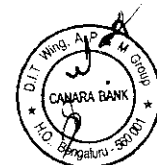


Pre-Bid Queries and Replies for RFP 27-2017-18 Dated 03/01/2018 for Supply, Installation, Integration and Maintenance of Application Security Testing Solution

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	9	8	Requirement Details	Kindly confirm if solution is required for DC & DR Both	The solution will be deployed in DC only.
2	9	8	Requirement Details	Kindly Confirm if the solution is required in HA for DC & DR 1) DC Site Active - Active , DR Site Active - Active 2) DC Site Active - Active , DR site Active- Passive 3) DC site Active- Passive , DR site Active - Passive 4) DC site Active Active , DR site Passive - Passive	The solution will be deployed in DC only.
3	23	40. Security Deposit / Performance Bank Guarantee:	40.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value (Exclusive of Taxes).	Request Bank to change the clause : If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 2% Plus GST) of the total order value (Exclusive of Taxes)	Bidder has to comply with RFP Terms.
4	24	42. Delivery, Installation, Configuration and Integration:	42.1. Bank shall provide the address and contact details for delivery of Application Security Testing Solution while placing the order. Delivery, Installation, Configuration and Integration of all the Software items and Other Items should be within 2 weeks from the date of acceptance of the Purchase Order.	Request Bank to change the clause : Bank shall provide the address and contact details for delivery of Application Security testing while placing the order. Delivery, installation, Configuration & Integration should be within 8 weeks from the date of acceptance of the Purchase Order.	<u>RFP Clause is modified as under:</u> "42.1. Bank shall provide the address and contact details for delivery of Application Security Testing Solution while placing the order. Delivery, Installation, Configuration and Integration of all the Software items and Other Items should be within 4 weeks from the date of acceptance of the Purchase Order."



5	24	42. Delivery, Installation, Configuration and Integration:	42.1. Bank shall provide the address and contact details for delivery of Application Security Testing Solution while placing the order. Delivery, Installation, Configuration and Integration of all the Software items and Other Items should be within 2 weeks from the date of acceptance of the Purchase Order.	If the overall solution requires, bidder to also supply Hardware, Operating Software, Database etc then requesting bank to extend Delivery Time to 8-10 Weeks and Installation, Configuration and Integration to 4-5 Weeks	RFP Clause is modified as under: "42.1. Bank shall provide the address and contact details for delivery of Application Security Testing Solution while placing the order. Delivery, Installation, Configuration and Integration of all the Software items and Other Items should be within 4 weeks from the date of acceptance of the Purchase Order."
6	24	42. Delivery, Installation, Configuration and Integration:	42.1. Bank shall provide the address and contact details for delivery of Application Security Testing Solution while placing the order. Delivery, Installation, Configuration and Integration of all the Software items and Other Items should be within 2 weeks from the date of acceptance of the Purchase Order.	Kindly Change the same to 12 weeks from the date of acceptance of purchase order, as RFP requires Software, OS/DB licenses & Hardware which will take time to be delivered and installed	RFP Clause is modified as under: "42.1. Bank shall provide the address and contact details for delivery of Application Security Testing Solution while placing the order. Delivery, Installation, Configuration and Integration of all the Software items and Other Items should be within 4 weeks from the date of acceptance of the Purchase Order."
7	25	45. Penalties/Liquidated Damages:	45.2. Penalties/Liquidated damages for not maintaining uptime and support timelines: Successful Bidder will have to provide application support as per RFP requirement. All P1 and P2 calls should be resolved within following stipulated timelines - 45.2.1. P1 call- Application is down or not accessible due to application related issues. Such calls should be resolved within 8 hours of raising the call. If not resolved within stipulated time, then onsite resource should be provided to work upon the issue.	Kindly add:- in case of failure of hardware contributing to P1 Call, it should be replaced with 48 - 72 hours and post that the penalty should be imposed	Bidder has to comply with RFP Terms. Kindly refer the clause 45.3 of the RFP. LD is not applicable for the reasons attributable to the Bank. Bidder has to compl



8	26	45. Penalties/Liquidated Damages:	<p>45.2. Penalties/Liquidated damages for not maintaining uptime and support timelines: 45.2.4. SLA penalty would be adjusted from subsequent ATS payment. The SLA charges will be subject to an overall cap of 30% of the yearly ATS charges and thereafter, Bank has the discretion to cancel the contract. In case if there are no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a pay order / cheque payable at Bangalore in favor of Canara Bank for the same within 15 days from the notice period from the Bank.</p>	<p>Request Bank to change the penalty clause : SLA penalty would be adjusted from subsequent ATS payment. The SLA charges will be subject to overall cap of 10% yearly ATS charges and thereafter, Bank has the discretion to cancel the contract. In case there is no pending invoices to be paid by the Bank to the vendor, the vendor has to submit the pay order / cheque payable at Bangalore in favour of Canara Bank for the same within 30 days from the notice period from the Bank.</p>	<p>Bidder has to comply with RFP Terms.</p>
9	26	45. Penalties/Liquidated Damages:	<p>45.2. Penalties/Liquidated damages for not maintaining uptime and support timelines: 45.2.4. SLA penalty would be adjusted from subsequent ATS payment. The SLA charges will be subject to an overall cap of 30% of the yearly ATS charges and thereafter, Bank has the discretion to cancel the contract. In case if there are no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a pay order / cheque payable at Bangalore in favor of Canara Bank for the same within 15 days from the notice period from the Bank.</p>	<p>Kindly cap the same to 10% of ATS payment</p>	<p>Bidder has to comply with RFP Terms.</p>



10	27	47. Payment Terms:	<p>47.1. Payment schedule will be as under: Delivery -70% - On delivery of all Software items on production of relevant documents. Installation, configuration, Integration & commissioning-20% - Will be released after successful installation, configuration, integration & commissioning of software items supplied as per the scope of work and technical requirements and Bank sign off. The invoice and installation report should contain the product serial no. of the items supplied. Warranty-10% - 10% of the total cost shall be paid only after completion of warranty period of Three years or on submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. Training Charges-100%-100% of the Training charges will be paid on the Completion of Training and acceptance by the Bank.</p>	<p>1. Request bank to change the payment terms to the below - 80% On delivery of all Software items on production of relevant documents. 20% Will be released after successful installation, configuration, integration & commissioning of software items supplied as per the scope of work and technical requirements and Bank sign off. The invoice and installation report should contain the product serial no. of the items supplied.</p> <p>2. Request Bank to remove this 10% Advance warranty BG as 10% PBG is already asked for the warranty/performance.</p>	Bidder has to comply with RFP Terms.
11	29	52. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	<p>52.4. The Bank will pay AMC charges for Application Security Testing Solution (including OS) and Other Items after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.</p>	Requesting bank to consider this as Yearly in advance within 30-45 days of submission of Invoice.	Bidder has to comply with RFP Terms.
12	37	77. Human Resource Requirement:	<p>77.1. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.</p>	Since there is no line item for resource cost in the Price bid. Please confirm whether there is a requirement for one or more resources. Please note that this would have cost implication	There is no requirement for onsite resource. Support should be provided as mentioned in P1 and P2 call in the RFP.
13	41	Annexure-3 Eligibility Criteria Declaration Eligibility Criteria no. d	<p>Eligibility Criteria: d. The Bidder must have positive net worth as on 31/03/2017. Documents to be submitted with Part A: 1) Audited balance Sheet for last Three (3) Years (i.e. 2014-15, 2015-16, 2016-17). 2) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p>	Request Bank to change it to : The bidder should have positive net worth as on 30/09/2017.	Bidder has to comply with RFP Terms.



14	42	<p>Annexure-3 Eligibility Criteria Declaration</p> <p>Eligibility Criteria no. e</p>	<p>Eligibility Criteria: e. Bidder should have direct support office in Bangalore.</p> <p>Documents to be submitted with Part A: The Bidder provide the details as per Annexure-5.</p>	<p>Here we do have office in Bangalore but is not support office since our support team is based out of Mumbai.</p> <p>Also support is going to be from OEM and they do have an office in Bangalore.</p> <p>So will request you to amend the clause either way :</p> <p>1) Bidder/OEM should have direct support office in Bangalore.</p> <p>OR</p> <p>2) Bidder should have a office in Bangalore and support office in India.</p>	<p>Bidder has to comply with RFP Terms.</p>
15	42	<p>Annexure-3 Eligibility Criteria Declaration</p> <p>Eligibility Criteria no. f</p>	<p>Eligibility Criteria: f. Bidder should have implemented the proposed Solution in at least 2 Scheduled Commercial Banks/ National Informatics Center/Corporates in India in last 3 years (i.e. from 01/01/2015 to 31/12/2017).</p> <p>Documents to be submitted with Part A: The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers.</p>	<p>Request Bank to change it to : Bidder / OEM should have implemented the proposed solution in atleast 2 scheduled commercial banks / National Informatics Centre / Corporates in India in the last five years (i.e. from 01/01/2013 to 31/12/2017)</p>	<p>Eligibility Criteria is modified as under: "The proposed solution should have been implemented (not necessarily by the Bidder) in atleast 2 scheduled commercial banks / National Informatics Centre / Corporates in India in the last three years (i.e. from 01/01/2015 to 31/12/2017)</p> <p>Documents to be submitted with Part A: The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers."</p>



16	42	<p><u>Annexure-3</u> <u>Eligibility Criteria Declaration</u></p> <p>Eligibility Criteria no. f</p>	<p><u>Eligibility Criteria:</u> f. Bidder should have implemented the proposed Solution in at least 2 Scheduled Commercial Banks/ National Informatics Center/Corporates in India in last 3 years (i.e. from 01/01/2015 to 31/12/2017). <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers.</p>	<p>Kindly change this to " Bidder/OEM should have implemented the proposed solution in at least 2 Scheduled Commercial Banks/ National Informatics Centre/ Corporates in India in last 3 year"</p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed solution should have been implemented (not necessarily by the Bidder) in atleast 2 scheduled commercial banks / National Informatics Centre / Corporates in India in the last three years (i.e. from 01/01/2015 to 31/12/2017) <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers."</p>
17	42	<p><u>Annexure-3</u> <u>Eligibility Criteria Declaration</u></p> <p>Eligibility Criteria no. f</p>	<p><u>Eligibility Criteria:</u> f. Bidder should have implemented the proposed Solution in at least 2 Scheduled Commercial Banks/ National Informatics Center/Corporates in India in last 3 years (i.e. from 01/01/2015 to 31/12/2017). <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers.</p>	<p>Requesting bank to amend this as below; <u>Bidder/OEM should have implemented proposed solution in atleast 2 Scheduled Commercial Banks/National Informatics Center/ Corporates in India in Last 3 Years (i.e from 1/1/2015 to 31/12/2017)</u></p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed solution should have been implemented (not necessarily by the Bidder) in atleast 2 scheduled commercial banks / National Informatics Centre / Corporates in India in the last three years (i.e. from 01/01/2015 to 31/12/2017) <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers."</p>



18	42	<p><u>Annexure-3</u> <u>Eligibility Criteria Declaration</u></p> <p>Eligibility Criteria no. f</p>	<p><u>Eligibility Criteria:</u> f. Bidder should have implemented the proposed Solution in at least 2 Scheduled Commercial Banks/ National Informatics Center/Corporates in India in last 3 years (i.e. from 01/01/2015 to 31/12/2017). <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers.</p>	<p>Bidder/OEM should have implemented the proposed Solution in at least 2 Scheduled Commercial Banks / National Informatics Center / Corporates in India in last 3 years (t.e. From 01/01/2015 to 31/12/2017)</p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed solution should have been implemented (not necessarily by the Bidder) in atleast 2 scheduled commercial banks / National Informatics Centre / Corporates in India in the last three years (i.e. from 01/01/2015 to 31/12/2017) <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers."</p>
19	42	<p><u>Annexure-3</u> <u>Eligibility Criteria Declaration</u></p> <p>Eligibility Criteria no. f</p>	<p><u>Eligibility Criteria:</u> f. Bidder should have implemented the proposed Solution in at least 2 Scheduled Commercial Banks/ National Informatics Center/Corporates in India in last 3 years (i.e. from 01/01/2015 to 31/12/2017). <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers.</p>	<p>Request the clause to be modified as "Bidder / OEM should have implemented the proposed or equivalent solution in at least 2 Scheduled Commercial Bank / National Informatics Center / Corporates in India in last 3 years (i.e. from 01/01/2015 to 31/12/2017)."</p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed solution should have been implemented (not necessarily by the Bidder) in atleast 2 scheduled commercial banks / National Informatics Centre / Corporates in India in the last three years (i.e. from 01/01/2015 to 31/12/2017) <u>Documents to be submitted with Part A:</u> The Bidders must produce Order copy /Reference Letter duly mentioning solution name from their Customers."</p>



20	42	<p><u>Annexure-3</u> <u>Eligibility Criteria Declaration</u></p> <p>Eligibility Criteria no. g</p>	<p><u>Eligibility Criteria:</u> g. The proposed solution must be listed and rated in the any of the Gartner Magic Quadrant of 2017 for Application Security Testing. <u>Documents to be submitted with Part A:</u> The bidder must produce the related and relevant documentary proof.</p>	<p>Bank should consider having OEMs positioned as 'Leader' in Gartners Magic Quadrant</p>	<p>Bidder has to comply with RFP Terms.</p>
21	50	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p> <p><u>A. For Static Application</u></p>	<p>2. The solution should be able to perform source code analysis when code is in un-compiled form.</p>	<p>Is this a must requirement? Scanning uncompiled code is not advisable.</p>	<p>This requirement is not must, however desirable by the Bank.</p>
22	50	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p> <p><u>A. For Static Application Security Testing (SAST) Tool</u></p>	<p>4. The solution should be capable to Integrate and Scan following programming languages (following list is illustrative but not exhaustive):</p> <ol style="list-style-type: none"> a. Dotnet Technologies (asp.net,VB.net, C#,J#, .net core etc) b. Java c. PHP d. PL/SQL e. HTML / HTML5 f. XML g. CSS h. JavaScript i. JQUERY j. Android k. WP 8.1 l. Python m. Classic ASP n. Android o. SWIFT p. Objective C q. C/C++ 	<p>Why the WP 8.1 needs to be supported for scanning?</p>	<p>Bidder has to comply with RFP Terms.</p>



23	51	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p> <p><u>A. For Static Application Security Testing (SAST) Tool</u></p>	<p>5. The solution should have integration capabilities which can be integrated in every phase of SDLC. Solution should be capable of integrating with Source Code Repository, IDE plug-ins, Build Server, build management, bug tracking system and ticketing system. It should be integrated to Open source and Licensed IDEs(following list is illustrative but not exhaustive):</p> <ol style="list-style-type: none"> a. Visual Studio 2008 b. Visual Studio 2015/2017 c. Eclipse d. Android Studio e. Xcode 	<p>Visual Studio 2008 is very old and is this a must?</p>	<p>Bidder has to comply with RFP Terms.</p>
24	51	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p> <p><u>A. For Static Application Security Testing (SAST) Tool</u></p>	<p>7. The solution should be able to teach a developer “how to write secure code”. This should be enabled with the proposed solution with some in context learning.</p>	<p>The proposed solution provides details on the vulnerabilities as precise as at the line of code and also provides remediation suggestions. Is this what you are looking for?</p>	<p>Bidder has to comply with RFP Terms.</p>
25	54	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p> <p><u>B. For Dynamic Application Security Testing (DAST) Tool:</u></p> <p><u>1. Core Technical Capabilities:</u></p>	<p>1.11. The proposed solution should support the below mentioned authentication login methods/techniques:</p> <ol style="list-style-type: none"> a. Form based login b. Single Sign On c. Macro Authentication d. HTTP Basic/Digest/NTLM (Authentication) e. Scan Bootstrap f. Selenium Script Authentication g. Proxy Log Authentication h. Session Hijacking / Session Cookie i. SSL Client Certificates (Including Smart Cards/CAC Cards) j. 2FA / OTP / CAPTCHA k. OAuth l. HMAC m. Please provide all the methods available specifically 	<p>OTP is not supported and is it a must to support OTP?</p>	<p>This requirement is not must, however desirable by the Bank.</p>



26	55	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p> <p><u>B. For Dynamic Application Security Testing (DAST) Tool:</u></p> <p><u>4. Solution Capabilities</u></p>	4.2. The proposed solution should have ability for determining code coverage completeness of your testing solution - to understand and highlight areas of the application that were not covered with the testing.	Code coverage typically is not in the scope of any Dynamic scanning solution. Is this a must?	This requirement is not must, however desirable by the Bank.
27	57	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p>	D. The selected vendor should provide training to Bank on how to use the tools. The tools should be customizable as per the need of the Bank without any extra cost to the Bank.	The scope of customization is unclear.	Bidder has to comply with RFP Terms.
28	57	<p><u>Annexure-10</u> <u>Functional Requirement of the Application Security Testing Solution</u></p> <p><u>E. The proposed must have provision to provide below reports:</u></p>	<ol style="list-style-type: none"> 1. Summary of support status 2. Significant incidents raised by bank in the month. These include all priority observations and any other incidents reducing the quality of service 3. Number of support calls closed during the month, by priority 4. Number of support calls open at the end of the month (backlog) by priority 5. Patch, Fixes, Updates Reports under ATS 6. Application Bugs/Issues Call Analysis 7. Proactive monitoring and preventive maintenance report 	Are you looking for support of Points 1-4 in the solution itself? These can be tracked separately externally	Solution should have a central admin console.
29	59	<p><u>Annexure-11</u> <u>Scope of Work</u></p> <p>Point no. 13</p>	13. Bidder is responsible for health monitoring of the central and distribution server on a continuous basis.	Please advise whether any remote access will be provided.	No remote access will be provided.
30	59	<p><u>Annexure-11</u> <u>Scope of Work</u></p> <p>Point no. 16</p>	16. Bidder is responsible to provide the periodic reports of the proposed solution as per the bank requirement.	Please advise the frequency. Should the reports to be generated from the bank's premises?	The report should be provided as on when required by the Bank.
31	59	<p><u>Annexure-11</u> <u>Scope of Work</u></p> <p>Point no. 17</p>	17. Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition so as to ensure trouble free functioning.	Please advise whether the bank is looking for a resident engineer support.	There is no requirement for onsite resource. Support should be provided as mentioned in P1 and P2 call in the RFP.

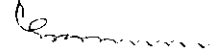


32	63	<p><u>Annexure-12</u> <u>Functional Scoring Sheet</u></p> <p>2. Technical Requirements for Dynamic Code Analysis (DAST):</p> <p>Point No. 16</p>	<p>16. The solution shall have the option to integrate and work out-of-the-box with a real-time application security technology (agent) within Java and .NET servers to: i. Gather internal, code-level vulnerability information by observing the attacks in the code as they happen in real-time. ii. Inspect parts of the application that it may not find through normal crawling iii. Collect information about the internal behaviours of a target application during dynamic tests iv. Detect new types of vulnerabilities, e.g. privacy violation and log fogging. v. Provide stack trace and line-of-code detail during dynamic web application scanning.</p>	<p>This requirement seems to be</p>	<p>This requirement is not must, however desirable by the Bank.</p>
33	63	<p><u>Annexure-12</u> <u>Functional Scoring Sheet</u></p> <p>2. Technical Requirements for Dynamic Code Analysis (DAST):</p> <p>Point No. 21</p>	<p>21. The solution should allow export of results in different formats like .xml, pdf, word etc.</p>	<p>We only have html, xml, pdf. We believe that HTML reports are more interactive than other formats.</p>	<p><u>Technical Requirement is modified as under:</u> "21. The solution should allow export of results in different formats like HTML, xml, pdf, word etc."</p>
34	NA	NA	<p>Additional Query</p>	<p>The proposed solution should provide a record or replay capability of vulnerabilities discovered so that the exploitation of a vulnerability can be replayed by the developer investigating the issue or later by information security to ensure the vulnerability has been addressed when retesting.</p>	<p>This is already part of the Scope of work. Please refer to Annexure 10 (clause 4.7 of part B).</p>
35	NA	NA	<p>Additional Query</p>	<p>The proposed solution should provide integration with the following WAF / IPS</p> <ul style="list-style-type: none"> - Sourcefire - ModSecurity - Barracuda - Trustwave - NitroSecurity - DenyAll - Imperva - F5 	<p>This is already part of the Scope of work. Please refer to Annexure 10 (clause 6.3 of part B).</p>
36	NA	NA	<p>Additional Query</p>	<p>The proposed solution should produce logic-flow and data-flow analysis that could help find design flaws that cause security vulnerabilities. Describe the logic flaws analysis the solution detect.</p>	<p>This is already part of the Scope of work. Please refer to Annexure 10 (clause 1.24 of part B).</p>



37	NA	NA	Additional Query	<p>The proposed solution should support the below mentioned authentication login methods/techniques:</p> <ul style="list-style-type: none"> - Form based login - Single Sign On - Macro Authentication - HTTP Basic/Digest/NTLM (Authentication) - Scan Bootstrap - Selenium Script Authentication - Proxy Log Authentication - Session Hijacking / Session Cookie - SSL Client Certificates (Including Smart Cards/CAC Cards) - 2FA / OTP / CAPTCHA - OAuth - HMAC 	<p>This is already part of the Scope of work. Please refer to Annexure 10 (clause 1.11 of part B).</p>
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Date: 12/01/2018
Place: Bengaluru


 Deputy General Manager

