

PRE BID QUERY BY PROSPECTIVE BIDDERS AND BANK'S RESPONSE
FOR Tender Reference Number: CO:DIT:PUR:2021-22:324

SI No.	Query	Bank's Response
1	Rs. 500 stamp paper is required for the integrity pact: Due to the present Covid 19 situation it is very difficult to procure the required stamp paper. In that regard, can we submit the document in our company letter head duly signed and stamped and later when the situation normalizes, we can submit the document on the required stamp paper?	A signed undertaking on company's letter head by authorized signatory can be given to submit the Original Integrity Pact on Rs.500 Stamp Paper before opening of Commercial Bid.
2	As we are a registered MSME company, please confirm that we are exempted from the tendering fee and EMD submission.	YES - PLEASE REFER RFP/CORRIGENDUM-1
3	Please describe the business/process for which PCI DSS Certification is required.	
	a. Please confirm both issuance and acquiring to be covered under the scope.	YES
	b. Card Issuance Process :	
	i. Please mention the card brands (VISA/Master/RuPay)	VISA,Master, RuPay
	ii. Is Card Printing Handled by third Party.	YES
	c. Card Acquiring :	
	i. List of all the Acquiring channels Such as POS, ATM, Internet Banking, etc.	ATM
	d. List of all the services provided by the 3rd Party.	CBS, UPI, Mobile Banking, Call Centre, Payment Gateway, RRB-CBS, FI-Gateway, FTM (Middleware)
4	Kindly confirm if we need to perform the below activities:	Whatever necessary testing requirements for successful certification process for PCI-DSS, need to be carried out by the successful bidder.
	a. Internal Network VA and PT	YES
	b. Application Security Testing for Web and Mobile Apps	YES
	c. Segmentation PT	YES
5	Please provide the following information:	
	a. Number of Internal IP addresses (systems) in scope -	Around 3700 ATM's, Aprox 200 systems
	b. Number of External IP addresses (Public IPs) in scope -	Nil
	c. List/Number of Applications in scope (Web, Android, iOS) -	Exact details of application will be provided to the successful bidder.
6	Number of onsite and offsite ATMs	
	a. Onsite (within branch)	2748
	b. Offsite	905
7	Does the bank do the following activities? (Please mark Yes/No)	
	a. Card Embossing	YES (OUTSOURCED)
	b. Card Fulfillment	YES (OUTSOURCED)
	c. PIN Printing	YES
8	Name of the applications used. Please mark Yes/No, if any of these are PA DSS validated.	
	a. Core Banking	Bancs24 (NO)
	b. Credit card Management system	Not Applicable
	c. Debit card Management system	DCMS (YES)

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	d. ATM Switch	TANGO (YES)
	e. Fraud monitoring application	EFRMS (Enterprise fraud risk management system) (NO)
	f. Loyalty points	YES
9	Banking Channels (Please mark 'Yes', if present OR 'No' if absent)	
	a. Internet Banking	YES
	b. IVR Banking	YES
	c. SMS Banking	YES
	d. Mobile banking	YES
10	Vulnerability Assessment - This will be needed every quarter (Please mark 'Yes' if required OR 'No' if not required)	The bidder has to consider all such necessary testing/Scan/VA that may be required for successful certification process for PCI-DSS. Total No.: Approximately 200 IPs
	a. Number of internal Ips	
11	ASV Scan - This will be needed every quarter (Please mark 'Yes' if required OR 'No' if not required)	
	a. Number of Ips	
12	Network Penetration Testing - Internal	
	a. Number of Ips	
13	Network Penetration Testing - External	
	a. Number of Ips	
14	Application Penetration Testing	Exact details of application will be provided to the successful bidder.
	a. Number of Applications	
15	Details of Applications	
	a. Name of the application	CBS(CBI + RRB), INTERNET BANKING UPI, Mobile Banking, CALL CENTRE, PAYMENT GATEWAY, FTM (Middleware)
	i. Is it a web or a mobile application?	Exact details of application will be provided to the successful bidder.
	ii. Coding language	
	iii. Brief description of application	
16	Installation of the following systems	
	a. Log Monitoring	NO
	b. FIM Solutions	NO
	c. IPS and IDS	NO
17	Monitoring of logs, FIM alerts, IDS and IPS alert for a period of one year - SOC Operations	NO
18	Request you to consider and provision the remote conduct of PCI DSS gap assessment, consulting and certification activities for Central Bank. This is owing to prevailing CoViD-19 travel and quarantine restrictions.	Decision shall be taken at the time of PCI-DSS Gap Assessment.