Clarification to Pre-bid Queries

S.No.	Section	Query	Clarification
1	Section 4: Scope of Work	i. Is re-validation is to be conducted afte each cycle of VAPT? ii. Is this re-validation exercise limited to checking only those fixes that were identified in the VAPT?	i. Yes, re-validation is to be conducted after each VAPT and within 6 months in each cycle ii. Yes
2	Form-2: Bidder's Qualification Criteria	Relaxation when an organisation is not profitable in last 3 years even if the turnover and other eligibility criteria are satisfied.	Not considered
3	Section 3.6 Earnest Money Deposit (EMD	Is an MSME exempted from submission of EMD?	Yes, MSME would be exempted from submission of EMD
4	Section 4: Scope of Work	VAPT for entire ICT infrastructure and public facing and intranet applications - Whether grey or black box testing is required.	Grey box testing has to be carried out on application layer and Black box testing has to be carried on Network Layer
5	Section 4: Scope of Work	Is the organization contemplating any changes to its IT infrastructure in the near future?	Certain changes are likely to be there as part of routine IT related activities by IRDAI. Bidder is expected to adequately scope for the same.
6	Section 4: Scope of Work	is the CCMP required to be in-line/aligned with BCP?	CCMP is to be aligned with BCP and CERT-IN template
7	Section 4: Scope of Work	Are the Comprehensive Information and Cyber Security Assurance audits to be based on IRDAI Guidelines?	Yes, as stated in Section 4: Scope of Work
8	Section 4: Scope of Work	Does hardware audit refer to configuration review of devices?	Hardware audit includes but is not limited to configuration review of devices
9	Section 4: Scope of Work	What is the scope of Application audit, Operations audit, Outsource system audit etc.?	Detailed list would be provided to the selected bidder.
10	Section 4: Scope of Work	What is the scope of review under the outsourced data centres?	The scope under the oursourced data centers is only to the extent of auditing the deployment setup of IRDAI in Primary, DR and near-DR
11	Section 7: Technical Bidding	Please elaborate on the acceptable qualifications?	It is defined in Section 7 and Form-2 (Bidder's Pre-Qualification Criteria)
12	Section 9.4 & Form-3 (Annexure-3)	Is it not required for the bidder to submit the performance bank guarantee along with the proposal?	The selected Bidder shall provide a Performance Bank Guarantee, as in Form-3 (Annexure-I), within 15 working days from the Notification of award of contract
13	Section 4: Scope of Work	What would be the scope of work on drafting Information and Cyber Security Assurance Programme and SOPs?	Information and Cyber Security Assurance Programme would be based on the updated Information & Cyber Security policy to be drafted by the bidder as a part of Scope of Work. Information and Cyber Security Assurance Programme shall contain the implementation Guidelines and SOPs for implementing the aspects stated in Information & Cyber Security policy.

14		What would be the scope of work for Comprehensive Information and Cyber Security Assurance audit?	Please refer Section 4: Scope of Work
15	Section 18: Payment Milestones	Would performance bank guarantee submitted be considered or we have to submit another bank guarantee for the payment of 10% of remaining amount?	performance bank guarantee (PBG) is to be provided by the selected bidder within 15 working days from the Notification of award of contract
16	Section 4: Scope of Work	What is the tenure of the Audits and VAPTs and other work in the scope?	Please refer Section 5 of the RFP
17	Section 4: Scope of Work	Is the checklist being referred "IRDAI Information & Cyber security guidelines and audit checklist", is the "Control A" checklist as per Circular issued on 7-4-2018	Yes, please refer Section 4 of the RFP
18	Form-2: Bidder's Qualification Criteria	Please confirm if the mode of submission is only through the e-procurement portal or we need to submit the hard copy documents in Cover A & B	The response of RFPs must be submitted on the e-procurement portal www.eprocure.gov.in by the date and time specified for the RFP. No physical copy of documents needs to be sent to the mentioned address except EMD draft (physical copy).
19	Section 5: Timeline of Deliverables	Please confirm if the duration mentioned against each activity is from the start of each activity or it is from the date of issuance of purchase order	The duration mentioned therein is for each activity and the duration for 1st activity is from date of commencement of the respective Stage
20		In case of selected bidder, will the EMD be returned or retained?	As per Corrigendum
21	Section 4: Scope of Work	Is internal VAPT also in scope?	Internal VAPT is in the scope of RFP. Please refer Section 4 of RFP
22	Section 4: Scope of Work	Are 3rd party applications and their interfaces in scope?	Yes, 3rd party applications and their interfaces are in scope of RFP

Bill of Materials

S.No.	Type of Device/Application Name/Particulars	Location/Platform	Count	Platform/Brief Details of System or Others
1	Nos. of Desktops	Offices of IRDAI (Hyderabad+Mumbai+Delhi)	331	Windows 10 pro,Windows 7,Ms Office 7(Enterprise),MS Office 16
2	Nos. of Laptops	Offices of IRDAI (Hyderabad+Mumbai+Delhi)	26	Windows 10 pro,Windows 7,Ms Office 7(Enterprise),MS Office 16
3	No. of Endpoints (Desktops + laptops)	Offices of IRDAI (Hyderabad+Mumbai+Delhi)	400	
4	No. of Endpoints only Mobile + IP Phones + Camera	60 + 281 + 56	400	
5	**Nos. Of Servers(42)**			
i	Hyderabad		23	
ii	Chennai		7	
iii	Nasik		4	
iv	Noida		4	
v	Bangalore		4	
6	Nos. and Type of OS	Hyderabad & Chennai & Nasik & Bangalore & Noida	55	Linux - 22,Windows - 5, Microsoft Windows Server 2012 - 6, Microsoft Windows Server 2008 - 6,SUSE Linux - 10,Microsoft Windows 10, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Server 2008, Sun Solaris
7	Nos. Of applications	Hyderabad & Chennai	38	IR, Investment, F&A Life, F&A Nonlife, Life,NonLife,Health,Acturail,TPA,Survyor, Broker, Investment,IMF, RARS, Inspection Portal,Attendance module, ISNP,Intranet, Inpection Reports on Intranet, Non-Life grievance,Communication Module,HODs Meeting module, Conference Hall booking, Public grievance module, gate pass module,IT help desk module, file management system, RAP, Referral registration module, Cross border reinsurance module,Insurance repository module, Website

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Bill of Materials

8	Nos. and Type of Database	Hyderabad & Chennai & Nasik & Bangalore & Noida	12	DB2 9.7 FP - 4, Microsoft SQL Server 2008 Enterprise - 2, Microsoft SQL Server 2014 Enterprise - 2,Oracle - 3, Microsoft SQL Server - 1
9	Nos. of Network Device/ Security Devices e.g Routers, Switches, Firewall	Hyderabad & Chennai & Nasik & Bangalore & Noida	118	Ethernet switchtes , SAN switches,Network Switches,Routers,Wireless controller,access points,prime server,firewalls etc.
10	No of External facing applications		3	Production portal
11	No. of Internal and External IP's.	Hyderabad & Chennai	1062	Apprx 1022 internal IPs and 40 external IPs
12	What are major technologies used in application like Java/ Net/ Webservices etc.			NW7.3 JAVA Portal Central Instance & Primary Server,NW7.3 JAVA Portal Additional Server I,NW7.3 JAVA Portal Additional Server II,NW7.3 JAVA Portal Database Server,SAP Trex 7.1,NW7.3 Process Integration, NW7.3 JAVA Portal Eductation System,NW7.1 Solution Manager,SBOP 4.2 Support pack 3,Data Services 4.2 Support Pack 8,Information Steward 4.2 SP3 Patch 8, SAP Web Dispacther - I,SAP Web Dispacther - II,SAPROUTER 7.20,N/W Load Balancer Hardware used for load balancing internet traffic between two web dispatcher servers, .NET 2.0/4.6
13	No. Of DC	Hyderabad & Nasik & Noida	3	
14	No. Of DR	Chennai & Bangalore	3	
15	No. of vendors and location/site		3	1 - Onsite web developer, 1 - Support developer offsite, BAP
16	How many data centres are outsourced?		6	
17	details of outsourced services			(1) AMC Services of HW/SW (2) Email Service (3) Networking for IRDAI (4) Web hosting and Portal maintenance (5) Supplier of toner (6) Management of Storage and Servers of BAP
18	Are we contemplating any changes in IT infrastructure in the near future ?	Yes		(1)Tender for Network Server upgrade with implementation of Virtualization has already been released on 9th Nov 2018.(2)Revamp of IGMS Portal, web hosting.(3) Migration of our e-mail services

NOTE: This becomes part of the RFP

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