

Sl No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2 & 29	A BID SCHEDULE & D. BID PROCESS	Point No 7 & Point no. 7- (Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD)	<u>7. Earnest Money Deposit (Refundable):</u> Rs. 15,00,000/- 7.1 The bidder shall furnish non-interest earning Earnest Money Deposit (EMD) of Rs. 15,00,000/- (Rupees Fifteen Lakhs Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bangaluru and should be kept along with the Part A- Conformity to Eligibility Criteria.	Bidder's Query: Request Bank to change it to - The bidder shall furnish non interest earning Earnest Money Deposit (EMD) of Rs. 10,00,000/- (Rupees Ten Lakhs Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bangaluru and should be kept along with the Part A- Conformity to Eligibility Criteria. Justification for Change: In regards to the EMD value reduction, it has to be proportionate to the overall the bid value.	Bidder has to comply with RFP Terms.
2	10	B	4 Objective	4.4. The Service Provider should act as a System Integrator for implementation of the said solution including but not limited to design, installation, integration with other solutions as per bank's network architecture and based on requirements received from its DIT, HO.	No. As far as the operation of the SOC is concerned, it is not part of the scope. But the incident generated in the SOC will be fed in the GRC tool and releveant reports/analysis of the same wrt the risk, will be expected	GRC solution for its working shall have to be capable of integrating with multiple sources of IT Service Management and other security monitoring tools. Minimum 15 solutions and a provision for 5 more solutions in future requirements during the period of contract. [Excel based data import will not be considered into it and will be available by default.]
3	10	B	4 Objective	4.4. The Service Provider should act as a System Integrator for implementation of the said solution including but not limited to design, installation, integration with other solutions as per bank's network architecture and based on requirements received from its DIT, HO.	How many Integrations with 3 rd Party applications are envisaged as part of the project?	GRC solution for its working shall have to be capable of integrating with multiple sources of IT Service Management and other security monitoring tools. Bidder/OEM is required to integrate data sources from Minimum 15 solutions and a provision for 5 more solutions in future requirements during the period of contract. [Excel based data import will not be considered into it and will be available by default.]
4	10	B	7 Requirement Details	7.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of IT-GRC Solution for Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements: <u>Item details</u> Supply, Installation, Implementation, Maintenance and Support for IT-GRC (Information Technology-Governance, Risk and compliance) Solution for Canara Bank Requiriement: Enterprise-wide License	Is Sub- contracting of supply installation and maintenance of system allowed?	Bidder should not sub-contract. However, only in case the OEM is doing the implementation, they can take services of their experienced implementation partners. Bidder will be liable for meeting the SLAs.
5	10	B	7 Requirement Details	7.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of IT-GRC Solution for Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements: <u>Item details</u> Supply, Installation, Implementation, Maintenance and Support for IT-GRC (Information Technology-Governance, Risk and compliance) Solution for Canara Bank Requiriement: Enterprise-wide License	Is Sub- contracting of supply installation and maintenance of system allowed?	Bidder should not sub-contract. However, only in case the OEM is doing the implementation, they can take services of their experienced implementation partners. Bidder will be liable for meeting the SLAs.
6	10	B	7 Requirement Details	7.2. The term of contract will be initially for a period of 5 years from the date of acceptance of purchase order and/or signing the contract between the bank and the selected Bidder renewable for a further period of 1 year. The renewal will be at the sole discretion of the bank and the performance of the bidder during the contract period.	As per Annexure 16 " Bank is asking yearly billing of the solution. "Request Bank to place order for 5 years upfront"	PO will be issued for 5 years contract.



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7	11	B	8. Scope of Work	<p>8.1. General: 8.1.1. Bank has decided to procure IT-GRC solutions to enhance the security posture of the Bank. The scope includes supply, implementation, rollout, operations, and integration of the solutions with the C-SOC (Cyber Security Operations Centre), existing solutions and infrastructure. The period of contract will be 5 years. The scope of solution is limited to achieve functionalities like IT Risk Management, IT Controls Management, IT Service Management, Business continuity, Business Impact Analysis, Information Security Policy Management, Information Security Program Management, Information Security Management System (ISMS), GDPR/Privacy compliance and PCI Compliances and Third party /Vendor Management.</p>	<p>Considering the integration with the C-SOC is expected, do we need to include Security Incident Management and Security Operations Use cases / Solutions as a part of the scope of work ?</p>	<p>No. As far as the operation of the SOC is concerned, it is not part of the scope. But the incident/IT Risk related data generated in the SOC have to be seamlessly captured in the GRC tool and relevant reports/analysis of the same with respect to the risk, will be expected.</p>
8	11	B	8. Scope of Work	<p>8.1. General: 8.1.1. Bank has decided to procure IT-GRC solutions to enhance the security posture of the Bank. The scope includes supply, implementation, rollout, operations, and integration of the solutions with the C-SOC (Cyber Security Operations Centre), existing solutions and infrastructure. The period of contract will be 5 years. The scope of solution is limited to achieve functionalities like IT Risk Management, IT Controls Management, IT Service Management, Business continuity, Business Impact Analysis, Information Security Policy Management, Information Security Program Management, Information Security Management System (ISMS), GDPR/Privacy compliance and PCI Compliances and Third party /Vendor Management.</p>	<p>Considering the integration with the C-SOC is expected, do we need to include Security Incident Management and Security Operations Use cases / Solutions as a part of the scope of work ?</p>	<p>No. As far as the operation of the SOC is concerned, it is not part of the scope. But the incident/IT Risk related data generated in the SOC have to be seamlessly captured in the GRC tool and relevant reports/analysis of the same with respect to the risk, will be expected.</p>
9	12	B	8. Scope of Work	<p>8.1. General: 8.1.14. Initial period of 2 weeks from PO acceptance date will be considered for delivery of hardware and software and next thirteen weeks as implementation phase for IT-GRC. The five years active life of solutions will start after these fifteen weeks period or Sign-off date for respective solution whichever is later.</p>	<p>Requesting to please increase the delivery timeline of hardware, 4-6 weeks from date of PO</p>	<p>RFP Clause is modified as under: "8.1. General: 8.1.14. Initial period of 6 weeks from PO acceptance date will be considered for delivery of hardware, OS, IT GRC Solution and other Licenses. The five years active life of solutions will start from Sign-off date for respective solution."</p> <p>Kindly refer the amendment-2 for modified implementation timelines.</p>
10	12	B	8. Scope of Work	<p>8.1. General: 8.1.14. Initial period of 2 weeks from PO acceptance date will be considered for delivery of hardware and software and next thirteen weeks as implementation phase for IT-GRC. The five years active life of solutions will start after these fifteen weeks period or Sign-off date for respective solution whichever is later.</p>	<p>Request Bank to amend as follows "1.2.1. Supply of Hardware items & other Items (including OS): <u>Within 8 weeks</u> from the date of acceptance of Purchase Order.</p>	<p>RFP Clause is modified as under: "8.1. General: 8.1.14. Initial period of 6 weeks from PO acceptance date will be considered for delivery of hardware, OS, IT GRC Solution and other Licenses. The five years active life of solutions will start from Sign-off date for respective solution."</p> <p>Kindly refer the amendment-2 for modified implementation timelines.</p>
11	12	B	8. Scope of Work	<p>8.1. General: 8.1.14. Initial period of 2 weeks from PO acceptance date will be considered for delivery of hardware and software and next thirteen weeks as implementation phase for IT-GRC. The five years active life of solutions will start after these fifteen weeks period or Sign-off date for respective solution whichever is later.</p>	<p>Delivery of hardware , 4-6 weeks from date of PO</p>	<p>RFP Clause is modified as under: "8.1. General: 8.1.14. Initial period of 6 weeks from PO acceptance date will be considered for delivery of hardware, OS, IT GRC Solution and other Licenses. The five years active life of solutions will start from Sign-off date for respective solution."</p> <p>Kindly refer the amendment-2 for modified implementation timelines.</p>



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12	13	B	8. Scope of Work	8.1 General: 8.1.22. The tapes for backup and the required Tape Library should be provided by the Bidder and it needs to support LTO 4 and above. The options of "Read Many, Write Once" and "Read Many, Write Many" should be provided.	The data retention on the proposed solution is for 1 year and does not propose Tape library in the solution. Request Bank to remove this clause	Bidder/OEM has to suggest on BCP mechanism and the relevant infra has to be provided as part of the solution.
13	14	B	8. Scope of Work	8.1.30. The SI should provide the application audit/security audit certificate for the product.	Requesting for clarification and scope of this. What type of Audit and what is the timeline. Please share clarity on this.	Application Audit and security audit certificate relating to the proposed solution (covering all components) should be provided along with the bid document.
14	15	B	8. Scope of Work	8.2. The Solution/System should broadly have the following modules/features: 8.2.14. Implementation requirements: For the purpose of implementation, the following points should be noted: o The Bidder should ensure the implementation of solution with the help of OEM. Bidder is responsible of making the OEM support available during the implementation and maintenance.	If OEM takes up the entire Implementation responsibility Is the bank fine with that approach.	Yes, any approach is fine till it involves only bidder and OEM. At any phase of the project subcontracting is not permitted.
15	15	B	8. Scope of Work	8.2. The Solution/System should broadly have the following modules/features: 8.2.14. Implementation requirements: For the purpose of implementation, the following points should be noted: o The Bidder should ensure the implementation of solution with the help of OEM. Bidder is responsible of making the OEM support available during the implementation and maintenance.	If OEM takes up the entire Implementation responsibility Is the bank fine with that approach.	Yes, any approach is fine till it involves only bidder and OEM. At any phase of the project subcontracting is not permitted.
16	15	B	8. Scope of Work	8.2. The Solution/System should broadly have the following modules/features: 8.2.14 Implementation requirements: For the purpose of implementation, the following points should be noted: o The Bidder should ensure the implementation of solution with the help of OEM. Bidder is responsible of making the OEM support available during the implementation and maintenance.	If OEM takes up the entire Implementation responsibility Is the bank fine with that approach.	Yes, any approach is fine till it involves only bidder and OEM. At any phase of the project subcontracting is not permitted.
17	20	C	1. Delivery, Installation, Integration and Commissioning:	1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 2 weeks from the date of acceptance of Purchase Order.	Hardware deliverables take 4-6 Weeks. The project timelines should be amended. Please amend the project timelines as the hardware delivery will take 4-6 weeks from PO.	"RFP Clause is amended as under: "1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 6 weeks from the date of acceptance of Purchase Order."
18	20	C	1. Delivery, Installation, Integration and Commissioning:	1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 2 weeks from the date of acceptance of Purchase Order.	Hardware deliverables take 4-6 Weeks. The project timelines should be amended. Please amend the project timelines as the hardware delivery will take 4-6 weeks from PO.	"RFP Clause is amended as under: "1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 6 weeks from the date of acceptance of Purchase Order."
19	20	C	1. Delivery, Installation, Integration and Commissioning:	1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 2 weeks from the date of acceptance of Purchase Order.	Bidder's Query: Request Bank to change the clause : Supply of Hardware items & other Items (including OS): Within 8 weeks from the date of acceptance of Purchase Order. Justification for Change: Normally hardware delivery time is 6-8 weeks.	"RFP Clause is amended as under: "1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 6 weeks from the date of acceptance of Purchase Order."
20	20	C	1. Delivery, Installation, Integration and Commissioning:	1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 2 weeks from the date of acceptance of Purchase Order. 1.2.2. Supply of IT-GRC Solution: Within 3 weeks from the date of acceptance of Purchase Order.	Request Bank to amend as follows "1.2.1. Supply of Hardware items & other Items (including OS): Within 8 weeks from the date of acceptance of Purchase Order. 1.2.2. Supply of IT-GRC Solution: Within 4 weeks from the date of acceptance of Purchase Order.	"RFP Clause is amended as under: "1.2. Delivery Schedule are as follows: 1.2.1. Supply of Hardware items & other Items (including OS): Within 6 weeks from the date of acceptance of Purchase Order. 1.2.2. Supply of IT-GRC Solution: Within 6 weeks from the date of acceptance of Purchase Order."



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21	20	C	1. Delivery, Installation, Integration and Commissioning:	1.2. <u>Delivery Schedule</u> are as follows: 1.2.2. Supply of IT-GRC Solution: Within 3 weeks from the date of acceptance of Purchase Order.	Request Bank to change the clause : Supply of IT-GRC Solution: Within 5 weeks from the date of acceptance of Purchase Order.	Bidder has to comply with RFP Terms.
22	20	C	1. Delivery, Installation, Integration and Commissioning:	1.3. <u>Installation Schedule</u> : 1.3.3. <u>Project Implementation Timelines</u> : 1.3.3.1. Supply, Installation, Implementation and Integration of Solution should be completed within 15 Weeks from the date of acceptance of the Purchase Order.	Request Bank to amend the clause as follows "1.3.3.1 Supply, Installation, Implementation and Integration of Solution should be completed within 15 Weeks from the <u>delivery of the Hardware items</u> "	RFP Clause is amended as under "1.3. <u>Installation Schedule</u> : 1.3.3. <u>Project Implementation Timelines</u> : 1.3.3.1. Supply, Installation, Implementation and Integration of Solution should be completed within <u>22 Weeks</u> from the date of acceptance of the Purchase Order."
23	21	C	2. Penalties/Liquidated Damages	2.1. Penalties/Liquidated damages for delay in Delivery of Hardware and Solution/Software would be as under: 2.1.1. Non-compliance of the Supply/delivery as per clause (1.2.1) will result in imposing penalty of 0.50% (Plus GST) by the Bank on delay in delivery per week or part thereof, on the invoice value of Hardware Items (including OS) (exclusive of Taxes) location/office address wise.	Bidder's Query: Request Bank to change the penalty clause :Non-compliance of the Supply/delivery as per clause (1.2.1) will result in imposing penalty of 0.20% (Plus GST) by the Bank on delay in delivery per week or part thereof, on the invoice value of Hardware Items (including OS) (exclusive of Taxes) location/office address wise. Justification for Change: SI work with wafer thin margin for competitive Bids, we cannot factor such huge penalty if need to win the tender.	Bidder has to comply with RFP Terms.
24	21	C	2. Penalties/Liquidated Damages	2.1. Penalties/Liquidated damages for delay in Delivery of Hardware and Solution/Software would be as under: 2.1.2. Non-compliance of the Supply/delivery of IT-GRC Solution as per clause (1.2.2) will result in the imposing penalty of 0.50% (Plus GST) by the Bank on delay in delivery per week or part thereof, on the invoice value of IT-GRC Solution (exclusive of Taxes) location/office address wise.	Bidder's Query: Request Bank to change the penalty clause :Non-compliance of the Supply/delivery of IT-GRC Solution as per clause (1.2.2) will result in the imposing penalty of 0.20% (Plus GST) by the Bank on delay in delivery per week or part thereof, on the invoice value of IT-GRC Solution (exclusive of Taxes) location/office address wise. Justification for Change: SI work with wafer thin margin for competitive Bids, we cannot factor such huge penalty if need to win the tender.	Bidder has to comply with RFP Terms.
25	22	C	2. Penalties/Liquidated Damages	2.2. Penalties/Liquidated damages for delay in Installation and Commissioning of Hardware and Solution/Software would be as under: 2.2.2. Non-compliance of the Installation, Configuration, Integration and Commissioning of IT-GRC Solution as per clause (1.3.2) will result in imposing penalty of 0.50% (Plus GST) by the Bank, on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.	Bidder's Query: Non-compliance of the Installation, Configuration, Integration and Commissioning of IT-GRC Solution as per clause (1.3.2) will result in imposing penalty of 0.20% (Plus GST) by the Bank, on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise. Justification for Change: SI work with wafer thin margin for competitive Bids, we cannot factor such huge penalty if need to win the tender.	Bidder has to comply with RFP Terms.



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26	22	C	2. Penalties/Liquidated Damages	<p>2.3. Penalties/Liquidated damages for onsite resources: In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% (plus GST) of the Resident resource charges payable to the Bidder for that quarter for each hour and part thereof of absence. However, total penalty under this clause will be limited to 50% (plus GST) of the total charges payable for Resident Resource charges for that quarter</p>	<p>Bidder's Query: Request Bank to change the penalty clause. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.2% (plus GST) of the Resident resource charges payable to the Bidder for that quarter for each hour and part thereof of absence. However, total penalty under this clause will be limited to 5% (plus GST) of the total charges payable for Resident Resource charges for that quarter. Justification for Change: SI work with wafer thin margin for competitive Bids, we cannot factor such huge penalty if need to win the tender.</p>	Bidder has to comply with RFP Terms.
27	22	C	2. Penalties/Liquidated Damages	<p>2.2. Penalties/Liquidated damages for delay in Installation and Commissioning of Hardware and Solution/Software would be as under: 2.2.1. Non-compliance of the Installation, Configuration, Integration and Commissioning of Hardware Appliance as per clause (1.3.1) will result in imposing penalty of 0.50% (Plus GST) by the Bank, on delay in delivery per week or part thereof, on the invoice value of Hardware Items (Including OS) (exclusive of Taxes) location/office address wise.</p>	<p>Bidder's Query: Non-compliance of the Installation, Configuration, Integration and Commissioning of Hardware Appliance as per clause (1.3.1) will result in imposing penalty of 0.20% (Plus GST) by the Bank, on delay in delivery per week or part thereof, on the invoice value of Hardware Items (Including OS) (exclusive of Taxes) location/office address wise. Justification for Change: SI work with wafer thin margin for competitive Bids, we cannot factor such huge penalty if need to win the tender.</p>	Bidder has to comply with RFP Terms.
28	22	C	3. Payment Terms:	<p>3.1. Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</p> <p>Payment Stages: a. Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses Percentage of Payment: 40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p> <p>Payment Stages: b. Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS Database License and other Licenses) Percentage of Payment: 50% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p>	<p>Requesting you to modify the clause as "Payment schedule for Required Hardware for IT-GRC solution IT-GRC solution with required OS, Database License and other Licenses will be as under Delivery of Required Hardware 70% Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items:25% After Completion of Warranty Period (i.e. one year) 5% AMC for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses Yearly advance</p>	Bidder has to comply with RFP Terms.



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29	22	C	3. Payment Terms:	<p><u>3.1. Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u> <u>Payment Stages:</u> a. Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> 40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> b. Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS Database License and other Licenses) <u>Percentage of Payment:</u> 50% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> c. After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p>	<p>Request Bank to amend the Clause as 60% of the Payment released on Delivery of the Hardware and Software, 30% of the Payment released on Successful Deployment of the solution and 10% payment on Completion of Warranty period</p>	<p>RFP Clause is modified is under: "3.1. Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under: <u>Payment Stages:</u> a. Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> 40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> b. Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS Database License and other Licenses) <u>Percentage of Payment:</u> 50% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> c. After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to the remaining payment. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses"</p>
30	22	C	3. Payment Terms:	<p><u>3.1. Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u> <u>Payment Stages:</u> a. Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> 40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> b. Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS Database License and other Licenses) <u>Percentage of Payment:</u> 50% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> c. After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> d. AMC for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> Quarterly in Advance</p>	<p>Bidder's Query: 1. Request bank to change the payment terms to the below - i) 80% of the Invoice Value on delivery of H/W & O/S ii) 20% of the Invoice Value on Installation, Configuration, Integration and Commissioning of Hardware & O/S Justification for Change: Since this payment is only for hardware and we have to pay 100% amount up front to the OEM hence it is very tough for the SI to wait for 10% payment after 1 year of successful implementation</p>	<p>RFP Clause is modified is under: "3.1. Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under: <u>Payment Stages:</u> a. Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> 40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> b. Installation, Configuration, Integration and Commissioning of Hardware Appliance/Items (including OS Database License and other Licenses) <u>Percentage of Payment:</u> 50% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Payment Stages:</u> c. After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to the remaining payment. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses"</p>



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31	23	C	3 Payment Terms:	<p>3.1. <u>Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u></p> <p><u>Payment Stages</u> d. AMC for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> Quarterly in Arrears</p>	AMC payment term needs to be annual and not quarterly	Bidder has to comply with RFP Terms.
32	23	C	3 Payment Terms:	<p>3.1. <u>Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u></p> <p><u>Payment Stages:</u> a. Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> 40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p> <p><u>Payment Stages:</u> c. After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p>	Requesting you to modify the clause as "Payment schedule for IT-GRC solution Delivery of IT-GRC solution-60% Installation, Configuration, Integration and Commissioning of ITGRC Solution-40%. After Completion of Warranty Period (i.e. one year).- 10% ATS for IT-GRC solution-Yearly advance	<p>RFP Clause is modified as under: "3.1. <u>Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u></p> <p><u>Payment Stages:</u> a. Delivery of Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> 40% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p> <p><u>Payment Stages:</u> c. After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to the remaining payment. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses"</p>
33	23	C	3 Payment Terms:	<p>3.1. <u>Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u></p> <p><u>Payment Stages:</u> c. After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p> <p>3.2. <u>Payment schedule for IT-GRC solution will be as under:</u></p> <p><u>Payment Stages:</u> c. After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution</p>	Can Bidder submit the Bank Guarantee to claim the 10% of the payment.	<p>RFP Clause is modified as under: "3.1. <u>Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u></p> <p><u>Payment Stages:</u> c. After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution with required OS, Database License and other Licenses</p> <p>3.2. <u>Payment schedule for IT-GRC solution will be as under:</u></p> <p><u>Payment Stages:</u> c. After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to the remaining payment. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution "</p>



Sl No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
34	23	C	3 Payment Terms.	<p><u>3.3 Payment schedule for training charges and Onsite resources will be as under:</u></p> <p><u>Payment Stages:</u> b. Onsite Resource <u>Percentage of Payment:</u> Payment will be quarterly basis in arrears after deducting applicable penalties and Liquidated damages.</p>	Requesting you to modify the clause as " Payment schedule for Onsite resources Payment will be monthly basis in arrears after deducting applicable penalties and Liquidated damages.	Bidder has to comply with RFP Terms.
35	23	C	3. Payment Terms:	<p><u>3.1. Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u></p> <p><u>Payment Stages</u> d. AMC for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> Quarterly in Arrears</p>	<u>Request Bank to amend the AMC payment yearly in advance</u>	Bidder has to comply with RFP Terms.
36	23	C	3. Payment Terms:	<p><u>3.1 Payment schedule for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses will be as under:</u></p> <p><u>Payment Stages</u> d. AMC for Required Hardware for IT-GRC solution with required OS, Database License and other Licenses <u>Percentage of Payment:</u> Quarterly in Arrears</p>	AMC payment term needs to be annual and not quarterly	Bidder has to comply with RFP Terms.
37	23	C	3. Payment Terms:	<p><u>3.2. Payment schedule for IT-GRC solution will be as under:</u></p> <p>a. Delivery of IT-GRC solution <u>Percentage of Payment:</u> 40% of the Invoice IT-GRC solution <u>Payment Stages:</u></p> <p>b. Installation, Configuration, Integration and Commissioning of IT-GRC Solution <u>Percentage of Payment:</u> 50% of the Invoice Value of IT-GRC solution <u>Payment Stages:</u></p> <p>c. After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank. <u>Percentage of Payment:</u> 10% of the Invoice Value of these Hardware for IT-GRC solution <u>Payment Stages:</u></p> <p>d. ATS for IT-GRC solution <u>Percentage of Payment:</u> Quarterly in Arrears</p>	<p>Bidder's Query:</p> <p>Payment schedule for IT-GRC solution 60% of the Invoice IT-GRC solution on Delivery of IT-GRC solution 30% of the Invoice Value of IT-GRC solution Installation, Configuration, Integration and Commissioning of ITGRC Solution 10% of the Invoice Value after 1 months of successful installation. ATS for IT-GRC solution: Quarterly in Advance</p> <p>Justification for Change: Since the implementation will be done by OEM and also we have to pay 100% amount up front to the OEM hence it is very tough for the SI to wait for 10% payment after 1 year of successful implementation</p>	<p><u>RFP Clause is modified as under:</u></p> <p><u>"3.2. Payment schedule for IT-GRC solution will be as under:</u></p> <p>a. Delivery of IT-GRC solution <u>Percentage of Payment:</u> 40% of the Invoice IT-GRC solution <u>Payment Stages:</u></p> <p>b. Installation, Configuration, Integration and Commissioning of IT-GRC Solution <u>Percentage of Payment:</u> 50% of the Invoice Value of IT-GRC solution <u>Payment Stages:</u></p> <p>c. After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to the remaining payment. <u>Percentage of Payment:</u> 10% of the Invoice Value of IT-GRC solution <u>Payment Stages:</u></p> <p>d. ATS for IT-GRC solution <u>Percentage of Payment:</u> <u>Quarterly in Advance"</u></p>



Sl No	Page No	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
38	23	C	3 Payment Terms.	<p><u>3.3 Payment schedule for training charges and Onsite resources will be as under:</u></p> <p><u>Payment Stages:</u></p> <p>b Onsite Resource</p> <p><u>Percentage of Payment:</u></p> <p>Payment will be quarterly basis in arrears after deducting applicable penalties and Liquidated damages.</p>	Onsite Resource: Payment will be quarterly in advance	Bidder has to comply with RFP Terms.
39	24	C	4. Onsite Support:	<p>4.6. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.50% (plus GST) of the Resident resource charges payable to the Bidder for that quarter for each hour and part thereof of absence. However, total penalty under this clause will be limited to 50% (plus GST) of the total charges payable for Resident Resource charges for that quarter.</p>	<p>Bidder's Query:</p> <p>Request Bank to change: Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.2% (plus GST) of the Resident resource charges payable to the Bidder for that quarter for each hour and part thereof of absence. However, total penalty under this clause will be limited to 5% (plus GST) of the total charges payable for Resident Resource charges for that quarter.</p> <p>Justification for Change: In such case SI will lose the contract as well as lose money because of penalty.</p>	Bidder has to comply with RFP Terms
40	37	F	8. Security Deposit / Performance Bank Guarantee:	<p>8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order or 21 days from the date of issue of Purchase Order whichever is earlier.</p>	<p>Bidder's Query:</p> <p>Request Bank to change it to : The successful bidder should submit a security deposit/ Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the order or within 21 days from the date of receipt of order whichever is earlier.</p> <p>Justification for Change: SI work with wafer thin margin for competitive Bids, we cannot factor such huge penalty if need to win the tender</p>	Bidder has to comply with RFP Terms



Sl No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
41	37	F	F-Sec 8.2 Security Deposit / Performance Bank Guarantee	8.2. 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).	Bidder's Query: Request Bank to change the clause : If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.20% (Plus GST) for each completed calendar week of delay or part thereof on the cost of the order 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 Tax). Justification for Change: SI work with wafer thin margin for competitive Bids, we cannot factor such huge penalty if need to win the tender.	Bidder has to comply with RFP Terms.
42	56	Annexure-2	Eligibility Criteria Declaration BIDDER EXPERIENCE Point no. e	<u>Eligibility Criteria:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented as on the date of RFP in at least two Scheduled Commercial Banks in INDIA. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Necessary Proof/Letter of project sign Off from the Organization/s mentioning the scope of the project from the client to be submitted.	The Proof : Request the bank to consider Purchase Order as the proof document instead of Project sign Off letter .	<u>Eligibility Criteria is modified as under:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented and currently running in either any of the Bank globally having minimum 500 Branches. or any one schedule commercial Bank in India. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Bidder has to provide reference letter from the Bank to this effect."
43	56	Annexure-2	Eligibility Criteria Declaration BIDDER EXPERIENCE Point no. e	<u>Eligibility Criteria:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented as on the date of RFP in at least two Scheduled Commercial Banks in INDIA. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Necessary Proof/Letter of project sign Off from the Organization/s mentioning the scope of the project from the client to be submitted.	Requesting bank to modify the clause as " The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented as on the date of RFP in at least one Scheduled Commercial Banks in INDIA." OR The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented by Bidder/OEM as on the date of RFP in at least two Scheduled Commercial Banks in INDIA." Justification: The Solution is quite new to India and there are very limited bank where the solution has been implemented. Apart from this, most of the cases OEM has done the implementation. Hence, requesting to please consider experience of Bidder/OEM.	<u>Eligibility Criteria is modified as under:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented and currently running in either any of the Bank globally having minimum 500 Branches. or any one schedule commercial Bank in India. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Bidder has to provide reference letter from the Bank to this effect."



Sl No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
44	56	Annexure-2	Eligibility Criteria Declaration BIDDER EXPERIENCE Point no. e	<u>Eligibility Criteria:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented as on the date of RFP in at least two Scheduled Commercial Banks in INDIA. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Necessary Proof/Letter of project sign Off from the Organization/s mentioning the scope of the project from the client to be submitted.	The Proof Request the bank to consider Purchase Order as the proof document instead of Project sign Off letter .	<u>Eligibility Criteria is modified as under:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented and currently running in either any of the Bank globally having minimum 500 Branches. or any one schedule commercial Bank in India. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Bidder has to provide reference letter from the Bank to this effect."
45	56	Annexure-2	Eligibility Criteria Declaration BIDDER EXPERIENCE Point no. e	<u>Eligibility Criteria:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented as on the date of RFP in at least two Scheduled Commercial Banks in INDIA. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Necessary Proof/Letter of project sign Off from the Organization/s mentioning the scope of the project from the client to be submitted.	Bidder's Query: Request Bank to change it to : The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented by Bidder / OEM as on the date of RFP in at least two Scheduled Commercial Banks in INDIA Justification for Change: Since the entire project implementation will be done by OEM hence we request bank to change the term	<u>Eligibility Criteria is modified as under:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented and currently running in either any of the Bank globally having minimum 500 Branches. or any one schedule commercial Bank in India. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Bidder has to provide reference letter from the Bank to this effect."
46	56	Annexure-2	Eligibility Criteria Declaration BIDDER EXPERIENCE Point no. e	<u>Eligibility Criteria:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented as on the date of RFP in at least two Scheduled Commercial Banks in INDIA. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Necessary Proof/Letter of project sign Off from the Organization/s mentioning the scope of the project from the client to be submitted.	The Proof Request the bank to consider Purchase Order as the proof document instead of Project sign Off letter .	<u>Eligibility Criteria is modified as under:</u> e. The proposed IT-GRC solution (all the modules mentioned in RFP scope) should have been implemented and currently running in either any of the Bank globally having minimum 500 Branches or any one schedule commercial Bank in India. <u>Documents to be submitted with Part A-Confirmity to Eligibility Criteria:</u> Bidder has to provide reference letter from the Bank to this effect."
47	60	Annexure-5	Annexure-5	Track Record of Past Implementation of Projects towards Supply, Installation, Implementation, Maintenance and Support for IT-GRC (Information Technology-Governance, Risk and compliance) Solution for Canara Bank	Request the bank to change this to Bidder/OEM past experience . If the OEM is doing the deployment for the bank The OEM experience is more relevant than the bidder experience.	Track Record of Past Implementation of IT-GRC (Information Technology-Governance, Risk and compliance) Solution (not necessarily by the Bidder)
48	60	Annexure-5	Annexure-5	Track Record of Past Implementation of Projects towards Supply, Installation, Implementation, Maintenance and Support for IT-GRC (Information Technology-Governance, Risk and compliance) Solution for Canara Bank	Request Bank to Amend this as " List of <u>OEM/ Bidder's</u> Major Customers in Last 3 Years and References where IT GRC solution Implemented.	Track Record of Past Implementation of IT-GRC (Information Technology-Governance, Risk and compliance) Solution (not necessarily by the Bidder)
49	60	Annexure-5	Annexure-5	Track Record of Past Implementation of Projects towards Supply, Installation, Implementation, Maintenance and Support for IT-GRC (Information Technology-Governance, Risk and compliance) Solution for Canara Bank	Request the bank to change this to Bidder/OEM past experience . If the OEM is doing the deployment for the bank The OEM experience is more relevant than the bidder experience.	Track Record of Past Implementation of IT-GRC (Information Technology-Governance, Risk and compliance) Solution (not necessarily by the Bidder)
50	60	Annexure-5	Annexure-5	Track Record of Past Implementation of Projects towards Supply, Installation, Implementation, Maintenance and Support for IT-GRC (Information Technology-Governance, Risk and compliance) Solution for Canara Bank	Request the bank to change this to Bidder/OEM past experience . If the OEM is doing the deployment for the bank The OEM experience is more relevant than the bidder experience.	Track Record of Past Implementation of IT-GRC (Information Technology-Governance, Risk and compliance) Solution (not necessarily by the Bidder)



Sl No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
51	63	Annexure-7	Technical & Functional Requirement of IT-GRC Solution A. TECHNICAL REQUIREMENTS Point No. 4	4. <u>SYSTEM SUPPORT:</u> The offered solution should have support for the following client side features: 1. Operating Systems: Windows 7, Windows 8, Windows 10 and above. 2. Internet Browsers: a) IE 9, 10, 11 and above. b) Google Chrome Version 51 and above. c) Mozilla Firefox version 47 and above. 3. Java Runtime Environment 6u31 and above	The versions mentioned are old and may impact the product performance. Reuest bank to please specify the latest versions of windows & browsers for seamless experience.	The client side features mentioned are the one currently deployed in bank and solution should support the same
52	63	Annexure-7	Technical & Functional Requirement of IT-GRC Solution A. TECHNICAL REQUIREMENTS Point No. 4	4. <u>SYSTEM SUPPORT:</u> The offered solution should have support for the following client side features: 1. Operating Systems: Windows 7, Windows 8, Windows 10 and above. 2. Internet Browsers: a) IE 9, 10, 11 and above. b) Google Chrome Version 51 and above. c) Mozilla Firefox version 47 and above. 3. Java Runtime Environment 6u31 and above	The versions mentioned are old and may impact the product performance. Request bank to please specify the latest versions of windows & browsers for seamless experience.	The client side features mentioned are the one currently deployed in bank and solution should support the same
53	63	Annexure-7	Technical & Functional Requirement of IT-GRC Solution A. TECHNICAL REQUIREMENTS Point No. 4	4. <u>SYSTEM SUPPORT:</u> The offered solution should have support for the following client side features: 1. Operating Systems: Windows 7, Windows 8, Windows 10 and above. 2. Internet Browsers: a) IE 9, 10, 11 and above. b) Google Chrome Version 51 and above. c) Mozilla Firefox version 47 and above. 3. Java Runtime Environment 6u31 and above	The versions mentioned are old and may impact the product performance. Reuest bank to please specify the latest versions of windows & browsers for seamless experience.	The client side features mentioned are the one currently deployed in bank and solution should support the same
54	73	Annexure-7	Technical & Functional Requirement of IT-GRC Solution	<u>B. FUNCTIONAL REQUIREMENTS</u> 165. The Solution should be able to demonstrate control effectiveness metrics measurements in a comparable way against thresholds decided for metrics. 166. The Solution should show audit activity status from 167. The Solution should show dashboard including current audit status, findings and risk levels associated with findings. 168. The Solution should be able to demonstrate audit findings remediation status from dashboard and also generate remediation reports on the same. 169. The Solution should be able to generate reports on audit findings, remediation, responsibility and status. 170. The Solution should be able to generate reports on scores of users in various training sessions. 171. <u>MANAGEMENT DASHBOARD</u> 172. The Solution should have in built management dashboard with options to drill down 173. The Solution should have options to display all the asset, risk, audit, action items and training related metrics in one single	The bank is also looking for Internal Audit module functionalities like creation of Audit Universe and audit plan, there by creation of audit engagements and procedures to track internal audits progress or is it only for IT compliance track by CISO organization?	It is only for IT compliance track by CISO office .



Sl No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
55	73	Annexure-7	Technical & Functional Requirement of IT-GRC Solution	<p>B FUNCTIONAL REQUIREMENTS</p> <p>165. The Solution should be able to demonstrate control effectiveness metrics measurements in a comparable way against thresholds decided for metrics.</p> <p>166. The Solution should show audit activity status from</p> <p>167. The Solution should show dashboard including current audit status, findings and risk levels associated with findings.</p> <p>168. The Solution should be able to demonstrate audit findings remediation status from dashboard and also generate remediation reports on the same</p> <p>169. The Solution should be able to generate reports on audit findings, remediation, responsibility and status.</p> <p>170. The Solution should be able to generate reports on scores of users in various training sessions.</p> <p>171. MANAGEMENT DASHBDARD</p> <p>172. The Solution should have in built management dashboard with options to drill down</p> <p>173. The Solution should have options to display all the asset, risk, audit, action items and training related metrics in one single dashboard.</p>	Is The bank is also looking for Internal Audit module functionalities like creation of Audit Universe and audit plan, there by creation of audit engagements and procedures to track internal audits progress or is it only for IT compliance track by CISO organization? Please Clarify	It is only for IT compliance track by CISO office .
56	73	Annexure-7	Technical & Functional Requirement of IT-GRC Solution	<p>B FUNCTIONAL REQUIREMENTS</p> <p>165. The Solution should be able to demonstrate control effectiveness metrics measurements in a comparable way against thresholds decided for metrics.</p> <p>166. The Solution should show audit activity status from</p> <p>167. The Solution should show dashboard including current audit status, findings and risk levels associated with findings.</p> <p>168. The Solution should be able to demonstrate audit findings remediation status from dashboard and also generate remediation reports on the same.</p> <p>169. The Solution should be able to generate reports on audit findings, remediation, responsibility and status.</p> <p>170. The Solution should be able to generate reports on scores of users in various training sessions</p> <p>171. MANAGEMENT DASHBOARD</p> <p>172. The Solution should have in built management dashboard with options to drill down</p> <p>173. The Solution should have options to display all the asset, risk, audit, action items and training related metrics in one single dashboard.</p>	The bank is also looking for Internal Audit module functionalities like creation of Audit Universe and audit plan, there by creation of audit engagements and procedures to track internal audits progress or is it only for IT compliance track by CISO organization?	It is only for IT compliance track by CISO office .
57	77	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet	Table 4: Team Profile	If the OEM is providing the Implementation. The point should be amended Bidder /OEM	The project has to be carried out in operations phase by bidder so team profile of bidder is relevant. As such the profile of bidder and OEM both will be relevant from implementation and operations perspective.
58	77	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet	Table 4: Team Profile	If the OEM is providing the Implementation. The point should be amended Bidder /OEM.	The project has to be carried out in operations phase by bidder so team profile of bidder is relevant. As such the profile of bidder and OEM both will be relevant from implementation and operations perspective.

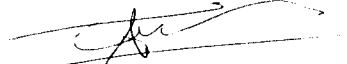


Sl No	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
59	77	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet	Table 4: Team Profile	If the OEM is providing the Implementation The point should be amended Bidder /OEM.	The project has to be carried out in operations phase by bidder so team profile of bidder is relevant. As such the profile of bidder and OEM both will be relevant from implementation and operations perspective.
60	78	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet	Request Bank to Amend the clause as " <u>OEM/Bidder</u> Capability Evaluation Questionnaire & Scoring sheet"	Can be bidder/OEM. The one who has the track record will be implementing.
61	78	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet Table 1: Questionnaire for Past Experience	GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hongkong,Newyork,Shanghai,London, Middle east countries, Johannesburg, Tanzania (any other countries not mentioned here also)	Is there a requirement on data governance piece as well where declaration of data processing activities is done and roles & responsibilities of data custodians can be defined and privacy project can be defined and track the compliance against GDPR or is it only compliance tracking in terms for adherence to certain regulations for a particular business unit.	<u>RFP Clause is modified as under:</u> "GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hong Kong, New York, London, UAE Countries, Tanzania. This is only for the tracking purpose by the CISO Office."
62	78	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet Table 1: Questionnaire for Past Experience	GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hongkong,Newyork,Shanghai,London, Middle east countries, Johannesburg, Tanzania (any other countries not mentioned here also)	The content for mentioned regulations will be shared by bank.	<u>RFP Clause is modified as under:</u> "GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hong Kong, New York, London, UAE Countries, Tanzania. This is only for the tracking purpose by the CISO Office."
63	78	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet Table 1: Questionnaire for Past Experience	GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hongkong,Newyork,Shanghai,London, Middle east countries, Johannesburg, Tanzania (any other countries not mentioned here also)	Is there a requirement on data governance piece as well where declaration of data processing activities is done and roles & responsibilities of data custodians can be defined and privacy project can be defined and track the compliance against GDPR or is it only compliance tracking in terms for adherence to certain regulations for a particular business unit.	<u>RFP Clause is modified as under:</u> "GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hong Kong, New York, London, UAE Countries, Tanzania. This is only for the tracking purpose by the CISO Office."



Sl No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
64	78	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet Table 1: Questionnaire for Past Experience	GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hongkong,Newyork,Shanghai,London, Middle east countries, Johannesburg, Tanzania (any other countries not mentioned here also)	The content for mentioned regulations will be shared by bank.	<u>RFP Clause is modified as under:</u> "GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hong Kong, New York, London, UAE Countries, Tanzania. This is only for the tracking purpose by the CISO Office."
65	78	Annexure -8	SI /Bidder Capability Evaluation Questionnaire & Scoring sheet Table 1: Questionnaire for Past Experience	GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hongkong,Newyork,Shanghai,London, Middle east countries, Johannesburg, Tanzania (any other countries not mentioned here also)	Is there a requirement on data governance piece as well where declaration of data processing activities is done and roles & responsibilities of data custodians can be defined and privacy project can be defined and track the compliance against GDPR or is it only compliance tracking in terms for adherence to certain regulations for a particular business unit	<u>RFP Clause is modified as under:</u> "GDPR compliance Data Privacy requirements of India Data privacy and Information security requirements of foreign countries : Hong Kong, New York, London, UAE Countries, Tanzania. This is only for the tracking purpose by the CISO Office."
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Date: 28-05-2019
Place: Bengaluru


Deputy General Manager

