

Pre-Bid Queries and Replies for EOI 01/2016-17 dated 29/11/2016 for Request for Expression of Interest for Empanelment of Consultants for Information Technology Security

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	7	5. Eligibility Criteria Eligibility Criteria no. 7	Eligibility Criteria 7. The bidder should have provided consultancy services to any Bank in India in implementing Security Operation Centre (SOC). Documents to be submitted along with the EOI: Suitable Certificate from the Bank to this effect.	We would request you to provide suitable relaxation in one of the qualifying criteria that Bidder should have provided security services in any bank in India in implementing SoC.	Eligibility Criteria is modified as under: "Eligibility Criteria 7. The bidder should have provided consultancy services to any Scheduled Commercial Bank in India in implementing Security Operation Centre (SOC). Documents to be submitted along with the EOI: Suitable Certificate from the Bank to this effect. "
2	7	5. Eligibility Criteria Eligibility Criteria no. 7	Eligibility Criteria 7. The bidder should have provided consultancy services to any Bank in India in implementing Security Operation Centre (SOC). Documents to be submitted along with the EOI: Suitable Certificate from the Bank to this effect.	For experience certificate, can we consider any banking clients with a presence in India or do we consider only Indian public sector bank with a SOC implemented in India?	Eligibility Criteria is modified as under: "Eligibility Criteria 7. The bidder should have provided consultancy services to any Scheduled Commercial Bank in India in implementing Security Operation Centre (SOC). Documents to be submitted along with the EOI: Suitable Certificate from the Bank to this effect. "
3	9	10. Scope of Work of Consultant	10.1. Consultancy and Project Management Services for Security Operation Center: 10.1.1. Provide end to end consultancy services for the project that includes but not limited to Formulating strategies, planning for efficient and effective implementation of SOC.	This point talks about providing end to end consultancy services for the project such as formulating strategies for effective implementation of SOC, Could you please elaborate.	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.



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4	9	10. Scope of Work of Consultant	<p>10.1. Consultancy and Project Management Services for Security Operation Center: 10.1.2. Conduct study of existing IT architecture (the Network devices/ applications/Databases/Web applications etc.) and the associated risks, various Regulatory guidelines and the existing security devices and provide inputs on required solutions/processes/Human resources/skill sets/training requirements for SOC.</p>	What is a speculative sample size for the number of private and public ips for penetration testing and vulnerability assessment?	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
5	9	10. Scope of Work of Consultant	<p>10.1. Consultancy and Project Management Services for Security Operation Center: 10.1.6. Provide Project Management Services for but not limited to managing and monitoring the implementation of solutions as part of SOC, their integration, acceptance testing of the implemented solutions, validation of deliverables etc.</p>	What is the organization chart/hierarchy of roles in the SOC?	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
6	9	10. Scope of Work of Consultant	<p>10.1. Consultancy and Project Management Services for Security Operation Center: 10.1.6. Provide Project Management Services for but not limited to managing and monitoring the implementation of solutions as part of SOC, their integration, acceptance testing of the implemented solutions, validation of deliverables etc.</p>	Name and designation details of: 1. Members of the Project board/Steering committee 2. Project Sponser 3. Project manager	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
7	10	10. Scope of Work of Consultant	<p>10.2. Information Security Gap Assessment : 10.2.2. Review the existing Information Security and cyber policies, guidelines etc. for adequacy and for compliance with Regulatory requirements.</p>	It is assumed that the bank has documented all the Internal controls and the same will be available for the bidder to Audit. In case it is not available, kindly confirm that it is not the bidder's responsibility to create the same.	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.



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8	10	10. Scope of Work of Consultant	10.2. Information Security Gap Assessment : 10.2.2. Review the existing Information Security and cyber policies, guidelines etc. for adequacy and for compliance with Regulatory requirements.	The RFP assumes prior documentation of Information Security and Cyber Policy, guidelines etc. In case it is not available, kindly confirm that it is not the bidder's responsibility to create the same.	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
9	10	10. Scope of Work of Consultant	10.2. Information Security Gap Assessment : 10.2.6. Shall also provide support to implement benchmark baseline security hardening in line with global practices and also provide with relevant documents.	Kindly confirm that the bidder is required only to provide support in implementing bench mark baseline security hardening but not participate in the implementation. Also please confirm if we have to provide work papers.	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
10	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.1 Assit bank in finalizing SoW and Audit methodology for comprehensive IS audit	How many domains are to be considered while reviwing the current IS landscape at Canara Bank? What are those?	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
11	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.1 Assit bank in finalizing SoW and Audit methodology for comprehensive IS audit	How many compliance audits against relevant criteria (against Bank's ITGC policy, ISMS, Sox, PCI DSS) need to be scheduled per review cycle? (Once/twice an year)	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
12	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.1 Assit bank in finalizing SoW and Audit methodology for comprehensive IS audit	What is the organization scope for the audit? 1. Location of HQ 2. Number and location of branches, Data centres, DR sites, vendor sites, merchant sites) 3. Number of ATMs and/or POS to be reviewed	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
13	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.1 Assit bank in finalizing SoW and Audit methodology for comprehensive IS audit	Please provide an overview of devices to be considered for the audit Details on servers, public/private ips, firewalls etc.	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.



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14	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.1 Assit bank in finalizing SoW and Audit methodology for comprehensive IS audit	What is the kind of assessment expected? Blackbox testing/Vulnerability assessment and Penetration testing/configuration review	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
15	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.1 Assit bank in finalizing SoW and Audit methodology for comprehensive IS audit	Please provide details of the applications to be assessed: 1. Number of internal and external apps 2. Number of mobile apps 3. Platform in which the mobile apps are hosted (Android/Ios) 4. Sizing details for web applications (categorization based on number of pages, privileges)	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
16	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.1 Assit bank in finalizing SoW and Audit methodology for comprehensive IS audit	What are the various functional modules to be reviewed?	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.
17	10	10. Scope of Work of Consultant	10.3. Comprehensive Security Audit. 10.3.3. The Scope for Comprehensive Security Audit should include but not limited to Audit of existing IT infrastructure, Network Architecture, Application Architecture, DBMS, Processes, Policies and Operations to verify the resilience levels of security posture of the Bank and the levels of compliance with Regulatory guidelines on Information/cyber security.	This point talks about comprehensive security audit incompliance with Regulatory guidelines. Kindly confirm if the Benchmarking is against other PSU Banks or any guidelines such as RBI, Govt. of India etc.	Details will be provided at later stage when Bank will float limited RFP among empanelled consultant.



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18	15	21. Evaluation of EOI	21.3. EOI submitted by the bidder will be evaluated based on the format mentioned in ANNEXURE-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empanelled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/RFP. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.	Apart from Annexure 1, please confirm that we do not have to prepare proposal for any of the mentioned scope as part of the bid submission.	Bidder has to provide all the documents/annexures as required in Annexure-1.
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Date: 08-12-2016
Place: Bengaluru


 Deputy General Manager


