

**Selection Of Information Security Service Provider  
For a period of THREE years for availing:  
Spear Phishing Simulation and Security Awareness/Training Solution  
(CLOUD HOSTED SaaS MODE)**

RFP No: IB:CO/ISSD/295/2021-2022

DATED:29.12.2021

REPLY TO QUERIES RAISED BY BIDDERS IN THE PRE BID MEETING HELD THROUGH WEBEX ON 07.01.2022 at 11:00 hrs

Sr. No.	Referred Point/Clause No.	Point	Queries raised by Bidders	Bank's Replies to queries
1	Annexure XIV	Detailed Architecture of the proposed Solution clearly mentioning the Cloud Hosting details etc. for running the Solution successfully as per the Scope	<p>{ Detailed Architecture of the proposed Solution clearly mentioning the Cloud Hosting details etc. for running the Solution successfully as per the Scope</p> <p>[ Detailed Architecture of the proposed Solution clearly mentioning the minimum requirements of Hardware (Servers etc.), Operating System, Database, Middleware etc. for running the Solution successfully as per the Scope. (Annexure VIII)]</p> <p>The query is: When we are looking at a pure SaaS model, Where the cloud is tangible and multitenant, Why do we need to provide the hardware size, OS, and DB details.</p> <p>It is the same for all hosted customers by separating the tenancy.</p>	<p>Bidder has to submit details as per Annexure VIII format only which does not require any hardware details to be submitted .</p>



2	<p>Clause 9 of Section II Payment Terms (Page 21)</p>	<p><b>PAYMENT TERMS</b></p> <ul style="list-style-type: none"> <li>On Implementation: 25 % of the total subscription cost towards software licenses provided in Cloud hosted Mode (SaaS) will be paid within 30 days of submission of Invoice copy and Proof of implementation. Certificate duly counter signed by the Bank's Representative, subject to completion of UAT and deployment in Live environment up to the satisfaction of the Bank.</li> <li>15 % Payment of the Subscription amount shall be made to the Bidder on completion of 1<sup>st</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</li> </ul>	<p>On Implementation: 25 % of the total subscription cost towards software licenses provided in Cloud hosted Mode (SaaS) will be paid within 30 days of submission of Invoice copy and Proof of implementation. Certificate duly counter signed by the Bank's Representative, subject to completion of UAT and deployment in Live environment up to the satisfaction of the Bank.</p> <p>30 % Payment of the Subscription amount shall be made to the Bidder on completion of 1<sup>st</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</p> <p>30% Payment of the Subscription amount shall be made to the Bidder on completion of 2<sup>nd</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</p>	As per RFP only
		<ul style="list-style-type: none"> <li>30% Payment of the Subscription amount shall be made to the Bidder on completion of 2<sup>nd</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</li> </ul>	<p>Remaining &amp; Final 15% Payment of the Subscription amount shall be made to the Bidder on completion of the 3<sup>rd</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</p> <p>Query is – As there is no implementation in SaaS, request you to consider the above payment structure</p>	





		<p>the satisfaction of the Bank</p> <ul style="list-style-type: none"> <li>• Remaining &amp; Final 30% Payment of the Subscription amount shall be made to the Bidder on completion of the 3<sup>rd</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</li> </ul> <p>TDS will be deducted for the payment applicable.</p> <p>Bank reserves the right to renew the Subscription for the software as per mutually agreed rate after the contract period.</p>		
3	<p>Clause 9 of Section II Payment Terms (Page 21)</p>	<p><b>PAYMENT TERMS</b></p> <ul style="list-style-type: none"> <li>• On Implementation: 25 % of the total subscription cost towards software licenses provided in Cloud hosted Mode (SaaS) will be paid within 30 days of submission of Invoice copy and Proof of implementation. Certificate duly counter signed by the Bank's Representative,</li> </ul>	<p>We request TIA to please consider 100% payment for Software License. After receiving the LOA, the contract agreement will be signed which will be applicable for 3 years for 24*7*365 days service and support.</p>	<p>As per RFP only</p>



		<p>subject to completion of UAT and deployment in Live environment up to the satisfaction of the Bank.</p> <ul style="list-style-type: none"> <li>• 15 % Payment of the Subscription amount shall be made to the Bidder on completion of 1<sup>st</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</li> <li>• 30% Payment of the Subscription amount shall be made to the Bidder on completion of 2<sup>nd</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</li> <li>• Remaining &amp; Final 30% Payment of the Subscription amount shall be made to the Bidder on completion of the 3<sup>rd</sup> year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank</li> </ul>		
		TDS will be deducted for the payment		



		<p>applicable.</p> <p>Bank reserves the right to renew the Subscription for the software as per mutually agreed rate after the contract period.</p>		
4	<p>Annexure IV</p> <p>Page 42</p>	<p><b>DELIVERY SCHEDULE:</b> The Software licenses are to be delivered within two (2) weeks from the date of Purchase Order.</p>	<p>We request the TIA to consider the delivery period more than 2 weeks.</p>	<p>As per RFP only</p>
5	<p>Section-I</p> <p>14. SCOPE OF THE PROJECT/SPECIFICATIONS OF THE SOLUTION: (13.1.6)</p> <p>Page 12</p>	<p>The solution shall have customizable scenarios that focus on emulating the most relevant threats and providing in-the-moment feedback and education to recipients who fall victim to these exercises. Solution should be able to run an unlimited number of scenarios to recipient groups during the period of the license.</p>	<p>No query mentioned</p>	<p>The Solution should not impose any restriction on the number of campaigns in the entire time span of 3 years or no. of users in a campaign up to the limit of 25000 users which shall be at the discretion of the Bank.</p>
6	<p>Section-I</p> <p>15. ELIGIBILITY CRITERIA</p> <p>Page 15</p>	<p>The Bidder should be Public/Private Limited Company and should be in existence in India for the last 3 years (as on 30.09.2021).</p>	<p>The Bidder should be Public/Private Limited / LLP Company and should be in existence in India for the last 3 years (as on 30.09.2021).</p>	<p>Both Public &amp; Private Ltd companies including LLP in existence in India for the last 3 years (as on 30.09.2021) are eligible.</p>





7	Section-I 15. ELIGIBILITY CRITERIA Page 15	The Bidder should be a profit making company and should have earned Net profit in at least one out of the three preceding Financial Years (2018-19, 2019-20 ,2020-21) as per the audited Financial Statements.	The Bidder should be a profit making company <b>having positive networth</b> and should have earned <b>Net profit in at least three preceding Financial Years</b> (2018-19, 2019-20 ,2020-21) as per the audited Financial Statements.	As per RFP only
8	Section-II 4.PERFORMANCE GUARANTEE Page 20	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the performance security amount equivalent to 3% of the contract amount in the form of a Bank Guarantee valid for 40 months with further one year claim period.	Within <b>30</b> days of issue of Purchase Order, the supplier shall furnish to the Bank the performance security amount equivalent to 3% of the contract amount in the form of a Bank Guarantee valid for 40 months with further one year claim period.	As per RFP only
9	Section-II 5.PROJECT MILESTONE AND TIME LINE Page 20	The implementation time for Spear Phishing Simulation & Security Awareness/ Training solution (Cloud hosted SAAS deployment) should not exceed four (4) weeks from the date of award of contract.	The implementation time for Spear Phishing Simulation & Security Awareness/ Training solution (Cloud hosted SAAS deployment) should not exceed four (8) weeks from the date of award of contract.	As per RFP only
10	Section-II 9.Payment Terms Page 21	15 % Payment of the Subscription amount shall be made to the Bidder on completion of 1St year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank	<b>25 %</b> Payment of the Subscription amount shall be made to the Bidder on completion of 1St year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank	As per RFP only



11	Section-II 9.Payment Terms Page 21	30% Payment of the Subscription amount shall be made to the Bidder on completion of 2nd year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank	25% Payment of the Subscription amount shall be made to the Bidder on completion of 2nd year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank	As per RFP only
12	Section-II 9.Payment Terms Page 21	Remaining & Final 30% Payment of the Subscription amount shall be made to the Bidder on completion of the 3rd year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank	Remaining & Final 25% Payment of the Subscription amount shall be made to the Bidder on completion of the 3rd year of the engagement as per the assigned scope on submission of invoice after completion of the assignment and subject to the satisfaction of the Bank	As per RFP only
13	project milestone Page 21	The implementation time for Spear Phishing Simulation & Security Awareness/ Training solution (Cloud hosted SAAS deployment) should not exceed four (4) weeks from the date of award of contract.		As per RFP only



