Replies to Pre bid queries to GEM/2025/B/6477617 dated 21/07/2025 for Selection of Cert-In Empaneled Auditor for Conducting Comprehensive Vulnerability Assessment & Penetration Testing (VAPT) for the Half Year September 2025 and Pre-Go Live Assessments for a Period of One Year in Canara Bank

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	57	Annexure - 2 Pre - Qualification Criteria	Criteria S.No: 6	The Bidder should be CERT-IN empaneled security Auditor as on date of RFP bid submission with at-least 5 years (i.e., 2019-20, 2020-21, 2021-22 and 2022-23, 2023-24) continuous empanelment by CERT-IN without any de-empanelment.	Would request bank to ammend the clause to read as following: The Bidder should be CERT-IN empaneled security Auditor as on date of RFP bid submission with at-least 4 years (i.e., 2021-22, 2022-23, 2023-24 and 2024-25) continuous empanelment by CERT-IN without any de-empanelment.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and conditions
2	89	Annexure - 10 Technical Evaluation Criteria	Criteria S.No.2	The firm should have a pool of at least 25 professionals with active international accreditation like CISA (Certified Information Systems Auditor)/ CISSP (Certified Information Security Professional)/ OSCP/ ECSA/ EJPT/ CPENT/ LPT/ CEH trained lead auditors employed with them. Minimum experience of the professionals' post qualification should be 5 years or more in similar kind of assessments	Would request bank to ammend the clause to read as following: The firm should have a pool of at least 25 professionals with international accreditation like CISA (Certified Information Systems Auditor)/ CISSP (Certified Information Security Professional)/ CISM/ CHFI/ OSCP/ ECSA/ EJPT/ CPENT/ LPT/ CEH/ CompTia Security+ /ISO IEC trained lead auditors employed with them. Minimum experience of the professionals' post qualification should be 5 years or more in similar kind of assessments	Bidder to comply with RFP terms and conditions
3	89	Annexure - 10 Technical Evaluation Criteria	Criteria S.No:3	The bidder should not be involved in implementing Security solutions and network infrastructure of the Canara Bank at Data Center, Treasury and DRC level.	Would request bank to ammend the clause to read as following: The bidder should not be involved in implementing Security solutions and CBS related network infrastrucutre of the Canara Bank at Data Center, Treasury and DRC level.	Bidder to comply with RFP terms and conditions
4	General Query				Tentative number of lines codes are there in applications?	Details will be shared with successful bidder.
5	General Query				Will all the resources be deployed at NGV of Canara Bank?	Please be guided by Annexure-15 (Bill of Material) where it is mentioned the base location for the project execution would be Bangalore. Majority of the work will be executed in NGV, Koramangala office itself.
6	56	Annexure-2 Pre-Qualification Criteria	Criteria S.No: 3	The Net Worth of bidder firm should not be negative as on 31/03/2024 and also should have not been eroded by more than 30% (thirty per cent) in the last three years, ending on '31/03/2024'.	We suggest Bank to change the Current clause as - Proposed clause The bidder should have positive net profit in the last three financial years i.e., 2021-22, 2022-23 and 2023-24.	Bidder to comply with RFP terms and conditions.

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
7	2	SECTION A - BID SCHEDULE & ABBREVIATIONS 1. BID SCHEDULE	Earnest Money Deposit (Refundable)	Rs. 5,50,000/-	As per MSME clause, an organisation (comes under MSME) is exempted from paying EMD cost. Our Company comes under MSME Medium enterprises category Hence, we request you to exempt us from paying EMD cost.	Bidder to refer GeM guidelines for EMD exemption under MSE/StartUp criteria
8	2	SECTION A - BID SCHEDULE & ABBREVIATIONS	Point 8- Last Date, Time and Venue for Submission of Bids	Bid End Date/Time as per GeM bid Document. Response should be submitted in GeM portal and required physical documents such as EMD Bank Guarantee, DD, Integrity Pact, etc., should be submitted at below mentioned address before due date/time:Canara Bank	Please confirm only following documents to be given in hard copy EMD Bank Guarantee, DD, MSME certificate & Integrity Pact. Incase any other which needs to be submitted then please mention the same	RFP clause is self explanatory.Bidder to comply with the RFP terms and conditions
9	12	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.4- Timelines for Conducting Comprehensive Vulnerability Assessment & Penetration Testing (VAPT)	1.4.2. Phase 2 - Revalidation Scanning: Completion of verification scan and clean reports for all the assets - 3 Months from date of completion of phase 1	Incase in second phase still vulnerabilities are found so do we need to perform another round of audit- Please confirm us the frequency of audit	Incase, Vulnerabilities still exists, Bidder needs to perform rescan until clean reports within a period of six months from the date of completion of phase 1
10	12	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.5- Timelines for Conducting Pre-Go-Live Assessments for each application (Source Code Audit, Web application & Mobile Application):	Phase 2 - Revalidation Scanning: Completion of verification scan and clean reports for all the assets - 3 Months from date of completion of phase 1	Incase in second phase still vulnerabilities are found so do we need to perform another round of audit- Please confirm us the frequency of audit	Incase, Vulnerabilities still exists, Bidder needs to perform rescan until clean reports within a period of six months from the date of completion of phase 1
11	56	Annexure-2 Pre-Qualification Criteria	Criteria S.No: 1	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.500/- or more (as per respective state Stamp Act) as per Appendix-F	Do we need submit along with the bid	RFP clause is self explanatory.Bidder to comply with the RFP terms and conditions
12	64	Annexure-6	Non-Disclosure Agreement	Non-Disclosure Agreement	• Do we need submit along with the bid •Do we submit on stamp paper or letter head . If stamp paper then what would be the value of the	RFP clause is self explanatory.Bidder to comply with the RFP terms and conditions

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
13	67	Annexure-9	Scope of Work	(A)Scope of Work for Comprehensive Vulnerability Assessment and Penetration Testing for half-year September 2025 & (B) Scope of Work for Pre-Go Live Assessments	VAPT _ audit 1.Web Application: details required for each application a.total number of static/dynamic pages: b.Total number of input fields c.Total number of roles 2.Mobile application: details required for each application a.Total screen. b.Total roles c.Platform of app(ios/android) d.Count 40 is Mobile app count or mobile app with platform count 3.Network and servers: are all devices accessible from 1 centralized location 4.Do we have to conduct Compliance / revalidation audit also. Please mention the frequency of audit VAPT _ audit 1.Web Application: details required for each application a.total number of static/dynamic pages: b.Total number of input fields c.Total number of roles 2.Mobile application: details required for each application a.Total screen. b.Total roles c.Platform of app(ios/android) d.Count 40 is Mobile app count or mobile app with platform count 3.Network and servers: are all devices accessible from 1 centralized location 4.Do we have to conduct Compliance / revalidation audit also. Please mention the frequency of audit Pre-go live Assessment 5.Web Application: details required for each application d.total number of static/dynamic pages: e.Total number of input fields f.Total number of roles 6.Source code: Line of code of each application 7.Mobile application: details required for each application e.Total screen. f.Total roles g.Platform of app(ios/android) h.Count 120 is Mobile app count or mobile app with platform count Apart from VAPT do the auditors needs to perform the process audit > if Yes then kindly share us the details . And also requesting you to kindly add extra table for additional activity in commercial bid in Table A and Table B	Details will be shared with successful bidder.

CANARA BANK, P. & V. M. Wing, H.O., Tender Processing Section

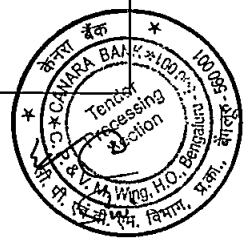
Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
14	89	Annexure-10 Technical Evaluation Criteria	Criteria S.No.1	The bidder should be able to deploy at-least 8 professionals for VAPT & 8 professionals for pre-go live on site for conducting the assessment on Bank's request with relevant qualifications and having a minimum of 5 years of experience in conducting the similar kind of assessment. However, bidder should empanel additional resources in case of need to complete the tasks within the prescribed timelines.	Mention the Qualification Only certification is mentioned	Relevent qualification will be BE / B-Tech / MCA / any other Equivalent Technical Degree
15	107	Appendix-F	Pre Contract Integrity Pact	This has to be submitted in the non-judicial Stamp Paper	•Do we need submit along with the bid •Do we submit on stamp paper or letter head . If stamp paper then what would be the value of the	RFP clause is self explanatory.Bidder to comply with the RFP terms and conditions
16	114	Appendix-G	CONTRACT AGREEMENT	CONTRACT AGREEMENT	•Do we need submit along with the bid •Do we submit on stamp paper or letter head . If stamp paper then what would be the value of the	RFP clause is self explanatory.Bidder to comply with the RFP terms and conditions
17	136	Appendix-G CONTRACT AGREEMENT	Schedule-2	Personal Data	Please provide us more details what needs to be mentioned	Details will be shared with successful bidder.
18	59	Annexure-2 Pre-Qualification Criteria	Criteria S.No.6	The Bidder should be CERT-IN empaneled security Auditor as on date of RFP bid submission with at- least 5 years (i.e., 2019-20, 2020- 21, 2021-22 and 2022-23, 2023-24) continuous empanelment by CERT- IN without any de-empanelment.	Our organization is CERT-IN empaneled in the last year. While we may not meet the continuous five-year empanelment criterion, we possess the necessary expertise, resources, and a proven track record in conducting security audits in accordance with CERT-IN standards. This will enable competent and qualified firms like ours to contribute effectively to your project. Kindly request to amend the clause as : The Bidder should be CERT-IN empaneled security Auditor as on date of RFP bid submission date. OR Kindly Confirm that StartUp Exemption is applicable to the mentioned Pre-Qualification	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and conditions

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
19	89	Annexure-10 Technical Evaluation Criteria	Criteria S.No.2	The firm should have a pool of at least 25 professionals with active international accreditation like CISA (Certified Information Systems Auditor)/ CISSP (Certified Information Security Professional)/ OSCP/ ECSA/ EJPT/ CPENT/ LPT/ CEH trained lead auditors employed with them. Minimum experience of the professionals' post qualification should be 5 years or more in similar kind of assessments.	We respectfully request that the requirement be relaxed to support "Make in India" and startup initiatives by reducing the mandatory number of certified employees from the current level to just 10.	Bidder to comply with RFP terms and conditions
20	10	SECTION B - INTRODUCTION	Section 5 Requirement details	5.1 Item details 1. Engagement of auditor for conducting Comprehensive VAPT for the half year ending September 2025-Number of Assets :7390*	It has been mentioned that number of assets for comprehensive VAPT as 7390. Kindly provide the classification of devices like Servers, VMs, Firewalls, Switches etc and also clarify whether the audit team can access these devices from a single location? If not please specify the locations.	Details will be shared with successful bidder.
21	10	SECTION B - INTRODUCTION	Section 5 Requirement details	5.1 2.Engagement of auditor for conducting Pre-go Live Assessment -Number of Assets :740*	It has been mentioned that number of assets for conducting Pre-go Live Assessment as 740. Kindly provide the classification as web applications, APIs and Mobile application. Also provide number of user credentials and number of screens/forms for identifying the complexity of applications.	Details will be shared with successful bidder.
22	58	Annexure 2 Pre Qualification Criteria	Criteria S.NO.6 & 9	6. The Bidder should be CERT-IN empanelled security Auditor as on date of RFP bid submission with at-least 5 years (i.e., 2019-20, 2020-21, 2021-22 and 2022-23, 2023-24) continuous empanelment by CERT-IN without any de-empanelment. 9. The Bidder should have provided at least one VAPT and one Pre-go-live Assessment(s) in the last three years as on the bid submission date to any Central / State Govt Organization / PSU / Public Listed Company/BFSI sector in India.	Request to kindly to make the clause of CERT-IN empanelment to 3 years from 5 years and you may increase the number of VAPT and pre-go assessment, experience from 1 to 2 atleast.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and conditions
23	12 & 13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTSSection 1.5	Timelines for Conducting Pre-Go-Live Assessments for each application (Source Code Audit, Web application & Mobile Application):	StageTimeline Initial Assessment along with submission of reports2 Days from the requested day for testing (for each application) Completion of verification scan for Clean reports and submission of closure certificates1 day from the requested day for rescanning. (for each application)	Kindly confirm whether bank is expecting tool based output alone?	No, Bank expects both tool based and manual based approach. Please be guided by Scope of work of the RFP

CANARA BANK केनरा बैंक Tender Processing Section C.P.& V.M. Wing, H.O., Bengaluru-560 001

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
24	68	Annexure 9 Scope of Work	A Scope of Work for Comprehensive Vulnerability Assessment and Penetration Testing for half-year September 2025	Sl.no 10 Malware attacks on the ATMS, PT-for-ATM on random basis based on regulatory guidelines (Bank will select the 10 ATMs on which VAPT need to be done).	As physical visit is required for ATM audit, kindly specify the locations of select 10 ATMs.	Locations will be 4 Metros along with Bangalore and Hyderabad locations
25	82	Annexure 9 Scope of Work	B Scope of Work for Pre-Go Live Assessments	▫ Source Code Assessment The Bank will call upon the selected bidder on the placement of the order to provide demonstration and walk-through of all specific aspects of the VAPT activity at the Bank's desired location. All the expenses for the above will be borne by the concerned bidder.	Please confirm whether all applications will be provided in single location or multiple locations	Please refer to Annexure-15 (Bill of Material) which says The base location for the project execution would be Bangalore.
26	89	Annexure 10	Technical Evaluation Criteria	The firm should have a pool of at least 25 professionals with active international accreditation like CISA (Certified Information Systems Auditor)/ CISSP (Certified Information Security Professional)/ OSCP/ ECSA/ EJPT/ CPENT/ LPT/ CEH trained lead auditors employed with them. Minimum experience of the professionals' post qualification should be 5 years or more in similar kind of assessment	Kindly confirm certifications including ISO 27001/20000/27701 LA can be included	Bidder to comply with RFP terms and conditions
27	57	Annexure-2	Pre-Qualification Criteria	The Bidder should be CERT-IN empaneled security Auditor as on date of RFP bid submission with at-least 5 years (i.e., 2019-20, 2020-21, 2021-22 and 2022-23, 2023-24) continuous empanelment by CERT-IN without any de-empanelment.	We respectfully request a revision to the clause to allow participation of newly empaneled CERT-IN Security Auditors. Our organization has been officially empaneled by CERT-IN in 2025 and meets all current eligibility and compliance standards.	Bidder to refer Corrigendum-1. Bidder to comply with RFP terms and conditions
28	12	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.4Timelines for Conducting Comprehensive Vulnerability Assessment & Penetration Testing (VAPT)	Phase 1 - Initial Scanning: Completion of VAPT for assets of the bank along with submission of reports = 2 Months from the date of acceptance of the PO Phase 2 - Revalidation Scanning: Completion of verification scan and clean reports for all the assets = 3 Months from date of completion of phase 1	Please considering the relaxation for the Project Timelines as "Phase 1 - Initial Scanning: Completion of VAPT for assets of the bank along with submission of reports = 4 Months from the date of acceptance of the PO" "Phase 2 - Revalidation Scanning: Completion of verification scan and clean reports for all the assets = 6 Months from date of completion of phase 1"	Bidder to comply with RFP terms and conditions

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
29	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Payment Terms	Phase 1 Initial Scanning: Completion of VAPT for assets of the bank along with submission of reports = 70% on completion of Phase 1. Phase 2 - Revalidation Scanning: Completion of verification scan and Clean reports = 30% on completion of Phase 2.	Please considering the relaxation for the Payment terms as " Phase 1 Initial Scanning: Completion of VAPT for assets of the bank along with submission of reports = 90% on completion of Phase 1" "Phase 2 - Revalidation Scanning: Completion of verification scan and Clean reports = 10% on completion of Phase 2"	Bidder to comply with RFP terms and conditions
30	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Penalties & Liquidated damages	4.1.If the VAPT Assessment is not completed within the Phase wise timelines as per clause no.1.4 of section C, Bank will impose penalty @0.50% (In case number of professionals/resources are deployed as per the scope of work) or @0.70% (In case number of professionals/resources are not deployed as per the scope of work) per week delay and part thereof on the total cost mentioned in Table A of Annexure 15 (Bill of Material) of the Assessment for each phase. However, the total Penalty/LD to be recovered shall be restricted to 10% of total cost mentioned in Table A of Annexure 15(Bill of Material).	Please considering the relaxation for the Penalty terms as "If the VAPT Assessment is not completed within the Phase wise timelines as per clause no.1.4 of section C, Bank will impose penalty @0.10% (In case number of professionals/resources are deployed as per the scope of work) or @0.30% (In case number of professionals/resources are not deployed as per the scope of work) per week delay and part thereof on the total cost mentioned in Table A of Annexure 15 (Bill of Material) of the Assessment for each phase. However, the total Penalty/LD to be recovered shall be restricted to 10% of total cost mentioned in Table A of Annexure 15(Bill of Material)".	Bidder to comply with RFP terms and conditions
31	12	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.1.Project Timelines 1.4. Timelines for Conducting Comprehensive Vulnerability Assessment & Penetration Testing (VAPT)	1.4.1. The entire Audit process for VAPT is to be completed within 5 Months from the date of acceptance of the PO. Audit may be extended if any Bank dependency arises.	The RFP mentions that project timelines may be extended due to Bank dependencies. Kindly clarify: a) What is the maximum permissible extension in overall project tenure due to such dependencies? b) In case the Bank fails to allocate tasks or initiate assessments within the defined contract timeline, can the vendor claim 100% payment for the unexecuted portion based on resource commitment or opportunity loss? c) Is there a provision for partial or full compensation to the vendor in case delays are entirely attributable to the Bank?	Any unforeseen dependencies that arise will be communicated to succesful bidder.
32	12	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.1.Project Timelines 1.4. Timelines for Conducting Comprehensive Vulnerability Assessment & Penetration Testing (VAPT)	1.4.1. The entire Audit process for VAPT is to be completed within 5 Months from the date of acceptance of the PO. Audit may be extended if any Bank dependency arises.	What is the expected duration for each phase of the VAPT assessment, and how will bank dependencies impacting timelines be communicated or managed?	Any unforeseen dependencies that arise will be communicated to succesful bidder.



Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
33	15-16	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4: Penalties & Liquidated damages	4.2 Average number of resources deployed for the assessment period will be considered for arriving at the LD	Can the bank clarify the criteria for determining the number of professionals/resources required and how penalties will be calculated?	No. of professionals requirement is determined based on the scope of work and present requirement. For penalties, please be guided by RFP clause on penalties which is self explanatory
34	129	Appendix-G CONTRACT AGREEMENT	31.GENERAL CONDITIONS TO CONTRACT	31.3 The VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.	The RFP references RBI guidelines on outsourcing IT services (Master Direction Note No. BB/2022-24/102 D.5. CO.CISTE/GSEC.1/31.01.15/2023-24 dated 10/04/2023). Can the bank confirm if there are additional RBI or regulatory guidelines that the auditor must comply with during the VAPT process? What specific measures must the auditor implement to ensure compliance with the data protection requirements outlined in Annexure-I	All regulatory guidelines, if any, with regard to audit should be complyed by the auditor
35	14-15	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Payment Terms	3.5. With respect to the above tables mentioned payment stages are defined as below: 3.5.1.Initial Report: Initial findings of the assessment as per scope which will shared with the bank and discussed for spot rectification, if any. Vendor to provide recommendations to close the observations in coordination with Bank's	Can the bank specify the exact payment milestones for the VAPT assessments, including the percentage of the total contract value allocated to each phase (e.g., initial assessment, draft report submission, final report approval, and closure of observations)? Additionally, please clarify the expected timeline for payment processing after the bank's approval of the final report, as per Clause 3.5.2 (Page 15).	Please be guided by the point no. 3, "Payment Terms" of the RFP which is self explanatory. Bidder to comply with RFP terms and conditions
36	14	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Payment Terms	3.4.Payment to be claimed quarterly, based on the actual no. of assessments performed by the vendor.	The RFP does not provide a clear breakdown of payment percentages or milestones for each phase (e.g., initial assessment, pre-go-live, or support). It only states that payments are linked to "successful assessment of domains in each phase	Please be guided by the point no. 3, "Payment Terms" of the RFP which is self explanatory.Bidder to comply with RFP terms and conditions
37	14	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Payment Terms	3.4.Payment to be claimed quarterly, based on the actual no. of assessments performed by the vendor.	For the 5-month VAPT timeline (Page 10), can the bank confirm if quarterly payments based on actual assessments are allowed? If yes, please specify how assessments are quantified (e.g., per application/API) and the payment schedule for two cycles within 5 months.	Please be guided by the point no. 3, "Payment Terms" of the RFP which is self explanatory.Bidder to comply with RFP terms and conditions
38	14	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Payment Terms	3.4.Payment to be claimed quarterly, based on the actual no. of assessments performed by the vendor.	RFP mentions a 5-month VAPT timeline. Can the bank confirm if there's a minimum volume of work (e.g., number of applications, APIs, or devices) guaranteed to the selected bidder? If not, please clarify how the scope will be defined to aid accurate resource planning and pricing.	Please be guided by Scope of Work (Annexure-9) and Bill of Material (Annexure-15 in RFP which are self explanatory.Bidder to comply with RFP terms and conditions

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
39	94 & 128	Annexure-15 Bill of Material & Appendix-G CONTRACT AGREEMENT	28.AMENDMENTS TO CONTRACT: The terms and conditions of this Agreement may be modified by Parties by mutual agreement from time to time. No variation of or amendment to or waiver of any of the terms of this Agreement shall be effective and binding on the Parties unless evidenced in writing and signed by or on behalf of each of the Parties		Will the bank compensate the selected bidder for any VAPT work assigned beyond the scope or item count (e.g., additional applications, APIs, or devices) defined in the commercial proposal? If so, please clarify the process for negotiating additional compensation and whether it will be based on a pre-agreed rate or require a contract amendment as per Clause 28.	Bidder to comply with RFP terms and conditions
40	15	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4.Penalties & Liquidated damages	4.10.All the above LDs are independent of each other and are applicable separately and concurrently	Clause 4.10 of Section C states that LDs are applicable separately and concurrently. Kindly confirm whether multiple penalties—for example, delays in VAPT and pre-go-live assessments, resource non-deployment, and non-compliance with deliverable standards—can be imposed simultaneously. Also, please clarify whether a cumulative cap exists on the total penalty recoverable under the contract (across all penalty types), or if the 10% cap applies only per category (e.g., VAPT or Pre-go-live).	Bidder to comply with RFP terms and conditions
41	12	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines & 3.Payment Terms	Clauses 1.4.1-The entire Audit process for VAPT is to be completed within 5 Months from the date of acceptance of the PO. Audit may be extended if any Bank dependency arises. 1.5.1-The entire Assessment for Pre-go live is to be completed within the stipulated timelines as per the Assessment intimation given by the Bank within the contract period. Assessment may be extended if any Bank dependency arises, 3.Payment Terms	In the event that the Bank does not allocate assessment tasks or delays initiation due to internal dependencies within the defined project timeline, please clarify whether the corresponding phase-wise payment (up to 100%) will still be released to the vendor. If not, please specify how such delays will be handled in terms of billing, resource commitment, and project closure.	Bidder to comply with RFP terms and conditions

Sl No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
42	12	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Section C	Section C - SLA/Deliverables and Annexure 14 (Escalation Matrix)	Please clarify the Bank's defined escalation and resolution process for concerns raised by the selected vendor during the contract period. Specifically: a) What is the maximum timeline within which the Bank will respond to or resolve operational concerns (e.g., report approvals, task allocation delays, payment issues)? b) Will the Bank provide its own escalation matrix and ensure time-bound redressal at each level?	Bidder to comply with RFP terms and conditions
43	12 & 85	SECTION -C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.1.Project Timelines & Annexure-9 Scope of Work	1.4.Timelines for Conducting Comprehensive Vulnerability Assessment & Penetration Testing (VAPT) & II)Deliverable The bidder should be able to deploy at-least 8 professionals for pre-go live on site for conducting the assessment on Bank's request with relevant qualifications and having a minimum of 5 years of experience in conducting the similar kind of assessment with no extra cost to the Bank	The RFP mandates that the bidder deploy a minimum of 8 qualified professionals for VAPT without additional cost to the Bank, and also keep additional resources ready for scaling. Kindly clarify: a) In the event that resources are deployed as per the requirement, but the Bank does not assign tasks or delays occur due to Bank-side dependencies, who will bear the cost of idle resources? b) Will the Bank compensate for unutilized resource time or allow billing for such cases where delays are beyond the vendor's control?	Bidder to comply with RFP terms and conditions

Date: 02-08-2025
Place: Bengaluru

Deputy General Manager