

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	7	A	3. About RFP	3.3. The proposed Cyber Risk Insurance Policy should cover the Amalgamated Entity (Canara Bank & Syndicate Bank) with effect from 01/04/2020.	Expiring premium : Claims History : 2018-19 : 2019-20 : Brief Description about the Claim : Preventive Measures taken after the claim :	Existing Policy premium cannot be disclosed There is no claim from 2018 onwards till date.
2	7	A	3. About RFP	3.3. The proposed Cyber Risk Insurance Policy should cover the Amalgamated Entity (Canara Bank & Syndicate Bank) with effect from 01/04/2020.	<u>Syndicate Bank :</u> Please provide the BCP/DRP of Syndicate Bank : <u>How much time will it take for Migration of data and applications from the DC and DR of M/s Syndicate Bank to DC and DR of M/s Canara Bank ?</u> <u>Existing policy's Premium :</u> <u>Any claim has been reported ?</u> <u>Please confirm whether the existing policy of M/s Syndicate Bank would be cancelled after merger ?</u>	1. W.e.f. 01.04.2020 the BCP/DRP of Canara Bank will come in to effect 2. Proposed to be complete by 31.03.2021 3. Existing Policy premium cannot be disclosed 4. No claim has been reported till date from both the Banks 5. The existing policy of Syndicate Bank will be cancelled w.e.f. 01.04.2020.
3	38	Annexure-5	ANNEXURE 5	SCOPE OF WORK	Looks like certain covers are overlapping with Crime Insurance like Fraudulent fund transfer cover, social engineering fraud, Communication loss etc, please clarify on the covers	This is in excess to the Crime Policy of the Bank. There is limited chances of overlapping of insurance policies.
4	NA	NA	NA	NA	24*7 SOC present?	Yes
5	NA	NA	NA	NA	Is Data monitoring performed?	Yes
6	NA	NA	NA	NA	Frequency of updating malwares/security patches?	The patches are applied need based. Further the details will be shared to the selected bidder on request.
7	NA	NA	NA	NA	Fully updated web browser and email client used in an organization	Fully updated web browser used for accessing email Email client used in our organization is updated.
8	NA	NA	NA	NA	Security assessment for in-house and third party procured web/phone application performed?	Yes
9	NA	NA	NA	NA	Frequency of audit log generation and validation of those logs?	Audit log is generated as & when any event occurs. Frequency is realtime and integrated with Database Activity Monitoring (DAM).
10	NA	NA	NA	NA	Are network devices(router, switches) configured securely	Yes

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11	NA	NA	NA	NA	Frequency of Back up data testing/recovery process	Done as per Schedule of Backup Guidelines of the Bank (Monthly).
12	NA	NA	NA	NA	Frequency of audit/review of privilege user access rights?	At regular monthly intervals (Concurrent Audit).
13	NA	NA	NA	NA	Is secure Remote access connectivity provided or not?	Yes through VPN only for special cases.
14	NA	NA	NA	NA	Is incident response plan present and tested in case of cyber emergency	Yes
15	NA	Syndicate bank Proposal form	Syndicate bank Proposal form	Syndicate bank Proposal form	Considering the fact that Syndicate bank has merged with Canara bank and their systems are yet to be integrated, please help with the details on their IT security considering the same .	W.e.f. 01.04.2020 IT security of Canara Bank will come in to effect
16	5	Canara bank proposal form	5	Claims information	Has the Company been the subject of any investigation or audit in relation to data protection by a Data Protection Authority or other regulator is marked as Yes. Please explain	No

Place: Bengaluru
Date: 12/03/2020


Deputy General Manager

