CO: Information System Security Department
Indian Bank Head Office
66 Rajaji Salai
Chennai 600 001

RFP for selection of *vendor for conducting VAPT related services on periodic basis and adhoc basis as per requirement*
(RFP Ref. No. GEM/2025/B/6917581 dated 21.11.2025)

Amendments

S. No	RFP Clause	Clause	Proof to be enclosed	
			Existing Clause	Amendment
1	Eligibility Criteria (Page No. 25)	The Bidder should be a • Company registered under Companies Act, 1956/2013 OR • LLP registered under Limited Liability Partnership Act, 2008 OR • Registered Partnership Firm under Partnership Act, 1932 OR • PSE/PSU/Government Organization and should have been operating for at least five years in India, as on date of submission of bid.	Copies of the following: • Certificate of Incorporation, Certificate of Commencement of Business, Memorandum and Articles of Association and / or Copy of Registered Partnership Deed; • Legal Entity Identifier (LEI) Certificate; • PAN Card • GST Certificate • MSE Certificate, if applicable	Copies of the following: Certificate of Incorporation, Certificate of Commencement of Business, Memorandum and Articles of Association and / or Copy of Registered Partnership Deed; Legal Entity Identifier (LEI) Certificate (Optional); PAN Card GST Certificate MSE Certificate, if applicable
2	Annexure-VI (Page 85)	Capability / Qualification Details	Years of IS AUDIT Experience / Role in IS AUDIT	Years of VAPT experience / Role in VAPT

Details of the queries along with their response

S. No	Page No.	Section No.	Content/Clause of the RFP requiring Clarification	Clarification Sought	Clarification to the Queries
1	1	Bid Document	3 Years experience in providing VAPT services	We Kindly request to provide MSE exemption on the experience criteria. We are recently CERT-IN empaneled and 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.	Clause remains unchanged. Kindly refer to the RFP
2	10	Eligibility Criteria (3)	The bidder should have minimum average annual turnover of Rs.7.5 Crore (Rupees Seven Crore fifty lakh only) (Rs.5 Crore for MSE/Startups) from Indian operations in each of the latest three financial years i.e. 2022-23, 2023-24 and 2024-25. This must be the individual company turnover from India Operations and not that of any group of companies. The net worth of the Bidder firm should not be negative as on 31.03.2025 and also should not have eroded by more than 30% (thirty percent) in the last 3 preceding Financial Years (FY 2022-23, FY 2023-24 & FY 2024-25).	We request you to kindly revise the turnover criteria for MSMEs from ₹5 Crore to ₹1 Crore, so that all eligible MSMEs and start-ups may participate. We would also like to highlight that our organization has successfully completed the IS Audit and VAPT projects for Indian Bank during the FY 2021–22 and 2022–23, demonstrating our capability and experience in handling large-scale security audit assignments. We humbly request you to consider the above for wider participation and equal opportunity to MSMEs.	Relaxation will be applicable as per Government guidelines.

3	25	1	Eligibility Criteria	Please clarify whether Legal Entity Identifier certificate is mandatory for the submission - We do have Certificate of Incorporation, Registered Partnership Deed , PAN and GST certificate.	Legal Entity Identifier certificate is optional
4	27	Under Eligibility Criteria Point 6	The bidder should have capability and willingness to depute competent resources, at their cost, (i) at Bank's Corporate Office & Head Office in Chennai continuously	We request the Bank to kindly consider allowing the deputing of onsite resources on an hourly / man-day basis, with the associated cost payable by the Bank, instead of continuous onsite deployment at the bidder's cost.	Clause remains unchanged as per published RFP. Bank will not pay any additional amount for other than line items mentioned in the RFP commercial bid format.
5	27	Point 5	In the last 3 Years, Bidder must have completed minimum FIVE VAPT assisgnments of which atleast one assignment pertains to schedule commercial bank having minimum 1000 Branches	Can a bidder provide PO / Work order of Scheduled commercial Banks that have lesser than 1000 branches? Eg: 300, 500 or 800 branches?	Clause remains unchanged. Kindly refer to the RFP.
6	27	Under Eligibility Criteria Point 7	Eligibilty Criteria - Point No.7 (ii) The bidder should not have been blacklisted nor have been technically disqualified on the grounds of non-performance of contract, by any Government Department / Statutory Body / Regulatory Agency / Public Sector Undertaking / Public Sector Bank / Financial Institution in India. In last 2 years as on bid submission date.	We propose to amend the below Point 7 as below:- Under Eligibility Criteria:- (ii) The bidder should not have been blacklisted nor have been technically disqualified on the grounds of non-performance of contract, by any Government Department / Statutory Body / Regulatory Agency / Public Sector Undertaking / Public Sector Bank / Financial Institution in India. In last 2 years as on bid submission date which may affect the bidder's capability to provide/continue the services to bank.	The following clause shall be read as: (ii) The bidder should not have been blacklisted nor have been technically disqualified on the grounds of non-performance of contract, by any Government Department / Statutory Body / Regulatory Agency / Public Sector Undertaking / Public Sector Bank / Financial Institution in India in last 2 years as on bid submission date
7	29	VIII. Evaluation Criteria -> Commercial evaluation	Technical bids submitted by all the bidders will be evaluated and commercial bids of only technically qualified bidders will be opened and reverse auction will be conducted among the technically qualified bidders after elimination of H1 bidder (in case technically qualified bidders are more than 3).	Request to modify the clause as below: Technical bids submitted by all the bidders will be evaluated and commercial bids of only technically qualified bidders will be opened and reverse auction will be conducted among the technically qualified	Clause remains unchanged. Kindly refer to the RFP & GEM guidelines.
8	29	Section II, VIII. Evaluation Criteria (Technical Evaluation	Bids meeting eligibility proceed to "being fully evaluated and compared," followed by commercial evaluation.	Please clarify if "fully evaluated" includes a technical presentation/demo or just document review, and if MSE bidders get preference in technical tie-breakers.	The bid evaluation starts with fulfilling eligibility Criteria then technical evaluation and then RA process as already stated in RFP.
9	32	1.c	Scope - Source code review	Request to clarify the total number of repositories associated with each of the 250 applications?	Approximately 150 to 200 Repositories
10	32	1.c	Scope - Source code review	Request to clarify on the number of source code lines for each of the 250 applications.	Approximately 5000 to 20000 lines per application on an average. However, in exceptional cases, very few applications may be in the range of approx. 1,00,000 lines
11	32	Section - III Scope	Source Code Review to be done as per secure coding practices and regulatory requirements (RBI CSITE, NPCI, UIDAI, etc.)	For the Source Code Review, we request the Bank to confirm the specific regulatory guidelines (e.g., RBI CSITE, NPCI, UIDAI) to be followed, or clarify if general industry-standard secure coding guidelines may be referred.	Bank shall follow the guidelines released by CERT-in, RBI and other regulators of Govt. of India

12	32	Section III (Clause c) Scope of VAPT (Periodic VAPT),	Source code review is specified for 250 applications annually as per secure coding practices and regulatory requirements (e.g., RBI CSITE, NPCI, UIDAI).	Please provide details on the programming languages (e.g., Java, .NET, Python) and application types (e.g., web, mobile, legacy) involved, or an indicative lines of code, to enable accurate scoping	Bank's applications are developed on various programming languages & application types and line of code shall be between 5000 to 20000. However, in exceptional cases, very few applications may be in the range of approx. 1,00,000 lines.
13	32	Section I – Vertical 1 – Point d	Baseline configuration review methodology	For Annual Baseline Configuration Review, should the assessment be performed as per industry CIS benchmarks or as per bank's internal hardening templates?	Based on Bank followed standards
14	32	1.d	Scope - Configuration Review	Request to clarify whether the configuration review standards should be based on SCD, CIS, or any other standards followed by the bank ?	Based on Bank's followed standards
15	32	1.a and 1.b	Scope - VAPT, Application Security Testing & Source Code Review:	Request to clarify whether the application security testing will be conducted using black-box testing or gray-box testing ?	Based on the requirement, testing could involve black-box or grey-box methods.
16	32	Sec I.1.a & b, Scope of Work (Section – III)	mandates VAPT on "all public facing applications" and "all Applications... other than those covered in (a)". The indicative count (Page 36) lists 150-200 and 350-400 applications respectively.	Could the Bank please confirm if the contract price for Periodic VAPT is a fixed fee covering this entire, potentially expanding, scope? Or will additional applications discovered during the contract be billed under ad-hoc rates?	Contract price remains unchanged for periodic VAPT even if additional assets included
17	32	1.b	Scope - Internal Applications	Request to clarify whether the target of 350–400 internal-facing web and mobile applications is expected to be completed every half-year or for the entire year	It is expected to carry out every half-yearly
18	32	1.a	Scope - Public facing applications	Request to clarify whether the target of 150–200 public-facing web and mobile applications is expected to be completed each quarter or for the entire year?	It is expected to carry out every quarter
19	32	1.a	Scope - Public facing Infra VAPT	Request to clarify the number of public-facing infrastructure components counts (such as servers, network and SOC devices, and databases) that need to be included for the Infrastructure Vulnerability Assessment and Penetration Testing	Necessary servers/devices are in the range of 350-400 in count. However, it may vary during th contract period
20	32	1.b	Scope - Internal facing Infra VAPT	Request to clarify the number of non-public-facing infrastructure component counts (such as servers, network and SOC devices, and databases) that need to be included for the Infrastructure Vulnerability Assessment and Penetration Testing	Necessary servers/devices are in the range of 350-400 in count. However, it may vary during th contract period
21	32	Section III 1.Scope of Work	d) Baseline Configuration Review of infrastructure viz., servers, databases, Network and Security devices etc. on annual basis.	As the Total Count of IT Infrastructure given is 20,600. Kindly confirm the unique IPs/ Infrastructure, on which Hardening review/Secure Configuration Review to be conducted. Can assessment be conducted on sampling basis. If yes, confirm the sample ratio(like 10% or 20%)	No sampling basis. Entire count of systems to be inspected.
22	32	Section - III Scope	Source Code Review	We request the Bank to clarify whether there are any preferred or mandated tools/ platforms for Source Code Review, or whether bidders are permitted the flexibility to select appropriate licensed tools based on the technology stack and application type, while adhering to regulatory and secure coding standards.	The selected bidder is permitted the flexibility to select appropriate commercially licensed tools based on the Bank's technology stacks and application types, while adhering to regulatory and secure coding standards.

23	32	1.d	Scope - configuration Review	Request to clarify whether the Baseline Configuration Review of infrastructure (such as servers, databases, network, and security devices) should be performed annually on a sample basis for each asset type, or if we need to review the configuration for the entire asset count?	To be done on entire asset count
24	32.33	Compliance Testing	The RFP frequently mentions "compliance testing" with multiple iterations until closure.	Is there a defined maximum number of re-testing iterations included in the base price? b) What constitutes "closure"? Is it the remediation of the vulnerability or the successful re-test by the vendor? c) Are there any time-bound SLAs from the Bank's side for providing re-testing windows?	Compliance Report: Revalidation should be carried out on the points (VAPT reported) once user departments address the vulnerability
25	34	1. Detailed Scope of VAPT	VAPT should include, but not limited to the following: Network Scanning, Port Scanning, System/service identification and scanning, Vulnerability scanning, Malware scanning, Spoofing, Scenario Analysis, Application security testing, OS fingerprinting, Service fingerprinting, Access control mapping, Authorization testing, DoS/DDoS Attacks, Lockout testing, Containment Measure testing, Password cracking, War Dialling, Cookie security, Functional validations, Network architecture review, OS Security Configuration review, Security device configuration review, Network device configuration review, Database security assessment, Web site security assessment, Vulnerability Research & Verification, IDS/IPS review & Fine tuning of Signatures, Man in the Middle attack, Man in the browser attack and any other assessments/attacks.	Kindly brief on the expectations for Malware Scanning, War dialling, Man in the Middle attack, Man in the browser attack.	Bank expectation from VAPT, Application Security Testing & Source Code Review is to find out security vulnerablities existing in Bank's IT infrastructure and to plug the same to prevent any exploitation of the vulerabilities. The process involve different types of testing including Malware Scanning, War dialling, Man in the Middle attack, Man in the browser attack etc as detailed in RFP.
26	34	Point V	Scope coverage for Web VAPT	For a Web Application VAPT assignment, do we need to cover all associated components (application, server, database, network/security devices) under a single assessment?	It is as per Section III, 1. VAPT, Application Security Testing & Source Code Review (a) on page 32.
27	35	Access and Credentials for Authenticated Scanning	For VA to be performed in "authenticated mode" (Page 35, x), administrative credentials are required	Please confirm the process for providing these highly privileged credentials securely and the timelines for the same, as this is a critical path item.	Bank shall arrange for the same as per the Bank's security standards
28	36	2	Indicative count of applications, servers, etc. of the Bank at DC/DR/NDR/NDC and other offices / branches	Request to share the distribution of application counts categorized as High, Medium, and Low for all public-facing and internal applications	Applications are categorised as External and Internal only.
29	36	Section III, 2. Indicative count of applications, servers, etc.	The indicative counts (e.g., 150-200 public-facing apps, 4500-5000 servers) are approximate and may vary.	Please clarify if payment for periodic VAPT will be based on actual counts at the time of assignment (with pro-rata adjustment) or fixed based on the indicative figures for commercial evaluation. Also, confirm if new additions during the contract will incur additional costs.	Kindly refer to the RFP

30	36	Professional Certification Clarification	RFP require 15 professionals with certifications like CISA, CISSP, OSCP, etc.	Pls clarify:a) Does this requirement refer to 15 unique individuals, or can one individual holding multiple listed certifications be counted more than once? b) For the "minimum one year experience," does this refer to experience in VAPT/cybersecurity in general, or specifically post-obtaining the certification? C)for MSE bidders, is there relaxation in the number of professionals?	Kindly refer to the RFP
31	37	Section-III	Conduct of VAPT (Project Management) The Bank and the Vendor(s) will nominate a Project Manager immediately on acceptance of the order, who will be the single point of contact for the Project.	Kindly specify the total no. of audtiors and Project Managers required for this Project and their deployment mode (Onsite/ Hybrid)	To comply the RFP Scope, bidder should depute suitable number of resources.
32	38	Phase 3	Certification for Compliance	Request to clarify what type of compliance certificates are expected from the vendor?	Compliance Report: Revalidation should be carried out on the points (VAPT reported) once user departments address the vulnerability
33	39	Report Format and Tooling	RFP Says reports must be in a "format mutually agreed with the Bank."	Will this format be provided post-selection, or can a sample/draft be shared now to ensure our tools and processes can comply?Further, it mandates "one report for an asset." For an environment with thousands of assets, does the Bank require 15,000+ individual PDF reports per cycle, or is a consolidated master report with asset-wise breakdowns acceptable?	Format shall be discussed post vendor selection process with successful bidder
34	40	Deliverables	eports must include in-depth analysis with fields like CVE/CVSS/EPSS scoring, PoC, and ageing.	Please clarify if the Bank requires reports in a specific tool-generated format (e.g., Excel with filters) or if custom formats are acceptable. Also, confirm if soft copies must be encrypted with a specific standard (e.g., AES-256)	Reports should be customised and mutually agreable format with password protected as per best practices
35	42	Payment Terms for Ad-hoc Work	The payment terms for Ad-hoc VAPT state "Invoice shall be raised on quarterly basis for the actual work done.	Please confirm the process for approval of ad-hoc work and the subsequent payment cycle. Is there a defined timeline for the Bank to approve an invoice post-submission?	Kindly refer to the RFP
36	43	sub contracting	The successful bidder will not subcontract or delegate or permit anyone other than the bidders' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank. Bank at its own discretion may permit or deny the same.	Is subcontracting allowed during contract peiod non availability of rescource deployed at your end due to unforseen situations	No subcontracting is allowed
37	44	LD & Penalty section	SLA & Severity Matrix	Is there a detailed SLA document defining severity levels, closure timelines, response SLAs, and penalty slabs separate from generic LD clauses on Page 44?	Adhere to terms and conditions of the RFP.
38	44	Liquidated Damages (LD) and Penalty,	LD is 0.5% per week of contract price for delays, max 10%, leading to possible cancellation	please clarify what constitutes "delay" (e.g., report submission beyond 10th of second month for quarterly VAPT) and if penalties apply separately to periodic vs. ad-hoc assignments. Also, is there a grace period for force majeure delays?	Delay beyond stipulated timelines attract penalty and LD as applicable and detailed in the RFP.

39	45	XIII. Limitation of Liability	XIII. Limitation of Liability:- Successful bidders' aggregate liability under the contract shall be at actual and limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the work orders placed by bank on the vendor that gave rise to claim, under this tender. This limit shall not apply to third party claims for a. IP Infringement indemnity b. Bodily injury (including death) and damage to real property and tangible property caused by vendor' or its employee/ agents. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend the bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.	We propose to amend the clause to ensure mutual safeguards for both Parties: XII.Limitation of Liability:- Further, neither Party shall be liable to the other for any indirect, incidental, consequential, punitive, or special damages, including loss of profits, loss of business, loss of revenue, or loss of data, arising out of or in connection with the performance of this Contract. Each Party's liability shall be limited to direct damages only. The Bank shall ensure timely cooperation, access, and approvals required for the Bidder to perform its obligations; failure to provide such support shall proportionately limit the Bidder's liability in relation to any delays or non-performance.	Clause remains unchanged. Kindly refer to the RFP.
40	45	XIV. Indemnity Clause	XIV. Indemnity Clause:- If at the time of the supplying the goods or services or installing the platform/ software in terms of the present contract/ order or subsequently it appears at any point of time that an infringement has occurred of any right claimed by any third party in India or abroad, then in respect of all costs, charges, expenses, losses and other damages, which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.	We propose addition to the existing clause as below:- XIV. Indemnity Clause:- Provided that the Bidder's indemnity obligation shall apply only where such alleged infringement arises directly and exclusively from the Bidder's goods, services, or deliverables supplied under this Contract. The Bidder shall not be liable for any infringement arising from (i) modifications made by the Bank or any third party not authorized by the Bidder, (ii) misuse or use of the deliverables not in accordance with the Bidder's documentation or instructions, (iii) integration or combination of the Bidder's deliverables with third-party products or systems not approved by the Bidder, or (iv) any specifications, designs, data, or instructions provided or mandated by the Bank. The Bank shall provide prompt written notice of any such claim, along with all relevant information and reasonable assistance. The Bidder shall have the right to assume control of the defence and settlement of the claim, provided that no settlement imposing any financial or non-financial obligation on the Bank shall be entered into without the Bank's prior written consent.	Clause remains unchanged. Kindly refer to the RFP.

41	45	XIII Limitation of Liability	Successful bidders' aggregate liability under the contract shall be at actual and limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the work orders placed by bank on the vendor that gave rise to claim, under this tender.	The Bidder proposes to include that 1.To the fullest extent permitted by the applicable law, in no circumstances shall Bidder be liable to the Bank, whether in contract, tort (including negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent), restitution or otherwise, for any incidental, indirect, consequential, special or exemplary damages, punitive damages, loss (whether direct or indirect) of profits, business, business opportunities, revenue, turnover, reputation or goodwill (even if possibility of such damages were advised to that Party) in connection with its obligations under this RFP. 2. The Bidder shall have no liability for any damage caused by errors or omissions in any information or instructions, opinions, recommendations, forecasts or other conclusions provided to the Bidder or its employees by the Bank or its employees in connection with the Services or goods that are rendered under this Agreement. 3. The Bidder shall have no liability if breach in service levels specified in the Agreement, meeting the specified timelines for provision of Services or failure or delay is caused by the Bank in providing the necessary assistance required by the Bidder to carry out the services, amendments, modifications, customizations, or alterations, the Bidder shall not be held liable and shall not be obligated to comply with the Implementation Plan.	Please adhere to terms and conditions of the RFP.
42	45	XIV Indemnity Clause	If at the time of the supplying the goods or services or installing the platform/ software in terms of the present contract/ order or subsequently it appears at any point of time that an infringement has occurred of any right claimed by any third party in India or abroad, then in respect of all costs, charges, expenses, losses and other damages, which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.	The Bidder proposes to include 1. notwithstanding any other provision in this RFP, the Bidder shall not be held liable for any third-party claims, demands, suits, actions, or other proceedings arising solely from the acts or omissions of the Bank, its affiliates, or its end users. 2. The Bidder shall have no obligation under this clause or otherwise with respect to any infringement claim (a) based upon any use of the Deliverables not in accordance with this Agreement or for unintended purposes, or in violation of law; (b) based upon any use of the Deliverables in combination with other product, equipment, software, or data not intended by the Bidder to be used with such Deliverables; (c) that arises from any modification of the Deliverable by any person other than the Bidder (d) that arises out of or in relation to the negligence of the Bank and/or third parties other than Bidder or its employees.	Please adhere to terms and conditions of the RFP.

43	45	XV. Disclaimer	The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.	The Bidder propose to delete this clause as it imposes absolute liability on the bidder in those circumstances also where the Bank or its employees are at fault.	Please adhere to terms and conditions of the RFP.
44	46	XVI. Patent Rights	XVI. Patent Rights:- The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or software or hardware or any part thereof. In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall act expeditiously to extinguish such claims. If the bidder fails to comply and Bank is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Bank will give notice to the bidder of such claims, if it is made, without delay by fax/e-mail/registered post.	We propose to amend the clasue as below:- XVI. Patent Rights:- The Supplier shall not be liable for any infringement arising from (i) modifications made by the Bank or any unauthorized third party, (ii) misuse or use not in accordance with the Supplier's instructions, (iii) integration or combination with third-party products or systems not approved by the Supplier, or (iv) any specifications, designs, data, or requirements provided or mandated by the Bank.	Clause remains unchanged. Kindly refer to the RFP.
45	53	Clause XXX	Add the Clause	Request to please inclusion of the following as requested by XXXX contract team. Any audit shall be subject to the following: (I) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) Bank or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of the audit and any results thereof; (iii) the auditors or the representatives of Bank for the audit shall not be the Bidder's / Service Provider's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with the Bidder / Service Provider and be discussed and agreed mutually between Bank and the Bidder / Service Provider for its closure	Clause remains unchanged. Kindly refer to the RFP

46	53	XXX. Inspections and Tests	The Bank or its representative(s), RBI or any of the Statutory bodies, shall have the right to visit and /or inspect any of the Bidder's premises to ensure that services provided to the Bank is secured. The Bank shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.	The Bank shall notify the Supplier by giving a prior notice of five (5) business days in writing, in a timely manner, of the identity of any representatives retained for these purposes. The Inspection shall only be restricted to the Services that are provided to the Bank in this RFP. Service Provider shall have a right to hide all the information that are not related to the Services that are provided under this Agreement. The Bank and its affiliates shall abide the Confidentiality obligation under this agreement.	Please adhere to terms and conditions of the RFP.
47	60	Solicitation of Employees	Solicitation of Employees:- The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.	We propose to amned the clause as below:- Solicitation of Employees:- ~~The selected Bidder~~ neither Party , during the term of the contract shall not without the express written consent of the other Party ~~Bank~~, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the other Party ~~Bank~~ in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the other Party ~~Bank~~ at any time to terminate his/ her relationship with ~~the~~ that Party ~~Bank~~.	Clause remains unchanged. Kindly refer to the RFP.
48	85	AnnexureVI	Capbility/qualification details of Years of IS Audit experience	Is this relevant to furnish detials since scope is restricted to only VAPT . IS audit experience is invalid here. Kinldy remove.	Amendment: The term IS Audit experience may be considered as VAPT Experience
49	88	ANNEXURE -VIII	Bid Security Form	Do we need to submit this form with Technical Bid or it should be submitted by successful vendor	It is to be submitted at the time of Submission of Bid
50	97	ANNEXURE -XI	Non Disclosure Agreement	Please clarify this we need to submit on stamp paper or on letter head	Need to submit on stamp paper only.

51	99	Annexure-XI	Annexure-XI-Non-Disclosure Agreement 4. Term:- This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof. Notwithstanding the above, the obligations of the receiving party in respect of disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.	We propose to amned the existing clause as below:- Annexure-XI-Non-Disclosure Agreement:- 4. Term:- This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof. Notwithstanding the above, the obligations of the receiving party in respect of disclosure and confidentiality shall continue to be binding and applicable for a period of 3 years following termination or expiration of the agreement whichever occurs earlier. ~~without limit until such information enters the public domain.~~	Clause remains unchanged. Kindly refer to the RFP.
52	99	Clause 4 and *Clause 6*	Add the Clause	Request to please inclusion of the following as requested by XXXX contract team - Notwithstanding anything to the contrary, we shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality mentioned herein.	Clause remains unchanged. Kindly refer to the RFP
53	102	ANNEXURE -XII	Service Level Agreement	Please clarify this we need to submit with Technical Bid or it should be submitted by successful vendor	This is to be executed by the successful Bidder after issuing PO.

54	106	Section 3 - Detailed Scope of VAPT (Periodic as well as Adhoc)	Vulnerability Assessment (VA) shall be conducted for the shared platform at DC/DR/DNC/NDR and Third-Party Vendor locations, if necessary.	Please share the locations of the DC/DR/DNC/NDR and Third-Party Vendor locations.
				Also, please confirm whether resources are required to visit DC/DR/NDC/NDR and third-party vendor locations
					DC/NDC - Chennai;
					DR/NDR - Mumbai;
					Resource shall visit DC/DR/NDC/NDR and third-party vendor locations if necessary with no cost to Bank.

55	107	Indicative Infra List	Cloud/Container VAPT	For cloud/container platforms, please specify the cloud providers in use (AWS/Azure/GCP/Private) and environment layout (production vs non-production)?	The details will be shared with successful bidder.
56	109	No Business Downtime"	The SLA (Annexure-XII, Page 109) requires VAPT to be conducted with "no business downtime." While we will use non-destructive techniques, performance impacts or false positives triggering security controls can sometimes cause minor disruptions	an the Bank confirm that coordination with IT teams will be provided to manage such scenarios, and that penalties will not be levied for such unforeseen, minor issues that are resolved promptly?	clause remains unchanged. Kindly refer to the RFP
57	114	ANNEXURE -XIII	Performance Security Format	Please clarify this we need to submit with Technical Bid or it should be submitted by successful vendor	This is to be submitted by the successful Bidder as per RFP terms

58	-	Scope of "Associated Infrastructure"	The scope includes VAPT of applications and their "associated Infrastructure" (Servers, DB, Network devices, etc.). The indicative count for servers is 4500-5000 and network devices is 14500-15000.	. Is the expectation that every single one of these assets will be tested in every quarterly/half-yearly cycle? Clarification is needed	As per terms of RFP. Kindly refer to the same
59	-	-	Addition of new clause	We recommend incorporating the following clause in the RFP, as mentioned below:- Termination by the bidder for breach:- In the event Bank materially breaches this definitive Agreement or any statement of work, which breach is not cured within thirty (30) days after written notice specifying the breach is given to the Bank, the Bidder may terminate this definitive Agreement or any portion thereof or the applicable statement of work by giving written notice to the Bank.	Clause remains unchanged. Kindly refer to the RFP.
60	32-33	Section III, II. Scope of VAPT (Ad-hoc Assignment),	Ad-hoc assignments are described as "as and when required" with specific scope communicated per assignment	Please clarify if there is a minimum guaranteed number of ad-hoc assignments during the 2-year contract period, or if they are purely optional. Additionally, how will the turnaround time for ad-hoc assignments be defined	Ad-hoc assignments shall be given based on the requirements. No minimum numbers can be proposed
61	109-111	SLA Deliverables	deliverables include presentations to Top Management on ICT Security Posture.	Please clarify the frequency (e.g., quarterly) and if these are virtual or in-person at Chennai, including any travel reimbursement for bidders	There is no fixed frequency of such presentation to top management, however, Bank may call for such presentation based on its requirement time to time. The expenditure (if applicable) towards the same is to be borne by the bidder.
62	112-113	(Clause 9)ANNEXURE-XII Service Level Agreement,	LD/penalty terms in SLA match RFP	Please clarify if dispute resolution (arbitration in Chennai) allows mediation first, and if limitation of liability can be capped at contract value for indirect damages.	Clause remains unchanged. Kindly refer to the RFP.
63	24-29	Section II, VIII. Evaluation Criteria,	The RFP describes Eligibility Criteria in detail but mentions "Technical Evaluation Criteria" on page 29 without specifying scoring methodology (e.g., marks for experience, resources)	. Please clarify if technical evaluation is pass/fail based on eligibility, or if there is a scoring system (e.g., 70% minimum). If scored, provide the criteria and weightage.	All the eligibility Criteria must be fulfilled by the bidder at each stage to be qualified for next stage.
64	25-28	-	Eligibility criteria for bidders	It is requested to include those bidders who have ISO 9001, ISO 27001 & ISO 17025 for bid participation as this Project involves access to Indian Bank's critical applications and Bank's IT infrastructure	Adhere to terms and conditions of the RFP.
65	32,40	Multiple iterations allowed	Compliance testing scope & commercial model	Is there a limit on number of compliance testing cycles per assignment, or should pricing assume unlimited iterations? If unlimited, will additional compliance testing cycles be billed separately?	The revalidation has to be done on a continuos basis till mitigation of vulnerabilities.
66	32–33	Scope I & II Overview	Third-party hosted applications	Are third-party hosted applications under Bank’s control, and will access permissions / testing approvals be arranged by Bank?	Yes. The required permission will be arranged by the Bank.
67	32-36	I.Scope of VAPT (Periodic VAPT)	Public-facing Web & Mobile Applications (150–200 apps)	Please confirm the exact number of mobile applications (iOS/Android)? Additionally, we need the breakdown of web applications, including the count of static and dynamic pages.	Approximately between 25 to 35 Mobile Apps
68	32-36	I.Scope of VAPT (Periodic VAPT)	Compliance Testing	Compliance testing is listed as a separate activity. Please confirm whether this is the same as revalidation or if it refers to a different scope.	It refers to revalidation only

69	32-37	Section III, Scope of VAPT (Periodic VAPT),	The scope mentions Vulnerability Assessment & Penetration Testing for public-facing applications on a quarterly basis and internal applications on a half-yearly basis, including associated infrastructure (e.g., servers, databases, cloud/containerized platforms	Please clarify if the scope includes red teaming exercises or social engineering simulations, or if it is limited to black/gray/white box testing as described. If not included, can bidders propose these as optional add-ons?	Kindly refer to the RFP
70	97-101	ANNEXURE-XI Non-Disclosure AgreementClauses 1-2)	NDA defines confidential information broadly and restricts use to the "Purpose.	Please clarify if the NDA is mutual (protecting bidder's info like tools/methodologies) or one-sided, and if bidders can propose additions for IP protection of their reports/templates.	Clause remains unchanged. Kindly refer to the RFP.
71	97-101	clause6 ANNEXURE-XI Non-Disclosure Agreement,	Bank Requires return/destruction of info on demand	Please clarify retention period for audit/compliance (e.g., 7 years as per DPDP Act) and if digital copies can be retained encrypted for legal purposes.	The retention should be as per Government guidelines.
72	General Query	-	Generic Query - weightage of marks for eligibility criteria	Please specify the weightage of marks allocated for the eligibility criteria	All the eligibility Criteria must be fulfilled by the bidder at each stage to be qualified for next stage
73	General Query	-	Deliverables - Report tracking tool	Request to confirm whether the bank has a report tracking tool for tracking our reports? If not, how do we plan to track all the reports shared by the successful bidder for each testing activity ?	Bank has inhouse developed application for tracking of VAPT observations. However, the report of the activities should be submitted in the format mutually agreed upon.
74	General Query	-	Deliverables - Security tools	Please confirm whether the bidder can use either an on-premise tool or a cloud-based tool to perform the VAPT assessment?	Bidders are advised to use only commercially licensed tools on-premise.
75	General Query	-	-	Please reconfirm on the scope, specially on count of applications and Databases.	Kindly refer to the Page number from 32 to 36 for Scope and count of applications.
76	General Query	-	Deliverables - Open source tools	Some of our security assessments may require the use of open-source tools. Could you please clarify the guidelines on using open-source tools for conducting VAPT?	Only commercially licensed tools are expected to use. For other tools like open source, bidder has to take prior permission from Bank to use the same. It can be used only after Bank's permission.
77	General Query	-	Generic Query - extension of submission	Kindly provide us with extension of submission of the bid	Please adhere to the timeline as mentioned in the published RFP

78	General Query	-	Generic Query- Project Execution location	Please clarify whether All internal project executions will take place at the Chennai location or at any other locations? If there are additional locations, please elaborate on the assessments that need to be covered.	Project executions will take place at the Chennai office. In few cases, the resource may have to visit the below locations to perform VAPT if necessary.
					DC / NDC/ other offices - Chennai;
					DR /NDR/other offices - Mumbai;

79	General Query	-	-	Whether servers are internal or external systems ?	Servers are in both Internal as well as External network segments.
80	General Query	-	Deliverables - Security tools	Request to clarify whether the procurement and installation of the license are within scope, or if the existing licenses on the bank's machines can be utilized?	Vendor has to use commercially licensed tools at their own cost. For other tools, bidder has to take prior permission from Bank to use the same.

81	General Query	-	Generic Query- Project Execution	Kindly confirm if our understanding is correct: All public-facing application security testing can be done remotely. All internal-facing application security testing, configuration review, source code review, and infrastructure VAPT can be done at the Indian Bank's Chennai location.	Yes. All public-facing application security testing can be done remotely from within India. All internal-facing application security testing should be done in Bank's premises.