

## PRE-BID CLARIFICATIONS

Pre-Bid meeting for the aforesaid RFP was held online through Microsoft Team Meeting on September 21, 2022. Based on discussions with the Bidders during the meeting and queries sent by the Bidders, following clarifications may please be noted as being issued herewith may be referred for all purposes. Below mentioned annexure(s) have been revised and being published along with.

- **Annexure – II: Minimum Eligibility Bid**
- **Annexure – XVI: Certificate of Local Content**

The queries as received from various Bidders are tabulated below. SIDBI's response / comments to these queries is given in the last column of the table:

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
1	Page15 Section 4.13.	<p><b>Exemption of Tender Fee and EMD</b> Tender fee (Non-Refundable and inclusive of GST) / - <b>1,180/-</b> Earnest Money Deposit <b>Rs.1,50,000/-</b></p> <p>Micro &amp; Small Enterprises (MSE) units and Start-ups* are exempted from payment of EMD and tender fee provided the Services they are offering are rendered by them. Exemption as stated above is not applicable for providing services, rendered by other</p>	MSME Certificate attached	<u>No Change.</u>

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		companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.		
2	Section 6.2. Scope of work and Requirement	ISMS development activities details	<ul style="list-style-type: none"> <li>• Whether the Bank has documented information Security Policy and Procedures in place.</li> <li>• Whether the ISO 27001 Consulting and Gap Analysis would be required On-site presence of the auditor at different in scope location or can be done remotely.</li> <li>• Kindly confirm if we have to perform VAPT. if yes then kindly provide us the inventory details for VAPT &amp; Configuration audit ex (Servers, OS&amp; database, Network and security devices, Desktop etc. what will be the frequency of audit and will it include the compliance audit as well – Please confirm</li> </ul>	<ul style="list-style-type: none"> <li>• ISMS Docs will be shared with the Selected bidder.</li> <li>• Yes, Auditor is required to be available onsite during study &amp; implementation phase of ISMS project.</li> <li>• No, VAPT is not under the scope of this RFP.</li> </ul>
3	Page 36	<p><b><u>Eligibility Criteria</u></b></p> <p>The bidder should have executed at least one order of Rs.20 lakh for ISO27001:2013 consultancy in last 3 years (includes two surveillance audits for a period of three</p>	Since our organization has received many work order for ISO 27001 consultancy / Surveillance audit and certification but we know in last 3 years due to pandemic situation the projects which had to happen on time has been delayed and currently it is ongoing. We would request the bank to	<b><u>No Change.</u></b>

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		years) in at least one organization in BFSI sector.	consider the and accept the work order only.	
4	Page 36 <b>Eligibility Criteria</b>		Bank has not Mentioned CERT-IN We recommend -The Bidder should be CERT-In empanelled continuously for last 10 years – Certificate to be provided	<b>No Change.</b>
5	Pg 39 <b>8.6. Evaluation of Technical Bids</b>	3. Technical bids would be evaluated based on the following parameters:	Since our organization has received many work order for ISO 27001 consultancy / Surveillance audit and certification but every once is aware in last 3 years due to pandemic situation the projects which had to happen on time has been delayed. We would request the bank to consider and accept the work order only so that audit firm does not lose points. Since the project is currently ongoing	<b>No Change.</b>
6	Pg 56 <b>11.1. Annexure –II: Minimum Eligibility Bid</b>	Bank has not Mentioned Turn Over <b>Profit in Lakh</b> Year 2019-20 Year 2020-21 Year 2021-22	We recommend that The average turnover of the company for the last 3 financial years i.e. 2018-19, 2019-2020 and 2020-2021 in IT Audit / Information Security Service from Indian Operations should be at least Rs. 10 Crores	Please see the revised <u>Annexure –II: Minimum Eligibility Bid.</u>
7	Page 36 Section 7	Should have offices Mumbai OR Chennai OR Lucknow to handle the project smoothly.	We have our office in Bengaluru and have no offices currently in Mumbai, Chennai or Lucknow. We have conducted multiple audits similar to your requirements for multiple banks of all categories remotely. Please clarify if we can be exempted from this clause and take part in the bid.	<b>No Change.</b> Project Team is required to be available onsite during study & implementation phase of ISMS project.

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S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
8	Page 46 Section 9.12	The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to 10% of the contract value with BG validity up to forty two (42) months from the date of signing of agreement/project kickoff.	As we are a service provider and an MSME enterprise. Please confirm if it is mandatory for us to provide PBG. Please clarify if we can be exempted from this clause.	<b>No Change.</b>
9	Page 30 Section 6	a) Establish ISMS in line with ISO 27001:2013 standard b) Coordinates with RCBs c) Apply for Certification d) RCB to plan Pre-Audit visit after document review off-site. e) Certification Audit On-Site f) Obtain Certificate g) For surveillance audit, there should be onsite audit for at least one week.	For Onsite Audit - We have our office in Bengaluru and have no offices currently in Mumbai, Chennai or Lucknow. We have conducted multiple audits similar to your requirements for multiple banks of all categories remotely. Please clarify if we can be exempted from this clause and take part in the bid.	<b>No Change.</b>
10	Page 30 Section 6	Certification audit stage plans & Surveillance audit plans.	Please confirm, Should CyRAACS include Certification Cost in the Commercials.	<b>Please refer RfP Section 6.2 Para 6</b>  Certification agency will be Selected & Managed by Consultant. SIDBI will reimburse to consultant as per Terms & conditions of RfP.
11	Page 30 Section 6	Certification audit stage plans & Surveillance audit plans.	Do we have to provide commercials for year 2 and year 3 Surveillance Audit?	<b>Yes. For details, please refer RfP Annexure – XII: Commercial Bid</b>

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S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
12	Page 5	Critical Information Last date for submission of bids October 03, 2022, at 1600 hours	We request you to kindly extend the bid submission at least by two weeks to complete necessary internal risk approval and legal formalities post receiving the pre bid response.	<ul style="list-style-type: none"> <li><b>No Change in the RfP clause.</b></li> </ul>
13	Page 27 6. Scope of Work 6.1 6.1. Objective Sr. no-2	The current validity of certification for Data Centre and Disaster Recovery Site is up to January 05, 2023. It is responsibility of the selected bidder to maintain the certification without any break in validity.	We understand that the certificate for data centre and disaster recovery sites is valid up to January 5, 2023. The renewal is due in the next 3 months. However, as per 6.2. Scope of Work and Requirements; 6.3 Milestones; Deliverables by Phase. and 6.4. Project Timeline and Completion Plan, the Bank intends to get the certification/re-certification of Data Centre, DR Site, and IT Management services within 04 months from the date of Project Kick-off". Furthermore, the actual timeline may vary in view of the responses of various stakeholders, the team involved, and force major conditions. Hence, we may request clarification on the same and request that any break in certification validity may not be attributed to the bidder's part.	<p><b><u>Please refer RfP Section 6.4: Project Timeline and Completion Plan</u></b></p> <ul style="list-style-type: none"> <li>Exact Implementation plan will be discussed with the Selected bidder</li> </ul>
14	Page 32-33	6.5. Project Team Composition <u>Role - Project Manager</u> Qualification- Graduate in engineering / MBA	We may request you to kindly modify the Team composition qualification/ experience as below Role - Project Manager	<ul style="list-style-type: none"> <li><b>No Change in the RfP clause.</b></li> </ul>

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S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
		<p>Overall Minimum Work Experience - 5 Years</p> <p>Relevant Certifications and Work Experience - Should have CISA / CISM certification.</p> <ul style="list-style-type: none"> <li>• Should be a certified ISO 27001 lead auditor or ISO 27001 lead implementer by the authorized agency.</li> <li>• Have in-depth knowledge of IT, Banking processes and knowledge of RBI guidelines, with a minimum 3 (three) years work experience in IT security.</li> <li>• Have worked on at least 2(two) ISO 27001 consultancy or certification assignments, out of which 1(one) assignment should be for a Bank.</li> </ul>	<p>Qualification- Graduate in engineering / MBA</p> <p>Overall Minimum Work Experience - 5 Years</p> <p>Relevant Certifications and Work Experience - Should have CISA / CISM/ ISO 27001</p> <p>Lead Auditor/ ISO 27001 lead implementer by the authorized agency.</p> <ul style="list-style-type: none"> <li>• Have in-depth knowledge of IT, Data Centre, ISO 27001 framework with a minimum 3 (three) years work experience in IT security.</li> <li>• Have worked on at least 2(two) ISO 27001 consultancy or certification assignments</li> </ul>	
<b>15</b>	Page 32-33	<p>6.5. Project Team Composition</p> <p>Role - Team Member</p> <p>Qualification- Graduate in engineering / MBA</p> <p><b><u>Overall Minimum Work Experience - 5 Years</u></b></p>	<p>We may request you to kindly modify the Team composition qualification/ experience as below</p> <p>Role - Project Manager</p> <p>Qualification- Graduate in engineering / MBA</p> <p>Overall Minimum Work Experience - 3 Years</p>	<ul style="list-style-type: none"> <li>• <b><u>Referred RFP Section is being revised as below:</u></b></li> <li>• <b><u>6.5. Project Team Composition</u></b></li> <li>• <b><u>2. Role - Team Member</u></b></li> <li>• <b><u>Qualification- Graduate in engineering / MBA</u></b></li> <li>• <b><u>Overall Minimum Work Experience - 3 Years</u></b></li> <li>• <b><u>Relevant Certifications and Work Experience –</u></b></li> <li>• Should have CISA / CISM certification.</li> </ul>

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		<p>Relevant Certifications and Work Experience - Should have CISA / CISM certification.</p> <ul style="list-style-type: none"> <li>• Should be a certified ISO 27001 lead auditor or ISO 27001 lead implementer by the authorized agency.</li> <li>• Have in-depth knowledge of IT, Banking processes and knowledge of RBI guidelines, with a minimum <b>3 (three)</b> years work experience in IT security.</li> <li>• Have worked on at least 2(two) ISO 27001 consultancy or certification assignments, out of which 1(one) assignment should be for a Bank</li> </ul>	<p>Relevant Certifications and Work Experience - Should have ISO 27001 Lead Auditor/ ISO 27001 lead implementer by the authorized agency.</p> <ul style="list-style-type: none"> <li>• Have in-depth knowledge of IT, Data Centre, ISO 27001 framework with a minimum 2 (Two) years work experience in IT security.</li> <li>• Have worked on at least 2(two) ISO 27001 consultancy or certification assignments</li> </ul>	<ul style="list-style-type: none"> <li>• Should be a certified ISO 27001 lead auditor or ISO 27001 lead implementer by the authorized agency.</li> <li>• Have in-depth knowledge of IT, Banking processes and knowledge of RBI guidelines, with a minimum <b>2 (two)</b> years' work experience in IT security.</li> <li>• Have worked on at least 2(two) ISO 27001 consultancy or certification assignments, out of which 1(one) assignment should be for a Bank</li> </ul>
<b>16</b>	Page 33-34	<p>6.7 Resource deployment If SIDBI places order within 3 months from date of bid submission, the bidder should provide the resources as stated in their bid response. No change in resource is allowed.</p>	<p>Resources are to be proposed in the bid as per the current availability of the resources best suiting the RFP requirements and cannot be held or kept free for the particular enterprise, but the bidder will ensure to deploy the resources of equal or better qualification and experience. Hence, we may request that you delete the clause.</p>	<p><b><u>Please note the below revised clause [6.6. Resource Deployment]</u></b></p> <ul style="list-style-type: none"> <li>• SIDBI has planned to place purchase order (PO) within <b>2 months</b> from the date of bid submission. In case SIDBI is not able to place the order by the stipulated period, selected bidder shall have the option to replace the resource of the team as per replacement policy mentioned in the following section. If SIDBI places order within 2 months from date of bid</li> </ul>

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				submission, the bidder should provide the resources as stated in their bid response. No change in resource is allowed
17	Page 34	6.8. Co-location / Shifting of Data centre and DR Site The Data Centre and DR site of the Bank are currently co-located at third party Data Centre. Bank may shift / collocate Data centre/ DR site/ IT Management Services to different location(s). Hence, while delivering the consultancy, the bidder to consider the same. The bidder to provide the details what additional aspects are required to be looked into at the collocation site for ISO 27001 compliance. No extra cost will be borne by SIDBI for the same.	We understand that the Bank's data centre and disaster recovery site are currently co-located at a third-party data center, and that the Bank may relocate or consolidate the data center/DR site/IT Management Services to a different location(s). However, the bank also has to understand that without knowing the site location, size, and team composition of new locations, an effort estimate could not be calculated at this point of time. Hence, we may request that you kindly delete or modify the clause.	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>
18	Page 36	7. Eligibility Criteria sr. no-3 The Bidder should have made cash profit in at least 2 years out of last 3 financial years.	The audited balance sheet for the financial year 2021–2022 has not been published yet; Hence, we may request that you modify the clause as below : copy of the auditor's certificate and audited balance sheet for the financial years	Please see the revised <u>Annexure –II: Minimum Eligibility Bid.</u>



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		Copy of Auditor certificate and audited balance sheet for the financial years 2019-20, 2020-21 and 2021-22.	2018–19, 2019–20, and 2020–21.	
19	Page 40	8.6. Evaluation of Technical Bids 3. Technical bids would be evaluated based on the following parameters: Table point no-4 The number of ISO 27001 consultancy assignments carried out in BFSI institutions in India leading to ISO 27001 certification /recertification of Data Centre and DR site	We request you to provide us at least 30 days of time for signing the contract as we will have to initiate our internal process of required approvals after getting the Letter of acceptance which may take time. Hence we request you to modify the clause as "The successful bidder shall sign the procurement contract within 30 days from the date on which the letter of acceptance or letter of intent is despatched to the successful bidder."	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>
20	Page 48	9.16. Penalty for Default in Services If the selected bidder fails to complete the project within stipulated time, SIDBI will impose a penalty of 0.5% of the order value for each weeks delay or part thereof attributable to the bidder, subject to maximum of 10% of the order value. Fraction of	We understand the penalty are on higher side comparing the estimated procurement cost of the tender and other Operational expenditure cost involved. Thus, we may request you to revise the clause as below : An upper cap of 5% of order value can be levied as penalty.	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>

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		week is to be construed as one full week for arriving at the delay in terms of weeks.		
21	Page 85	17.1. Annexure -XVI: Certificate of Local Content Ref.: Procurement of Internet Bandwidth for various Offices of the Bank Tender No. 400/2023/1733/BYO/ITV dated September 14, 2022	We believe that Procurement of Internet Bandwidth for various Offices of the Bank is not a requirement under this bid. Hence, we may request to delete this clause.	<ul style="list-style-type: none"> <li><b><u>Yes, Referred RFP Section is being revised as below:</u></b> <u>Ref.: Request for Proposal for Appointment of Consultant for ISO 27001 Certification Tender No. 400/2023/1733/BYO/ITV dated September 14, 2022</u> <b><u>Please see the revised Annexure -XVI: Certificate of Local Content</u></b></li> </ul>
22	Page 66	14.1. Annexure –VIII: EMD / Bid Security Form EMD / Bid Security Form	We believe that a bid security form is not required to be submitted with the bid proposal when the bidder is submitting the EMD in the form of DD. Please confirm.	<ul style="list-style-type: none"> <li><b><u>Please refer RfP Section 4.12 : Earnest Money Deposit</u></b></li> </ul>
23	1	Last date for submission of bids October 03, 2022	<p>As the pre-bid meeting is scheduled for 21.09.2022 and we understand that the corrigendum will take time to be released for query responses, we request you to kindly provide an extension of at least 2 weeks for bid submission from the date of release of corrigendum.</p> <p>This will ensure in preparation of a well rounded and competitive bid response.</p>	<ul style="list-style-type: none"> <li><b>No Change in the RfP clause.</b></li> </ul>

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24	32-33 Project team composition	S. N	Roles	Qualification	Over Minimum Expe	<p>We request you to kindly modify the clause as:</p> <p>Qualifications: <b>Graduate in engineering / MBA or equivalent</b></p> <p>Relevant Certifications and Work Experience: Have worked on at least 2(two) ISO 27001 consultancy or certification assignments, out of which 1(one) assignment should be for a <b>Bank/PSU/Private/Large enterprise.</b></p>	<ul style="list-style-type: none"> <li><b>No Change in the RfP clause.</b></li> </ul>																	
		1	Project Manager / Engagement Manager	Graduate in engineering / MBA				25	36 Eligibility Criteria	S. N	Eligibility Criteria			<p>We request you to kindly modify the clause as:</p> <p>Should be either a <b>Government Organization/ PSU/ PSE/ partnership firm or a limited Company under Indian Laws or /and an autonomous Institution approved by GOI/RBI promoted</b></p>	<ul style="list-style-type: none"> <li><b>Limited liability partnership firm will also be considered.</b></li> </ul>	1	Should be either a Government Organization/ PSU/ PSE/ partnership firm or a limited Company under Indian Laws or /and an autonomous Institution approved by GOI/RBI promoted.				26	36 Eligibility Criteria	3	The Bidder should have made cash profit in at least 2 years out of last 3 financial years.
25	36 Eligibility Criteria	S. N	Eligibility Criteria			<p>We request you to kindly modify the clause as:</p> <p>Should be either a <b>Government Organization/ PSU/ PSE/ partnership firm or a limited Company under Indian Laws or /and an autonomous Institution approved by GOI/RBI promoted</b></p>	<ul style="list-style-type: none"> <li><b>Limited liability partnership firm will also be considered.</b></li> </ul>																	
		1	Should be either a Government Organization/ PSU/ PSE/ partnership firm or a limited Company under Indian Laws or /and an autonomous Institution approved by GOI/RBI promoted.						26	36 Eligibility Criteria	3	The Bidder should have made cash profit in at least 2 years out of last 3 financial years.			<p>Sir, as you are aware that the balance sheets and other financial documents are</p>	<p>Please see the revised <u>Annexure –II: Minimum Eligibility Bid.</u></p>								
26	36 Eligibility Criteria	3	The Bidder should have made cash profit in at least 2 years out of last 3 financial years.			<p>Sir, as you are aware that the balance sheets and other financial documents are</p>	<p>Please see the revised <u>Annexure –II: Minimum Eligibility Bid.</u></p>																	

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			<p>being vetted and final documents for FY 2021-22 will be made available only in the month of October, we request you to kindly modify the clause as:</p> <p>Copy of Auditor certificate and audited balance sheet for the financial years <del>2019-20, 2020-21 and 2021-22</del> <b>2018-19, 2019-20, and 2020-21</b></p>			
26	36 Eligibility Criteria	<table border="1" style="width: 100%;"> <tr> <td style="width: 20px; text-align: center;">6</td> <td>The bidder should have executed at least one order of Rs.20 lakh for ISO27001:2013 consultancy in last 3 years (includes two surveillance audits for a period of three years) in at least one organization in BFSI sector.</td> </tr> </table>	6	The bidder should have executed at least one order of Rs.20 lakh for ISO27001:2013 consultancy in last 3 years (includes two surveillance audits for a period of three years) in at least one organization in BFSI sector.	<p>We request you to kindly modify the clause as:</p> <p>The bidder should have <b>executed/ongoing</b> at least one order of Rs.20 lakh for ISO 27001:2013 consultancy in last 3 years (includes two surveillance audits for a period of three years) in at least one organization in BFSI sector.</p> <p><b>Copy of Purchase order / Engagement letter / Closure Certificate / Phase Completion / Client certificate</b> of the project on the letterhead of the Customer may be submitted for the fulfilment of the requirement.</p>	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>
6	The bidder should have executed at least one order of Rs.20 lakh for ISO27001:2013 consultancy in last 3 years (includes two surveillance audits for a period of three years) in at least one organization in BFSI sector.					

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27	40 Evaluation of Technical Bids	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">S. N</th> <th style="text-align: center;">Criteria</th> <th style="text-align: center;">Max</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>A. Credentials / Experience</b></td> </tr> <tr> <td style="text-align: center;">1</td> <td>The number of years of experience of providing ISO27001 consultancy in BFSI sector in India.</td> <td style="text-align: center;">For exp Max</td> </tr> <tr> <td style="text-align: center;">2</td> <td>The number of ISO 27001 consultancy assignments carried out in <b>BFSI sector</b> in India.</td> <td style="text-align: center;">For cons assi Max</td> </tr> <tr> <td style="text-align: center;">3</td> <td>The number of ISO 27001 consultancy assignments carried out in India for <b>Non BFSI</b> clients in India.</td> <td style="text-align: center;">For cons assi Max</td> </tr> <tr> <td style="text-align: center;">4</td> <td>The number of ISO 27001 consultancy assignments carried out in BFSI institutions in India leading to ISO 27001 certification /recertification of <b>Data Centre and DR site</b>.</td> <td style="text-align: center;">For cons assi Max</td> </tr> <tr> <td colspan="3" style="text-align: center;"><i>Total A</i></td> </tr> </tbody> </table>	S. N	Criteria	Max	<b>A. Credentials / Experience</b>			1	The number of years of experience of providing ISO27001 consultancy in BFSI sector in India.	For exp Max	2	The number of ISO 27001 consultancy assignments carried out in <b>BFSI sector</b> in India.	For cons assi Max	3	The number of ISO 27001 consultancy assignments carried out in India for <b>Non BFSI</b> clients in India.	For cons assi Max	4	The number of ISO 27001 consultancy assignments carried out in BFSI institutions in India leading to ISO 27001 certification /recertification of <b>Data Centre and DR site</b> .	For cons assi Max	<i>Total A</i>			<p>We request you to kindly modify the clause as:</p> <ol style="list-style-type: none"> <li>1. The number of years of experience of providing <b>ISO 27001/IS Audit consultancy in BFSI sector/Government/Private in India/Abroad.</b></li> <li>2. The number of <b>ISO 27001/IS Audit consultancy assignments carried out in BFSI sector/Government/Private in India/Abroad.</b></li> <li>3. The number of <b>ISO 27001/IS Audit consultancy assignments carried out in India for Non BFSI clients in India.</b></li> </ol> <p>The number of <b>ISO 27001/IS Audit consultancy assignments carried out in BFSI institutions in India/Abroad leading to ISO 27001 certification /recertification of Data Centre and DR site.</b></p>	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>
S. N	Criteria	Max																							
<b>A. Credentials / Experience</b>																									
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28		Additional Clause: Limitation of the Bidder's Liability towards the Purchaser	The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>																					

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			Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services	
29		Additional Clause: Indemnity	The Client shall indemnify and hold harmless the GT Entities and GT Bharat LLP for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such GT Entity or GT Bharat LLP	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>
30		Additional Clause: Non-solicitation	During the Restricted Period, no Engagement Personnel of either party shall solicit for employment any Engagement Personnel of the other party. "Engagement Personnel" shall be defined as only those personnel of either party who a) are directly involved in the provision of Services under the applicable Statement of Work, or b) are the direct recipients of such Services. The "Restricted Period" shall be defined to	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>

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S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
			include a) the Term of the applicable Statement of Work, b) a period of 12 months after the expiration of such Term, and c) for those Engagement Personnel whose involvement as a direct provider or recipient of Services ends prior to the expiration of the Term, for 12 months after such involvement ends. Provided, that this restriction shall not apply to (i) Engagement Personnel of a party who respond to general advertisements for positions with the other party, (ii) Engagement Personnel of either party who come to the other party on their own initiative without direct or indirect encouragement from the other party's Engagement Personnel, or (iii) generic recruiting activities by non-Engagement Personnel, including direct outreach by recruiters of either party who have sourced the individuals in the ordinary course of recruiting through the use of research, agencies, social media and/or other technology or tools	
31		Additional Clause: Force Majeure	Force Majeure to facilitate remote working.  i. To the extent that the provision of the Services is impacted by a pandemic (including COVID19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>

## PRE-BID CLARIFICATIONS

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			<p>personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services.</p> <p>ii. Where the Bidder Personnel are required to be present at Client's premises, the Bidder will use reasonable efforts to provide the Services on-site at Client side, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent</p> <p>a. any government or similar entity implements restrictions that may interfere with provision</p> <p>of onsite Services;</p> <p>b. either party implements voluntary limitations on travel or meetings that could interfere with</p> <p>provision of onsite Services, or</p>	
Request for Proposal for Appointment of Consultant for ISO 27001 Certification			Tender No. 400/2023/1733/BYO/ITV Issued on: September 14, 2022	Page: 16 of 21



## PRE-BID CLARIFICATIONS

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			c. an bidder's resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.	
32		Additional Clause: Retention of Copies	Request you to kindly consider the clause as under:  The Bidder shall be permitted to retain all information and documents as maybe required for legal or professional regulatory purposes, provided that such retained information remains subject to confidentiality obligations for the entire retention period.	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>
33		Additional Clause: Non-Exclusivity	Request you to kindly consider the clause as under:  It is agreed that the services are being rendered on a non-exclusive basis and the Bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>
34		Additional Clause: Termination	Request you to kindly consider the clause as under:  1. In the event of termination of this Contract due to any cause whatsoever, the Contract with stand cancelled effective	<ul style="list-style-type: none"> <li>• <b>No Change in the RfP clause.</b></li> </ul>

## PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
			<p>from the date of termination of this Contract</p> <p>2. In case of exigency, if the Purchaser gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the Consultant</p> <p>3. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the Consultant or due to the fact that the survival of the consultant as an independent corporate entity is threatened/ has ceased, or for any other reason, whatsoever, the Purchaser through re-determination of the consideration payable to the consultant as agreed mutually by the Purchaser and the consultant may pay the consultant for that part of the Services which have been authorized by the Purchaser and performed by the consultant up to the date of termination. Without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the consultant as may be required to offset any losses</p>	

## PRE-BID CLARIFICATIONS

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			<p>caused to the Purchaser as a result of any act/ omissions of the consultant. In case of any loss or damage due to default on the part of the consultant in performing any of its obligations with regard to executing the Scope of Work under this Contract, the consultant shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser. Additionally, other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the Bidder as described above in order to execute an effective transition and to maintain business continuity.</p> <p>4.Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder, and pursue such other rights and/ or remedies that may be available to the Purchaser under law</p> <p>5.The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by</p>	

## PRE-BID CLARIFICATIONS

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			implication intended to come into or continue in force on or after such termination	
35	Page 27 Section 6.1 (1) Scope of Work	a. Data Centre, Navi Mumbai, b. Disaster Recovery Site, Siruseri, Chennai, c. IT Vertical, Head Office, Lucknow. d. IT Vertical, 3rd Floor, Swavalamban Bhawan, BKC, Mumbai e. IT Vertical, 2nd Floor, Overseas Towers, Chennai.	Please provide details of functions / activities in scope at these locations	
36	Page 27 Section 6.1 (5) Scope of Work	Selected vendor is required to on-board & manage reputed certification agency for the project duration.	Is it possible that the payment to the Certification body is directly paid by SIDBI?	<ul style="list-style-type: none"> <li>No Change in the RfP clause.</li> </ul>
37	Page 27 6.2 Scope of work and requirement	Understanding Bank's information security requirements and the need to establish policy and objectives for information security.	Request you to confirm that service provider/vendor is not expected to update the information security and cyber security policy	<p><b><u>Please refer RFP Section 6.2 Scope of work and requirement</u></b></p> <p>Selected bidder will be required to Review, update &amp; maintain existing Information Security, Cyber security policy and other related documents as per the scope of the RFP.</p>
38	Page 73 Table 2 - Optional Item	ISMS LA Training cost	Request you to confirm that the training cost shall not be considered in the evaluation and is only optional cost for enquiry purpose.	<p><b><u>Please refer RFP Section 15.3. Annexure – XII: Commercial Bid</u></b></p>

## PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
39	Page 36 7. Eligibility Criteria	The Bidder should have made cash profit in at least 2 years out of last 3 financial years.	We request SIDBI to accept the Audited Financial Statements for the financial years - 2018-19, 2019-20 & 2020-21 as we are yet to publish our Audited Financial Statements for FY 2021-22. We are not in a position to submit the Provisional statement too.  Alternatively, we request SIDBI to accept a certificate from the Auditor that we are a net profit making entity for FY 2021-22.	Please see the revised <u>Annexure –II: Minimum Eligibility Bid.</u>
40	Page 36 7. Eligibility Criteria	8. The Bidder must have at least 10 CISA / CISSP / CEH Certified professionals Page 37 Eligibility criteria	We are MSE enterprise we commit to deploy requisite certified personnel who will be on our payroll but being a MSE we are short of required nos in eligibility criteria.	<ul style="list-style-type: none"> <li>No Change in the RfP clause.</li> </ul>

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