Response to Prebid Queries - Tender No. Tender Reference No. CO:DIT:NEO:PUR:2023-24:399 Date: 11.03.2024

Sr. No	Page #	Point/Section #	Clarification points as stated in tender document	Comment/Suggestion	Bank's Response
1	16	Section 21 Scope of work – Section A – Milestone 1	Framing a comprehensive IT Outsourcing Policy for managing Bank's outsourcing risk in line with RBI's Master Direction on outsourcing of Information Technology	Does the Bank already have IT Outsourcing policy/SOP/Risk management framework (including the relevant templates) or bidder is supposed to draft it from scratch?	Consultant is expected to frame a comprehensive IT Outsourcing Policy.
2	16	Section 21 Scope of work – Section A – Milestone 1	Assisting Bank to identify key risk indicators and classify the vendors as per the determined risk.	We assume that bidder is responsible only for identifying the risk factors and not supposed to perform vendor risk assessment	Vendor risk assessment is not covered under the scope of this RFP, However successful bidder has to identify the vendors whose risk assessment needs to be carried out. Further, consultant is expected to suggest a tool for vendor risk assessment, if required.
3	17	Section 21 Scope of work – Section A – Milestone 2	Review and modification of existing Non- Disclosure Agreement (NDA) format and clauses for IT Outsourcing Service Providers in line with RBI's Master Direction on Outsourcing of IT Services	We assume that the scope includes only to update Procurement policy and NDA format in line with RBI's master direction only and not from legal point of view.	consultant is exptected to find the Gaps and draft Procurement Policy and NDA in non legal language, inline with RBI Master Directions.
4	17	Section 21 Scope of work – Section A – Milestone 3	Standardization of Tender and SLA documents in line with RBI's Master Direction on Outsourcing of IT Services Availing public cloud computing services (PAAS, SAAS etc.)	Is there an existing cloud adoption framework/Policy?	Bank is having a besic cloud security policy, which is in scope and consultant is expected to review the same.
5	17	Section 21 Scope of work – Section A – Milestone 4	Verification of existing and prospective Work Orders / Master Agreements/ SLAs / Contracts / Agreements with various vendors and Service Providers to identify the applicability of IT Outsourcing Policy, in line with guidelines prescribed in RBI's Master Directions of Outsourcing of IT Services	Can you please clarify the approximate number of contracts that needs to be assessed/verified for the 100 applications mentioned?	As on date, Bank is having around 100 Appplications and 105 Vendors. Consultant is exptected to classify vendors/applications on the basis of service provided by vendors. Contract/SLA of those vendors are to be reviewed which comes under the perview of Material IT outsourcing in line with RBI Master directions.
6	17	Section 21 Scope of work – Section A – Milestone 4	Submission of road map and Action plan to make the existing and in process / prospective Work Orders/Master Agreements/SLAs/Contracts/Agreements complaint with RBI Master directions and DPDP Act 2023.	We assume that the bidder is responsible to recommend a roadmap to make the bank compliant and not responsible for implementation of the roadmap. Also, the negotiation of contracts (new /revised) with Bank's vendors is not part of the scope. Is the understanding correct?	consultant is expected to prepare and submit a roadmap & Action plan to make the bank compliant. Further consultant is expected to assist the bank to implement the roadmap/action plan. Consultant is expected to assist the bank in neogotiation of contracts with vendors.
7	18	Section 21 Scope of work – Section B – Milestone 2	Modify and update Bank's existing policies and SOPs (Standard Operating Procedures), formulation of new policies and SOPs, covering following (but not limited to) in line with RBI's Master Directions on IT GRC. At present Bank is having approximately 20 policies and 40 SOPs	Is the specified number for Bank's existing policies & SOPs that needs to be reviewed limited to 20 & 40 respectively, please confirm?	yes
8	19	Section 21 Scope of work – Section C – Milestone 1	Identification of vendors / third parties processing Organization's data, usage as per SLAs processing undertaken,evaluation of data security measures applied.	Please provide a list of vendors who have access to personal data	After reviewing all 100 (approx.) applications (like CBS, HR Management, LOS, LMS, CRM etc.) consultant is expected to finalise the list of applications which can be considered as the source of Personal Data. And respective vendors who are having access to personal data.

9	19	Section 21 Scope of work – Section C – Milestone 1	Identification of DPD available with the organization and its lifecycle stages - creation, storage, usage (processing), transfer and elimination / purging. This includes review of existing processes and controls, products and services and data governance standards applied by the Bank.	Please provide a list of applications where personal data present	After reviewing all 100 (approx.) applications (like CBS, HR Management, LOS, LMS, CRM etc.) consultant is expected to finalise the list of applications which can be considered as the source of Personal Data.
10	19	Section 21 Scope of work – Section C – Milestone 2	Identify/Assess the processes that store, use, and retain personal data of children and persons with disabilities	Please provide a list of functions/sub functions who have access to personal data	Consultant is expected to identify.
11	24	Section 24. Eligibility Criteria Pt. 4	Bidder should have consulting experience of at least two assignments during last 5 years in consulting in Scheduled Commercial Bank in India having minimum 2000 branches, with 20 lakh as minimum contract value of each assignment in any of the following two (2) areas: 1.Implementation of RBI's Master Direction on IT outsourcing. 2.Formulation of IT Strategy, Policy & 3.Planning. 4.IT Risk Assessment, Governance and 5.control. 6.Digital Personal Data Protection	We assume that engagements with Schedule Commercial Bank in last 5 years with broader scope of work that includes mentioned criteria along with other areas, would satisfy the eligibility criteria	YES
12	24	Section 24. Eligibility Criteria Pt. 4	A copy of engagement letter/work order/ letter of award for each assignment to be furnished by the bidder. And Successful completion Certificate or Relevant Credential letters from concerned client/Bank.	Please confirm if invoice to the client/email from the client can be considered for demonstrating successful completion of current/past engagements.	Please check the Corringendum
13	28	Section 25.2 Technical Bid Evaluation Criteria & Section 25.3 Technical Bid Evaluation Methodology	Minimum Qualifying Score will be **70** percentage of the Technical Evaluation Criteria. AND Respondents scoring a minimum of 80 marks in the technical bid shall be considered for commercial bid opening. The Bank's decision will be final in this regard.	There are two cut-off criteria mentioned for technical evaluation (70 and 80), which is the right criteria? While the total of both criteria is 100, one is in percentage and the other is in marks. Which is the recommended unit of measure?	Please check the Corringendum
14	74	Annexure 11: Bill of Material (Total Cost of Ownership)	A: Consultancy Fee for the Project (Phase-1 for given Scope of Work) B: Fee for 60 additional man-days (Phase- 2)	While we understand the SoW for Phase A, can you please highlight and confirm SoW for Phase B as mentioned in Annexure 11 for deriving Total Cost of Ownership (TCO)?	Any activity which is inline with Section A, B, C of the scope of this RFP or any related activity which comes within two years of contract is to be assigned on the basis of mutualy decided number of mandays, at the rate of man-days charges quoted in this RFP.
15	16-17	Scope of Work	NA	Does the Bank currently have an IT outsourcing framework in place?	NO. Consultant is expected to formulate IT outsourcing framework for Bank
16	16-17	Scope of Work	NA	Do you maintain an up-to-date inventory of your vendors? Please provide the total count of vendors in the system	As on date, Bank is having around about 105 Vendors. Consultant is exptected to classify vendors on the basis of service provided. Consultant is expected to prepare and provide list of vendors which comes under the perview of Material IT Outsourcing in line with RBI Master Directions.

17	16-17	Scope of Work	NA	Do we also need to look at Financial/Other outsourcing, or is the scope limited to IT outsourcing? If yes, then which other circulars are to be covered?	scope is limited to only IT outsourcing.
18	16-17	Scope of Work	NA	Do we need to perform Inherent Risk Assessments/Materiality Assessments?Outsourcing Identification Assessments? Or do we only need to create the templates/checklists for the same?	Consultant is not exptected to perform Inherent Risk Assessments, but expected to perform Materiality Assessment and Outsourcing Identification Assessment.
19	16-17	Scope of Work	NA	Do we need to create checklist of contractual clauses mentioned in the RBI MD on IT outsourcing?	Consultant is expected to provide a checklist of the contractual classes as well as template of the contracts/SLAs inline with RBI Master Directions.
20	16-17	Scope of Work	NA	Do we need to review any vendor contracts/SLAs? If yes, how many?	As on date, Bank is having 100-120 application and about 105 Vendors. Consultant is exptected to classify vendors on the basis of service provided by vendors. Contract/SLA of those vendors are to be reviewed which comes under the perview of Material IT outsourcing in line with RBI Master directions.
21	16-17	Scope of Work	NA	Do we need to perform any vendor risk assessments? If yes, how many? If yes, do we need to also perform remediation testing?	Consultant is not Expected to perform Vendor Risk assessmment, but expected to identify and suggest the scope & list of vendors where vendor risk assessments is to be performed.
22	16-17	Scope of Work	NA	Regarding milestone 3, 'Standardization of Tender and SLA documents in line with RBI's Master Direction on Outsourcing of IT Services ', we can provide a list of relevant clauses that are prescribed in the above circular. Please confirm that this is the expectation here	Consultant is expected to provide a checklist of the contractual classes as well as template of the contracts/SLAs inline with RBI Master Directions.
23	16-17	Scope of Work	NA	Regarding Milestone 4 - Review and modification Contracts/ Agreements with various vendors. At present Bank is having around 100 Applications. Please clarify which applications are being referred to here, and if this is a typo error.	As on date, Bank is having around 100-120 Appplications and about 105 Vendors. Consultant is exptected to classify vendors on the basis of service provided by vendors. Contract/SLA of those vendors are to be reviewed which comes under the perview of Material IT outsourcing in line with RBI Master directions.
24	16-17	Scope of Work	NA	Do contracts with vendors need to be reviewed against the RBI Master Directions on IT outsourcing. If yes, how many contracts are to be reviewed?	As on date, Bank is having 100-120 Appplications and about 105 Vendors. Consultant is exptected to classify vendors on the basis of service provided by vendors. Contract/SLA of those vendors are to be reviewed which comes under the perview of Material IT outsourcing in line with RBI Master directions.
25	24	Elibility Criteria	NA	Based on our agreements with clients, we will not be able to provide completion certificates from clients. Can we share PO/EL for these?	Please check the Corringendum
26	19	2.1, Section C	Identification of DPD available with the organization and its lifecycle stages - creation, storage, usage (processing), transfer and elimination / purging. This includes review of existing processes and controls, products and services and data governance standards applied by the Bank.	Please provide the following details for this exercise: 1. Number of business process to be covered 2. Number of products in scope Does the bank have any existing data governance standards in place?	After reviewing all 100-120 (approx.) applications (like CBS, HR Management, LOS, LMS, CRM etc.) consultant is expected to finalise the list of applications which can be considered as the source of Personal Data. At present Bank is not having any data governance standard.

27	19	2.1, Section C	Identification of vendors / third parties processing Organization's data, usage as per SLAs processing undertaken, evaluation of data security measures applied.	How many vendors are in scope?	about 105
28	19	2.1, Section C	i. Identification of locations (physical and system) where personal data resides ii. Identify data movement and create Data flow diagrams iii. Create Data inventory (for personal data)	Is EY expected to conduct Discovery through manual approach or automated approach? If automated approach is required, do you have an existing tool that can be leveraged by EY or are we expected to bring an automation tool for data discovery?	Bank does not have any data Discovery tool, consultant may bring automated tool for data discovery.
29	20	2.1, Section C	ii. Practices defined under Information Technology Act vs. DPDP Act 2023 vs. Information and Cyber security RBI Guidelines 2023	Is EY expected to conduct a comparative analysis or just highlight gaps?	consultant is expected to to conduct a comparative analysis.
30	20	2.1, Section C	v. Awareness workshops for stakeholders and Train-The-Trainer	How many training sessions are expected?	consultant has to prepare a training plan to effectively cover the scope.
31	20-21	2.1, Section C	Milestone-5: Designing frameworks	Does CBI already have these policies in place?	NO
32	27-28	25.2 and 25.3	**25.3 Technical Bid Evaluation Methodology** Respondents scoring a minimum of 80 marks in the technical bid shall be considered for commercial bid opening. The Bank's decision will be final in this regard. **25.2 Technical Bid Evaluation Criteria:-** Minimum Qualifying Score will be 70 percentage of the Technical Evaluation Criteria.	What is the cut off for Technical evaluation? The RFP mentions 70% and 80% in different places	Cut off for Technical evaluation is 70%.
33	16	Section A - Reserve Bank of India (RBI) Master Direction on Outsourcing of Information Technology Services	Assisting Bank to identify key risk indicators and classify the vendors as per the determined risk.	Do you have a process to identify inherent risk of the vendor? Additionally please confirm if we need to draft a KRI.	No, Bank does not have a process to identify inherent risk. yes consultant is expected to draft a KRI.
34		Section A - Reserve Bank of India (RBI) Master Direction on Outsourcing of Information Technology Services		Please confirm if we need to perform Vendor Risk Assessments. If Yes, kindly provide the number of vendors for the same.	Vendor risk assessment is not covered under the scope of this RFP, However successful bidder has to identify the vendors whose risk assessment needs to be carried out. Further, consultant is expected to suggest a tool for vendor risk assessment, if required
35	17	Section A - Reserve Bank of India (RBI) Master Direction on Outsourcing of Information Technology Services	Review and modification of existing Non-Disclosure Agreement (NDA) format and clauses for IT Outsourcing Service Providers in line with RBI's Master Direction on Outsourcing of IT Services	We will only provide Gaps on the basis of Master Direction. There will be no assessment of the legal verbiage	consultant is exptected to find the Gaps and draft a NDA in non legal language, inline with RBI Master Directions.

36	17	Section A - Reserve Bank of India (RBI) Master Direction on Outsourcing of Information Technology Services	Milestone 3: Standardization of Tender and SLA documents in line with RBI's Master Direction on Outsourcing of IT Services	We will only provide Gaps on the basis of Master Direction. There will be no assessment of the legal verbiage	consultant is exptected to find the Gaps and draft SLA in non legal language, inline with RBI Master Directions.
37	17	Section A - Reserve Bank of India (RBI) Master Direction on Outsourcing of Information Technology Services	Milestone 4: Review and modification Contracts/ Agreements with various vendors. At present Bank is having around 100 Applications, wherein applicability of the RBI Master direction on IT outsourcing is to be reviewed.	Please confirm if we need to review all the 100 contracts?	As on date, Bank is having around 100-120 Appplications and about 105 Vendors. Consultant is exptected to classify vendors/applications on the basis of service provided by vendors. Contract/SLA of those vendors are to be reviewed which comes under the perview of Material IT outsourcing in line with RBI Master directions.
38	24	24. Eligibility Criteria	Successful completion Certificate or Relevant Credential letters from concerned client/Bank.	Please note that we don't always receive a completion certificate. Therefore, this might not be available for all clients	Please check the Corringendum
39	16	Section A - Reserve Bank of India (RBI) Master Direction on Outsourcing of Information Technology Services	Updated IT Outsourcing Policy for managing Bank's outsourcing risk aligned to RBI's Master Direction on outsourcing of Information Technology Services.	Do you have a an IT Outsourcing policy in place?	NO. Consultant is expected to formulate IT Outsourcing policy for Bank.
40	18	Section B - Reserve Bank of India (RBI) Master Direction on IT Governance, Risk, Controls and Assurance Practices		Deliverables - We understand that we only have to perform a Gap Assessment and there would be no follow-ups or remediation of Gaps. Please confirm the same.	Consultant is expected to Submit the Gap analysis reports along with plan of action to comply with RBI's Master Directions. Further, consultant is expected to assist the Bank to execute the plan and comply with RBI's Master Direction.
41	18	Section B - Reserve Bank of India (RBI) Master Direction on IT Governance, Risk, Controls and Assurance Practices	If Bank is not having any policy or SOP which is required as per the RBI's Master Directions on IT GRC/IT sourcing/DPDP Act 2023, consultant is expected to formulate the policy/ SOP	As per deliverables in Section B (Milestone 2), please provide the list of policies which have to be formulated	If Bank is not having any policy or SOP which is required as per the RBI's Master Directions on IT GRC/IT sourcing/DPDP Act 2023, consultant is expected to formulate the policy/ SOP
42	21	22. Timelines	The overall activities in the given scope of the project is expected to be completed in the time period of 8 (Eight) months	We understand that the overall timeline is 8 months. However, Please provide timelines for each Section (A,B and C)	Consultant may suggest the Section wise (A,B and C) Timeline, OR may start parallel activities from different sections of Scope
43	74	Annexure – XI		Please help us identify the 'BILL OF MATERIAL'. Kindly share the details	BOM should contain all the line item and their masked price and Total cost of Ownership(TCO). Please Check Annexure-XI of RFP
44	82	Annexure -XIV:: Experience Detail (Technical Evaluation)		Since value of projects are confidential, we might not be able to furnish the exact details. Please confirm if this is a mandatory requirement.	Approximate value or range may be submitted

45	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Data Inventory	Please provide list of all in-scope applications and systems (HR management system, payroll management system etc.) used to process and store personal data. Further, Please provide the geographical location of servers where personal data is stored.	After reviewing all 100-120 applications (like CBS, HR Management, LOS, LMS, CRM etc.) consultant is expected to finalise the list of applications which can be considered as the source of Personal Data. Geographical location of all the servers are Mumbai and Hyderabad
46	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Records of Processing Activities (ROPA) will be in-scope along with data discovery?	YES
47	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please provide information about the frequency of review for ROPA document, if applicable	YES
48	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether any tool or technology has been implemented for data discovery and data classification? If yes, please specify the details of such tool or technology in brief.	NO
49	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please specify number of departments for which data discovery will be prepared.	8-10 departments
50	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Data Flow Diagrams are prepared for Bank? If yes, please specify if DFDs are at department level or application level and specify exact number of in-scope departments / applications for which DFD will be prepared.	NO
51	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether data inventory of vendors or third parties (such as contractors, suppliers, affiliates etc.) will be in-scoped?	NO
52	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Milestone-4: Action Plan & Training	Whether data privacy training is being conducted for on-roll employees, contract employees, senior management and privacy working group? If yes, please specify the frequency of training.	NO
53	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		How many training sessions are in-scope. Please specify number.	Consultant is expected to design and propose a training programme for Bank staff and/or vendors
54	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether privacy based emailer development part of scope of work	Yes
55	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please specify in-scope departments handling personal data of individuals (employees, customers, vendors etc.).	6-8 Departments
56	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please specify in-scope number of applications used for handling personal data.	out of about 100-120 applications and about 105 vendors, consultant is exptected to review and suggest which are all the applications used for handling personal data and which are all the vendors with whome personal data is shared.

57	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	General Information	Please specify in-scope number of key vendors with whom personal data is shared.	out of about 100-120 applications and about 105 vendors, consultant is exptected to review and suggest which are all the applications used for handling personal data and which are all the vendors with whome personal data is shared.
58	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please specify if all sections of IT Act will be reviewed as part of Section C - Milestone 3 (Gap Assessment) or IT Act sections related to Data Privacy such as IT Act Sec 43, 69, 72, etc.)	IT Act sections related to Data Privacy are in scope
59	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Is there an existing tool/technology implemented for privacy within Bank? (example: ServiceNow, OneTrust, Securiti.ai) If yes, what are the modules that are currently implemented?	NO
60	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Privacy Governance Structure	Whether Bank has established a privacy governance structure?	NO
61	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has appointed a Data Protection Officer/Privacy Officer?	Being handelled by DIT/Digital Transformation Department.
62	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has designated department for Data Privacy?	DIT / Digital Transformation department.
63	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has defined roles and responsibilities and reporting metrics for DPO and privacy working group?	NO
64	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Privacy Assessments	Whether internal data privacy audits are conducted? If yes, please specify the frequency of these audits.	NO specific data Privacy Audit
65	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		When was the last data privacy internal audit conducted?	NO specific data Privacy Audit
66	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether entity-wide gap assessment is conducted to finds gap in compliance with applicable regulations? If yes, please specify the frequency.	No gap assessment conducted.
67	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether the entities are certified with any data privacy certification such as ISO 27701 - Privacy Information Management System (PIMS)? If yes, please specify the date of certification.	NO
68	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Privacy Impact Assessment is required for applications? Or Gap Assessment will be performed at Organizational Level. If at application level PIA is required, please specify number of applications and 1 line brief of the application.	Privacy Impact Assessment is required for Applications processing/storing Personal Data. Out of about 100-120 applications, Consultant is expected to review and find the applications storing/processing personal data.

69	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Data Privacy Framework (Policies and Procedures)	Please specify which of the following policies/procedures/guidelines/templates are currently operational or required to be prepared as part of Section C - Milestone 5. Data Privacy Policy Privacy Notice (at all data collection channels such as website, physical forms, etc.) Data Principal Rights Policy Third Party Data Transfer Policy Transfer Impact Assessment Procedure Vendor Management Policy Anonymization and Pseudonymization Guidelines Data Classification Policy Clear Screen and Clear Desk Policy Privacy by Design Policy Data Privacy Incident and Breach Management Policy Data Retention and Disposal Policy Human Resource Data Protection Policy Consent Management Guidelines Workplace Monitoring Policy Data Principal Rights templates Cookie Notice and Banner Data Breach Notification template Data Processing Agreements Software Development Lifecycle Policy any other data privacy related policy/procedure (please specify)	Consultant is expected to prepare all the policies/procedures/guidelines/templates inline with applicable regulations.
70	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Specify the frequency of review/update of policies and procedures.	yearly
71	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Specify the parties (on-roll employees, contract employees, partners, vendors etc.) to whom the policies and procedures are applicable.	policies and procedures are applicable to Bank's Customers, on-roll employees, contract employees, partners, vendors etc.
72	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether the polices and procedures published on Intranet?	NO
73	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether the cookie banner has been implemented on all the websites?	NO
74	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Data Principal Rights	Whether Bank has a mechanism to handle Data Principal's (employees, customers, representatives of vendors/third-party, or any other individual to whom personal data relates) requests for exercising rights?	NO
75	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether the Data Principal requests are handled manually or using any application?	manual as well as through application

76	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Data Principal Rights	Whether there is mechanism for handling grievances of Data Principals regarding personal data processing activities?	NO
77	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Data Principal Rights policy is implemented?	NO
78	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Consent Management	Whether consent management guidelines are prepared and implemented?	NO
79	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether consent forms are implemented at all data collection channels?	NO
80	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has channel for receiving consent withdrawal request from Data Principal and request flow matrix?	NO
81	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether logs for all types of consents (cookie consent, employee consent etc.) maintained?	NO
82	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank have mechanism for obtaining consent of parents/guardians in case of processing personal data of minors/disabled?	NO
83	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Privacy by Design	Please specify the type of applications used by Bank. (Ex: application for managing personal data, suppliers, customers, employees etc.)	CBS,HRMS,CRM, forex, SWIFT, Treasury etc.
84	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has an in-house application development team? If yes, whether any application is developed that stores or processes personal data?	Yes, Bank has in-house application Development team. No, any major is not developed by banks in-house development team.
85	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has implemented privacy by design policy?	NO
86	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank performs privacy assessment for applications on-boarded through vendors?	NO
87	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether privacy by design is integrated with the software development life cycle?	NO
88	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank conducts privacy based vendor assessments before onboarding vendor?	NO

89	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Vendor Management	Whether Bank conducts periodic privacy assessments for all its vendors to ensure privacy compliance? If yes, please specify the frequency of the assessments.	NO
90	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has signed Data Processing Agreement with all its vendors processing personal data. If No, whether the contracts with vendors consists of key privacy clauses.	NO. Few contracts may have key privacy clauses.
91	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether the contracts with all vendors reviewed periodically?	NO
92	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether privacy based policies and procedures made applicable on vendors processing personal data on behalf of Bank?	NO
93	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Cross-Border Data Transfer	Whether the personal data is transferred outside India?	consultant has to find if the applications like SWIFT, Forex etc. comes under the perview.
94	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please provide information about the geographical location where personal is transferred along with purpose of transfer.	across India
95	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether Bank has data transfer policy in place?	NO
96	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Breach Management	Whether Breach Management policy is implemented?	Although separate data breach policy is not available, data privacy related requirement is covered in other policy
97	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether tools/systems are in place to monitor security incidents?	YES
98	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether the entities have defined roles and responsibility metrics for Incident response team?	YES, Cosultant is exptected to review and certify if the same is in line with RBI Master Directions and DPDP Act 2023
99	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether there is a process and template for notifying affected individual in the event of a data breach?	YES, Cosultant is exptected to review and certify if the same is in line with RBI Master Directions and DPDP Act 2023
100	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please list the monitoring solutions adopted for incident management (DLP, SIEM, Network Traffic Monitoring, Endpoint Detection and Response, etc.)	SOC, SOAR, SIEM, DLP, Network Traffic Monitoring, Endpoint Detection and Response ect are in place, consultant is expected to review and suggest if any other tool(s) is required in line with RBI Master Directions and DPDP Act2023.

101	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023	Technical Measures	Please specify the personal data deletion and destruction method(recoverable, irrecoverable).	Consultant is expected to suggest inline with DPDP Act 2023
102	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please provide information if personal data is encrypted at rest and in motion. Further, please specify the methods used.	In few application it is encrypted, while in others it may not. Different encryption methods are used in different application
103	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please provide information if vulnerability assessment and penetration testing is performed. Further provide information with regards to the frequency.	VAPT is performed half yearly, as per RBI Guidelines
104	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please provide information regarding the measures implemented to secure network (e.g.: creation of DMZ, anti-virus, firewall rules, etc.)	DMZ, Anti-virus, Firewall, WAF, Anti-APT, anti-DDoS, SOC, SOAR, SIEM, DLP ect.
105	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		How frequently are the firewall rules reviewed?	Yearly
106	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please provide information if IDS/IPS tools are implemented.	YES, IDS and IPS are in place
107	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Whether there are automated processes in place to ensure timely and consistent data deletion?	NO
108	19	Section C- The Digital Personal Data Protection (DPDP) Act, 2023		Please provide information if network devices, and system components hardened before use.	YES
109	65-71	Annexure VII and Annexure VIII	Bank Guarantee (Annexure VII) and Non - Disclosure Agreement (Annexure VIII)	Please confirm - Bank Guarantee (Annexure VII) and Non - Disclosure Agreement (Annexure VIII) will not be part of bid as they will be submitted in case of obtaining the contract.	YES
110	75	Annexure XII	Annexure-XII Bank Guarantee in lieu of EMD	Please confirm if EMD of Rs. 3,00,000 is refundable or Non-Refundable.	Refundable
111	72	Annexure IX	Annexure – IX :: Pre Bid Query Format	Do we need to attach Pre-Bid Queries (Annexure IX) along with Bid?	NO
112	24	24. Eligibility Criteria	4. Bidder should have consulting experience of at least two assignments during last 5 years	As per '24. Eligibility Criteria' we need to submit Engagement Letters for "consulting experience of at least two assignments during last 5 years in consulting in Scheduled Commercial Bank in India having minimum 2000 branches". Can you please confirm if the same experience can also be added for 'Technical Bid Evaluation Criteria'?	YES
113				Please confirm if both Commercial and Technical details are supposed to be part of the same bid document	NO. There shoud be TWO bids. One is technical bid and another is commercial bid.

114	24	Eligibility Criteria 4	Bidder should have consulting experience of at least two assignments during last 5 years in consulting in Scheduled Commercial Bank in India having minimum 2000 branches, with 20 lakh as minimum contract value of each assignment in any of the following two (2) areas: 1. Implementation of RBI's Master Direction on IT outsourcing. 2. formulation of IT Strategy, Policy & Planning. 3. IT Risk Assessment, Governance and control. 4. Digital Personal Data Protection.	Submission of completion certificates may not be possible. Hence, we request the Bank to accept our self declaration on the same. Also, projects such as DPDP, IT outsourcing are initiated just now by the Bank and may not be complete yet. We request the Bank to consider the same.	Please check the Corringendum
115	24	Eligibility Criteria 4	Bidder should have consulting experience of at least two assignments during last 5 years in consulting in Scheduled Commercial Bank in India having minimum 2000 branches, with 20 lakh as minimum contract value of each assignment in any of the following two (2) areas: 1. Implementation of RBI's Master Direction on IT outsourcing. 2. formulation of IT Strategy, Policy & Planning. 3. IT Risk Assessment, Governance and control. 4. Digital Personal Data Protection.	We request the Bank to consider the GDPR Act experience along with Digital Personal Data Protection Act	No Change
116	24	Eligibility Criteria 4	Bidder should have consulting experience of at least two assignments during last 5 years in consulting in Scheduled Commercial Bank in India having minimum 2000 branches, with 20 lakh as minimum contract value of each assignment in any of the following two (2) areas: 1. Implementation of RBI's Master Direction on IT outsourcing. 2. formulation of IT Strategy, Policy & Planning. 3. IT Risk Assessment, Governance and control. 4. Digital Personal Data Protection.	Considering that there are few banks with 2000+ branches, we request the Bank to reduce the criteria to 1000 branches.	Please check the Corringendum
117	24	Eligibility Criteria 4	Bidder should have consulting experience of at least two assignments during last 5 years in consulting in Scheduled Commercial Bank in India having minimum 2000 branches, with 20 lakh as minimum contract value of each assignment in any of the following two (2) areas: 1. Implementation of RBI's Master Direction on IT outsourcing. 2. formulation of IT Strategy, Policy & Planning. 3. IT Risk Assessment, Governance and control. 4. Digital Personal Data Protection.	Please confirm that engagements delivered in the last five years shall be considered.	YES
118	63	25.2 Technical Evaluation	Client References on Bidders Letter head (Annexure - XV)	Many of the clients do not agree to provide references to other organizations. Wherever possible we will submit the information.	Please check the Corringendum

119	63	25.2 Technical Evaluation	The marks distribution on consultancy experience on specified areas will be as under : 1) Implementation of RBI Master Direction on IT Outsourcing (2.5 marks for each implementation experience, maximum 4 implementations) – maximum 10 Marks 2) formulation of IT Strategy, Policy & Planning (2 marks for each implementation experience, maximum 4 implementations) – Maximum 8 Marks 3) IT Risk Assessment, Governance and control (1.5 marks for each implementation experience, maximum 4 implementations) – Maximum 6 Marks 4) Digital Personal Data Protection (1.5 marks for each implementation experience, maximum 4 implementations) – Maximum 6 Marks	We request the Bank to consider the GDPR Act experience along with Digital Personal Data Protection Act	No Change
120	63	25.2 Technical Evaluation	The marks distribution on consultancy experience on specified areas will be as under : 1) Implementation of RBI Master Direction on IT Outsourcing (2.5 marks for each implementation experience, maximum 4 implementations) – maximum 10 Marks 2) formulation of IT Strategy, Policy & Planning (2 marks for each implementation experience, maximum 4 implementations) – Maximum 8 Marks 3) IT Risk Assessment, Governance and control (1.5 marks for each implementation experience, maximum 4 implementations) – Maximum 6 Marks 4) Digital Personal Data Protection (1.5 marks for each implementation experience, maximum 4 implementations) – Maximum 6 Marks	We request the Bank to consider IS risk assessment engagements	The engagement shoud cover RBI's Master Directions on outsourcing of Information Technology Services Dated 10th April 2023, IT Governance, Risk, Controls and Assurance Practices Dated 7th November 2023.
121	63	25.2 Technical Evaluation	The marks distribution on consultancy experience on specified areas will be as under : 1) Implementation of RBI Master Direction on IT Outsourcing (2.5 marks for each implementation experience, maximum 4 implementations) – maximum 10 Marks 2) formulation of IT Strategy, Policy & Planning (2 marks for each implementation experience, maximum 4 implementations) – Maximum 8 Marks 3) IT Risk Assessment, Governance and control (1.5 marks for each implementation experience, maximum 4 implementations) – Maximum 6 Marks 4) Digital Personal Data Protection (1.5 marks for each implementation experience, maximum 4 implementations) – Maximum 6 Marks	We understand that this is for each citation. Not all consulting engagements will be for implementation only.	YES

122	19	Section C, Point i	Identification of DPD available with the organization and its lifecycle stages - creation, storage, usage (processing), transfer and elimination / purging. This includes review of existing processes and controls, products and services and data governance standards applied by the Bank.	What does DPD stand for in this context ? Is it existing data flows?	Digital Personal Data. Yes, existing data flow.
123	19	Section C, Point i	Identification of DPD available with the organization and its lifecycle stages - creation, storage, usage (processing), transfer and elimination / purging. This includes review of existing processes and controls, products and services and data governance standards applied by the Bank.	How many processes, service and applications does CBI have	After reviewing all 100-120 (approx.) applications (like CBS, HR Management, LOS, LMS, CRM etc.) consultant is expected to finalise the list of applications which can be considered as the source of Personal Data.
124	19	Section C, Point ii	Identification of vendors / third parties processing Organization's data, usage as per SLAs processing undertaken, evaluation of data security measures applied.	How many vendors does CBI have and should we assess all the vendors or only few critical vendors (5) will be given by the bank?	out of about 105 vendors, consultant is exptected to review and suggest which are all the applications/vendors used for handling/processing/sharing personal data. These vendors are to be assessed.
125	19	Section C, Point ii	Identification of vendors / third parties processing Organization's data, usage as per SLAs processing undertaken, evaluation of data security measures applied.	"evaluation of data security measures applied" - Does this involve assessing vendor applications?	YES
126	19	Milestone -2, Point ii	Identify data movement and create Data flow diagrams	Can we limited creation of data flow diagrams for critical processes (Eg 15 or so)	Consultant is expected to create DFD for all the process where Digital Personal Data is involved.
127	19	Milestone -2, Point vi	Identify data movement outside the country	Do you have operations outside India. Kindly share the list of countries	NO. At present we don't have any overseas branch. Consultant is expected to review if any application (like SWIFT, Forex, Treasury etc.) send Bank Customers Digital Personal Data outside the country.
128	20	Milestone -3, Point ii	To evaluate all process, people & departments, data governance/ privacy governance of clients, and other applicable controls against regulatory clause. To collaborate with third party technical experts to undertake technology feasibility study	Can you share details of areas where you are planning to seek tools help eg., Data discovery, consent etc?	Consultant is expected to suggest.
129	20	Milestone - 3	NA	Consent management is not included under gap assessment. Is this excluded from scope?	Bank is not having consent management framework, consultant is expected to formulate the same, as per the scope.
130	20	Milestone -3 ,Deliverables, Point ii	Practices defined under Information Technology Act vs. DPDP Act 2023 vs. Information and Cyber security RBI Guidelines 2023	Cyber security RBI Guidelines 2023 - We will be confining ourselves to data privacy requirements. Kindly confirm if that is the ask.	During gap assessment, related policies/guidelines/directions/Act are to be taken care.
131	20	Milestone -4 ,Deliverables, point ii	Support in framing of Data Protection Policy & related architecture	Data Protection Policy & related architecture - Does the architecture here means changes to the IT architecture or only from the business processes point of view	Both IT as well as Business Point of view, dipending on the gap
132	20	Milestone -4 ,Deliverables, point v	Awareness workshops for stakeholders and Train-The-Trainer	Kindly define number of "Awareness workshops for stakeholders and Train-The-Trainer" sessions	Consultant is expected to propose a plan for Workshop and train-the-trainer session.
133	21	List of key professionals	NA	Does mix of hybrid and onsite consultants work for you or you want everyone to work from your office	Onsite Only
134	NA	NA	NA	Does the bank have any data discovery tool or we need to bring in our own tool to perform data discovery? If yes, the cost will be borne by the Bank?	Bank does not have any Data Discovery tool. Consultant may bring the tool for data discovery.
135	16	Section A Milestone 1	Assisting Bank to identify key risk indicators and classify the vendors as per the determined risk.	How many vendors are to be included in risk categorization? Please provide the count.	Out of about 105 vendors, consultant is exptected to review and suggest which are all the applications/vendors used for handling/processing/sharing personal data. These vendors will be considered for risk categorization.

136	16	Section A Milestone 2	Milestone-2: Review and modification of Procurement Policy and Non-Disclosure Agreement	Is the procurement policy specific for IT outsourcing or is it for financial outsourcing as well? Please note that for financial outsourcing there are separate regulations and may not come under IT outsourcing.	consultant is expected to review the existing procurement policy and NDA
137	16	Section A Milestone 2	Milestone-2: Review and modification of Procurement Policy and Non-Disclosure Agreement	We understand that we have to review the existing NDA format. Please confirm.	Yes, existing NDA is to be reviewed.
138	17	Section A Milestone 3	Standardization of Tender and SLA documents in line with RBI's Master Direction on Outsourcing of IT Services	We understand that we need to review and update the existing procurement guidelines for the highlighted type of procurements. Please confirm.	Standardization of Tender and SLA documents in line with RBI's Master Direction on Outsourcing of IT Services
139	17	Section A Milestone 4	Review and modification Contracts/ Agreements with various vendors. At present Bank is having around 100 Applications, wherein applicability of the RBI Master direction on IT outsourcing is to be reviewed.	Please confirm the number of contracts to be reviewed. Each application may have multiple agreements.	As on date, Bank is having around 100-120 Appplications and about 105 Vendors. Consultant is exptected to classify vendors/applications on the basis of service provided by vendors. Contract/SLA of those vendors are to be reviewed which comes under the perview of Material IT outsourcing in line with RBI Master directions.
140	17	Section A Milestone 4	Review and modification Contracts/ Agreements with various vendors. At present Bank is having around 100 Applications, wherein applicability of the RBI Master direction on IT outsourcing is to be reviewed.	Our scope of work will include only to review the compliance related clauses in the agreement. Legal and capability / service specific clauses will have to be reviewed by the Bank team.	As on date, Bank is having around 100-120 Appplications and about 105 Vendors. Consultant is exptected to classify vendors/applications on the basis of service provided by vendors. Contract/SLA of those vendors are to be reviewed (non-legal clauses) which comes under the perview of Material IT outsourcing in line with RBI Master directions.
141	17	Section A Milestone 4	Review and modification Contracts/ Agreements with various vendors. At present Bank is having around 100 Applications, wherein applicability of the RBI Master direction on IT outsourcing is to be reviewed.	We will not be involved in any contract negotiations. Please confirm our understanding.	Consultant is expected to Submit the Gap analysis reports along with plan of action to comply with RBI's Master Directions. Further, consultant is expected to assist the Bank to execute the plan and comply with RBI's Master Direction.
142	17	Section A Milestone 4	Review and modification Contracts/ Agreements with various vendors. At present Bank is having around 100 Applications, wherein applicability of the RBI Master direction on IT outsourcing is to be reviewed.	Is Due diligence at the time of renewal as per RBI guidelines to be covered in scope? If yes, pls confirm the number of vendors and number of agreements.	Yes, Due diligence at the time of renewal is to be covered. As on date, Bank is having around 100-120 Appplications and about 105 Vendors. Consultant is exptected to classify vendors/applications on the basis of service provided by vendors. Contract/SLA /vendors which comes under the perview of Material IT outsourcing in line with RBI Master directions will be considered in scope.