

**INFORMATION TO ALL THE BIDDERS INTERESTED IN SUBMITTING BIDS IN  
RESPECT OF OUR RFP NO: INSPN: ISA: 133:2011-12 dated 29.06.2011**

In response to queries from various prospective bidders, our clarification details are as follows

<b>SL.NO</b>	<b>BID QUERRY /CLARIFICATION SOUGHT</b>	<b>OUR REPLY</b>
1	Point no.2.1 (Pg 5) V A PT of infrastructure relating to CBS Network, DC, CBS-Project Office, Head Office and DR Site How many are the assets? Where are these locations?	Approximate Number of servers/devices details at each location are given below (Current level is given which may vary at the time of audit depending on the expansion/consolidation)  <ul style="list-style-type: none"> <li>✓ 100 Servers , 4 SAN storage, 6 SAN Switches, 18 Network &amp; Security devices at Data Centre, Chennai</li> <li>✓ 40 Servers, 1 SAN storage, 4 SAN Switches, 12 Network &amp; Security devices at Disaster Recovery Site at Hyderabad</li> <li>✓ 25 Servers &amp; 10 Network &amp; Security devices at Head Office &amp; CBS-Project Office, Chennai put together</li> <li>✓ 10 Branch Servers and 10 routers (Metro &amp; Suburbs)</li> </ul> (Network devices – Routers, switches & VPN Concentrators ) (Security Devices – Firewalls/UTM, NIPS, HIDS, Application Proxies, SPAM filter, Correlation tool-Details available in 15.Annexure VI-Page 28 of RFP)  VA must cover all production/critical servers which would constitute 60% (approximately) of the assets listed above and the architecture/infrastructure in which the critical assets have been hosted
2	Point no.2.4 (Pg 5) Half Yearly External & Internal Penetration Testing of enterprise wide Information Systems including Internet Banking What are the numbers of systems that would be in Scope of VA PT half yearly?	Penetration testing to be conducted once in a half year for the following:  <ul style="list-style-type: none"> <li>✓ Bank's 25 Public IPs/Applications which includes Net banking applications of India and Colombo, Bank's websites and critical web applications.</li> </ul>
3	Point no.2.7 (Pg 5) Process audit of minimum 10 CBS branches Which are these 10 branches and where are the locations?	Branches identified by the Bank will be in Metros and its suburbs. Routers at these branches must also be covered
4	Point no.2.14 (Pg 6) DR Site Audit (ATM/CBS/Net Banking) What do you mean by BC Site?	B C site means Business continuity site which is same as DR site
5	General Information Provide us the location wise asset inventory that is in scope of the audit	As mentioned in point no.1

6	<p>2. Scope of Work Sr. No. 1</p> <p>We would like to know number of Servers with Operating Systems, Database, Application and Web servers.</p> <p>Whether for Vulnerability Assessment of all these servers is required or sample can be selected. In case of sampling whether 25% sample size is sufficient.</p>	<p>All standard operating systems (e.g. windows, Aix, hp-ux, Linux), data bases (e.g Oracle, MS Sql and MySql) and Web Servers (eg.,Weblogic,, Apache, IIS, WAS).</p> <p>Broad details are available in RFP</p> <p>VA must cover all production/critical servers which would constitute around approximately 60% of the assets listed above (point no.1.)</p>
7	<p>2. Scope of Work Sr. No. 4</p> <p>a. We would like to know number of systems for which internal penetration testing needs to be carried out.</p> <p>b. We would like to know number of public IP address for which external penetration testing needs to be carried out.</p>	<p>Reply as in point no.2</p>
8	<p>2. Scope of Work Sr. No. 7</p> <p>We would like to know location of these Branches.</p>	<p>Reply as in point No.3</p>
9	<p>2. Scope of Work Sr. No. 8</p> <p>We would like to know whether Application Security Review (OWASP standard for web based applications) needs to be conducted for all these applications.</p>	<p>Yes</p>
10	<p>2. Scope of Work Sr. No. 9</p> <p>We would like to know number of Network and Security Devices e.g. Routers, Switches, IDS / IPS and Firewall etc.</p>	<p>As mentioned in Point No.1 - Security devices details are available in Annexure VI of RFP also.</p>
11	<p>2. Scope of Work Sr. No. 12</p> <p>We would like to know whether Application Security Review (OWASP standard for web based applications) needs to be conducted for Debit Card Management Systems (DCMS) application.</p>	<p>Yes</p>
12	<p>4.11. Compliance to Regulations of Reserve Bank of India / other Regulatory bodies and agencies</p> <p>We would like to know whether RBI Guidelines should be covered during current assignment.</p>	<p>As RBI's latest recommendations dated 29.04.2011 are in various stages of implementation, coverage of the current audit assignment will be limited to the scope mentioned in RFP document</p>
13	<p>9. ANNEXURE – I SCOPE FOR IS AUDIT OF CORE BANKING SOFTWARE</p> <p>We would like to know whether Application Security Review (OWASP standards for Web based applications) is expected for Bancs@24, Exim Bills, ATM interface, e-credit, e-Branch-kiosk/lounge applications</p>	<p>Yes</p>
14	<p>10. ANNEXURE –II Application Security</p> <p>Paladion will not perform DoS and DDoS attacks. We can suggest how these attacks can be avoided.</p>	<p>Auditor to verify existence of preventive mechanism to stall/mitigate DoS and DDoS attacks in the system and to list vulnerabilities if any noticed with solutions for avoidance / fixing of vulnerabilities</p>
15	<p>11. ANNEXURE III</p> <p>Paladion will not perform DoS and DDoS. We can suggest how these attacks can be avoided.</p>	<p>As in point no. 14</p>
16	<p>Annexure IV Page 25 Point No.5,6 and 12</p> <p>Will prior experience in the above with global banks/financial institutions be acceptable</p>	<p>Experience in I S audit of Scheduled commercial Banks in India as stipulated in Annexure IV Page 25 Point No.5,6 and 12 of R F P is essential</p>

17	Specimen format for Bid security – Bank guarantee	Attached as Annexure A to this document
18	( as per Item 7 of Section 2 - Scope of Work: Process audit of minimum 10 CBS branches to be covered) Who is to identify. Any criteria to be specified by the bank in this regard. Please clarify	Reply as in point No.3
19	Could you please confirm that the indemnification as given in 5.5 will not, in any case, exceed the quantum fees paid for the services? (5.5 Indemnification – “any claims due to loss of data / damage to data arising as a consequence of any negligence during Information System Audit”; our terms restrict to the amount of fees)	Claims etc to be made under indemnity clause are restricted to the fee payable
20	Could you please confirm that the LD as in 5.8 will be on the amounts attributable to the areas (Projects) delayed and proved to be attributable on our side. (5.8 - Liquidated damages (LD) – 0.5% for delay of every week or part thereof)	L D is payable by the service provider for the delay on his part only
21	In your RFP you have stated that the bidder should have a minimum turnover of Rs. 2 (Two) Crores per year in the last three years (from operations in India)(Ref clause 12.). In this connection we wish to inform you that our Company has annual turnover of Rs. 1 Crore for the last-three years that is, 2008-09, 2009-10 & 2010-11. We request you to consider Rs. 1 Crore as annual turnover for last three years that is, 2008-09, 2009-10 & 2010-11 and give us opportunity to participate in the tender process.	Kindly adhere to R F P Terms as mentioned in Annexure –IV (Evaluation/Eligibility Criteria point number 2 )
22	What will be the audit period planned for the audit?	The proposed Annual I S audit will be for a period of two years - The award of the I S audit assignment initially will be for a period of one year and on satisfactory performance and on completion of the compliance audit for the first year, audit assignment may be extended for another one year at the sole discretion of the Bank.(refer page no.12 of RFP)
23	Is there any criterion for selecting the 10 branches for the audit? Does it have to be across the country?	Reply as in point No.3
24	CERT-IN empanelment. Request you to kindly relax for the same and we shall submit the proof of having applied for the same, and also we shall submit the cert of audit other than the banks.	Kindly adhere to RFP terms and specifications Annexure –IV (Evaluation/Eligibility Criteria point number 3)
25	Details of infrastructure to be known.	<b>I T Infrastructure</b> <b>Network Architecture</b> ✓ Our CBS is on three tier architecture with branches connecting to Data Centre through aggregation points at the respective zonal

		<p>offices. Branches connect to aggregation point through Leased Line with ISDN/GPRS as backup and aggregation points connect to Data Centre through MPLS with ISDN as backup. Branches which do not have leased line connectivity are connected through VSAT directly to Data Centre through VSAT Hub. The process of implementation of two tier architecture is being taken up wherein branches will also connect to MPLS cloud</p> <ul style="list-style-type: none"> <li>✓ Data Centre and DR Site are connected through point to point connectivity with necessary backup links.</li> <li>✓ CBS traffic between branches and DC are through IPSEC Tunnel.</li> </ul> <p><b>Security Architecture</b></p> <ul style="list-style-type: none"> <li>✓ Critical servers are behind firewalls &amp; NIPS in High availability mode.</li> <li>✓ RTGS and Treasury segments are protected through different firewalls.</li> <li>✓ HIDS are installed on critical servers</li> <li>✓ Head Office Internal and Internet segments are behind firewalls.</li> <li>✓ Internet connection to branches and Head office are provided through different Proxies.</li> <li>✓ Details of Firewalls, NIPS, HIDS are given in Annexure VI- page 28</li> </ul> <p><b>Application Architecture</b></p> <ul style="list-style-type: none"> <li>✓ Application details are already defined Broadly in 1.2 Core Banking, Page 3 - Besides refer to point 1 &amp; 2 above.</li> </ul> <p>For Asset details please refer to point 1 &amp; 2 above.</p>
26	Vendor details to be known - Vendors who provide IT infra for the bank	Will be provided at the time of audit depending on the need.
27	Sampling methods to conduct audit	I S auditor to choose appropriate sampling technique to achieve the purpose of I S Audit assigned to them in consultation with the Bank
28	Locations for audit	Chennai , Hyderabad and 10 branch locations (Metros and its suburbs

All the Bidders are requested to note the above clarifications and incorporate the same while submitting their Bids duly authenticated.

DEPUTY GENERAL MANAGER  
HO: INSPECTION DEPARTMENT

To  
Indian Bank  
 Address

Dear Sirs,

In response to your invitation to respond to your Request For Proposal (“RFP”) for ---  
 ----- Tender Reference  
 No. \_\_\_\_\_ M/s \_\_\_\_\_ having their  
 registered office at \_\_\_\_\_ hereinafter called the  
 ‘Bidder’) has submitted the proposal. In response to RFP, We \_\_\_\_\_ Bank  
 having our head office/registered office at \_\_\_\_\_ hereby  
 irrevocably guarantee an amount of Rs.1,50,000/- (Indian Rupees One lakh fifty thousand  
 only) as bid security as required to be submitted by the ‘Bidder’ as a condition for  
 participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/invoked:

1. If the ‘Bidder’ withdraws his Bid during the period of Bid validity specified by the Bidder on the form; or
2. If the ‘Bidder’, having been notified of the acceptance of its Bid by the Bank during the period of validity of the Bid fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently

We undertake to pay immediately on demand to Indian Bank, the said amount of Indian Rupees One lakh and fifty thousand only without any reservation, protest, demur or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by INDIAN BANK, which shall be conclusive and binding on us irrespective of any dispute or difference raised by the ‘Bidder’.

Notwithstanding anything contained herein above:

1. Our liability under this Bank guarantee shall not exceed Rs.1,50,000/-(Indian Rupees one lakh and fifty thousand only)
2. This Bank guarantee will be valid upto \_\_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before \_\_\_\_\_ before 14.00 Hours (Indian Standard Time) whereafter it ceases to be in effect in all respects whether or not the Original Bank Guarantee is returned to us.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_ .