

**RFP for Web Based Integrated Audit Management Solution****Responses to Pre-Bid queries**

(The Bank reserves the right to change/modify/ amend the dates/terms & conditions mentioned in the RFP document as per its requirement, which will be communicated on IDBI Bank's website.)

Sr. no.	RFP Ref Page no	RFP Clause no	Existing clause Details	Clarification Sought	IDBI Response
1	Page 30	4.28 Application Security:	<p>The solution should have high standards of built-in security to support the following:</p> <ul style="list-style-type: none"><li>• Secure access control mechanisms including multifactor authentication.</li><li>• Session management.</li><li>• Role Based Access management to ensure that users get to access only that data/functionality for which they are authorized.</li><li>• Data access control.</li><li>• Audit trail and forensics readiness.</li><li>• Data (at rest and in transit etc.) should be encrypted.</li><li>• Vendor should comply with requirements on Information/Cyber Security, Data Privacy and Data Leakage as defined by Company/Regulator/Statutory authority from time to time.</li></ul>	<p>We understand that built-in security standards will be this. Do you have any additional security measures within the Bank apart from this. Is there any specific requirement on data Privacy and it's security like encryption ?</p>	<p>The Bank has internal security protocols and controls that will be shared with the selected vendor during the implementation phase.</p> <p>The proposed solution must be capable of meeting all security and encryption requirements specified in the RFP, including but not limited to data encryption at rest and in transit.</p> <p>Regarding data privacy, the Bank follows stringent data protection policies in line with applicable regulatory and legal frameworks.</p> <p>The following are needed from the Data Privacy Perspective Contractual Clauses</p> <ol style="list-style-type: none"><li>1. Right to Audit - The Right to Audit is a contractual clause that grants one party (typically a client or regulator) the authority to review and verify the records, processes, and compliance of another party (usually a vendor or service provider).</li><li>2. Breach Notification as per prescribed regulatory timelines - Ensure timely notification of data breaches to affected individuals and relevant authorities in accordance with applicable regulatory requirements and jurisdiction-specific deadlines.</li><li>3. Right to conduct Forensic investigation in case of security incident, data breach - to determine the cause, assess the impact, and implement corrective measures in accordance with applicable laws and internal policies.</li><li>4. <u>Unlimited liability clause in case of non compliance to Data Privacy</u></li></ol>
2	16	ELIGIBILITY Criteria (Point Number 2)	<p>Besides having registered office in India, Bidder should also have a direct support office at Mumbai to provide onsite resource support (In case direct support offices is not present in Mumbai, an undertaking be provided stating that onsite resource support would be provided in Mumbai).</p>	<ol style="list-style-type: none"><li>1. Can we provide support through our partner company office in Mumbai.</li></ol>	<p>Please refer RFP. In case direct support offices is not present in Mumbai, an undertaking be provided stating that onsite resource support would be provided in Mumbai.</p> <p>However, the ownership, accountability will be of the Bidder and the same will be incorporated in SLA. Penal provisions may be invoked in case of non-compliance of terms of SLA.</p>
Place: Mumbai Date : May 31, 2025					