the No. of simulations based on the requirement. The charges quoted above shall be fixed for the entire contract period. However, payment will be made for the actual number of simulations carried out and accepted by Bank.	Payment must be made for number of simulations carried out as per the PO reflecting the total qty and value specified in the Purchase Order for the entire year.	Payment will be release on the actual no of simulation conducted during the contract period.

Date: 02-04-2024

Place: Bengaluru

  
Deputy General Manager

