

Annexure - 'G'

Issue of clarification / Amendment to the SRM e-tender RFX No (7000028535) in response to the pre-bid queries

Sr. No	Page No. & Clause No.	Description	Query / Clarification / Changes requested by Vendor	Revision / Comments by MSETCL
1	Tender Notice	Bid submission date extension	Bid submission date extension	Last date for submission of the bid has been extended
2	Page No. 17 Clause No. 5	The bidder should be CERT-In empaneled Information Security Auditors for the last FIVE years (from the date of issue of RFP) and should continue to remain empaneled during the term of contract/ agreement. Bidder shall submit Proof of CERT-In empanelment for the last FIVE years from the date of issue of RFP.	Requested modification in clause as below, <i>"The bidder must be CERT-In empanelled security auditor organisation as on 31 October 2023/ should have already applied for the CERT-In empanelment (new/ renewal) as on 30 September 2023"</i>	No Change
3	Page No. 17 Clause No. 7	Experience: Bidder should have Experience of successfully completed similar works during the last Five years ending the last day of month previous to one in which the E-Tender are invited should be either of following. a. "Three similar completed works costing not less than the amount equal to 40% of estimated cost." OR b. "Two similar completed works costing not less than the amount equal to 50% of estimated cost." OR c. "One similar completed work costing not less than the amount equal to 80% of estimated cost." For experience purpose, amount pertaining to similar nature of work will only be considered instead of complete Work Order Value.	Experience: Bidder should have Experience of successfully completed similar works during the last Five years ending the last day of month previous to one in which the E-Tender are invited should be either of following. a. "Three similar completed works costing not less than the amount equal to 20% of estimated cost." OR b. "Two similar completed works costing not less than the amount equal to 40% of estimated cost." OR c. "One similar completed work costing not less than the amount equal to 50% of estimated cost." For experience purpose, amount pertaining to similar nature of work will only be considered instead of complete Work Order Value.	No Change
4	Page No. 17 Clause No. 7	Note - Similar works means Cyber Security Audit / VAPT of the IT / OT systems.	Note - Similar works means Cyber Security Audit / VAPT of the IT / OT systems / Information Security audit of Government (Central/ State/ PSU)/ Private Sector (Power/ Utilities/ Gas/ Telecom)/ Financial Institutions/ Banks/ Insurance Companies	No Change Comments : Cyber Security Audit / Information Security Audit / VAPT of the IT /OT systems of the Government / Private Sector will be considered as similar works
5	Page No. 18 Clause No. 8	Bidder should have experience of the similar work in Power Sector . Copy of the work order & work completion certificate to that effect from concern organization is required to be uploaded at the time of submission of tender. In case such work order has been already uploaded against Sr. No. 7, reuploading is not required.	Bidder should have experience of the similar work in Power Sector/ Financial Institutions/ Banks/ Insurance Companies Copy of the work order & work completion certificate to that effect from concern organization is required to be uploaded at the time of submission of tender. In case such work order has been already uploaded against Sr. No. 7, reuploading is not required.	No Change
6	Page No. 18 Clause No. 9	Bidder should have more than 100 employees on their payroll. Out of which at least 20 employees should have cyber security certification CEH / OSCP / CISA / CISSP . Bidder should submit the undertaking as per the Annexure 'E' – Undertaking from Bidder.	Bidder should have more than 25 employees on their payroll. Out of which at least 10 employees should have cyber security certification CEH / OSCP / CISA / CISSP/ ISO 27001 . Bidder should submit the undertaking as per the Annexure 'E' – Undertaking from Bidder.	No Change
7	Page No. 7 Clause No. 1(v)	Review of ISMS policy and its implementation.	Request to confirm is there ISMS policies already prepared and approved	No Change Comments : ISMS policies has been already prepared and in approval process. ISMS policies prepared are to be reviewed.
8	Page No. 7 Clause No. 1(vi)	Review of compliance of previous audit reports	May we request you to please confirm how many previous audit reports are there for bidder's review	No Change Comments : 11 to 15 audit / configuration review reports are available for bidder to review

9	Page No. 7 Clause No.1(x)	Conduct Cyber Security risk assessment considering latest cyber-attacks	Request to clarify that the security risk assessment to be conducted for all the assets or on sample basis of the assets	<p>No Change</p> <p>Comments : As per tender document Page No 9</p> <p>If the utility decides to follow the sample-based approach, following criteria must be adopted by the auditor while performing cyber security audit:</p> <p>a) For all critical assets (as defined in CEA guidelines): 100 % samples shall be analyzed.</p> <p>b) For not so critical assets: more than 25 % and the selection should be based on relative importance.</p>
10	Page No. 8 Clause No.2(V)	Review of AV log review records	May we request you to please clarify the period of log records to be reviewed	<p>To be read as :</p> <p>Review of AV log review records of last 90 days</p>
11	Page No. 9 Clause No.3(V)	User awareness level	May we request you to please confirm if we have to prepare content and provide trainings. What will be the frequency of training and who will be the audience	<p>Comments : Bidder shall examine the OT System user awareness regarding BCP/DRP</p>
12	Page No. 14 Clause No.3	The security auditor, after the completion of the work, shall issue the "Security audit clearance certificate" stating that all the vulnerabilities found/identified during the security audit have been closed/fixed/accepted.	<p>We request that you kindly amend the requirement of the security certificate and allow audit report submission as a requirement.</p> <p>Providing comprehensive reports instead of a certificate would be a more effective and informative way to present the findings of our VAPT assessment. These reports will contain detailed information about the vulnerabilities identified, their severity levels, and recommended mitigation measures.</p>	<p>No Change</p> <p>Comments : In addition to the 'Security audit clearance certificate', Audit reports are also has been asked as a deliverables in tender document Point no 3. SERVICE LEVEL AGREEMENT (SLA) (Page no 15 & 16)</p>
13	Page No. 15 Clause No.3	Service Level Agreement (Point No . 01) - Pre Audit 01. Soft copy of Audit Plan detailing the methodology of audit and should include the escalation matrix. 02. SOP, structure, and contents of final deliverable for each type of audit reports. Time lines: 07 days from the date of issue of PO	Request to amend the Timelines as follows: 10 days from the date of completion of Project kick-off meeting and on receipt of all the pre-requisites from the respective service providers	No Change
14	Page No. 16 Clause No.3	Service Level Agreement (Point No . 03) - VAPT OF THE IT & OT Systems, NETWORK & SECURITY DEVICES, Endpoints and Configuration Audit 01. Vulnerability Assessment & Penetration Testing Report 02. Configuration Audit Report Timelines: 30 days from the date of intimation by MSLDC	Request to amend the Timelines as follows: 45 days from the date of intimation by MSLDC and on receipt of all the pre-requisites and access approvals	No Change
15	Page No. 17 Clause No.7	<p>Experience: Bidder should have Experience of successfully completed similar works during the last Five years ending the last day of month previous to one in which the E-Tender are invited should be either of following.</p> <p>a. "Three similar completed works costing not less than the amount equal to 40% of estimated cost." OR b. "Two similar completed works costing not less than the amount equal to 50% of estimated cost." OR c. "One similar completed work costing not less than the amount equal to 80% of estimated cost.</p>	<p>Request to amend the clause as follows:</p> <p>Point No. 07 - Experience: Bidder should have Experience of successfully completed similar works during the last Five years ending the last day of month previous to one in which the E-Tender are invited should be either of following.</p> <p>a. "Three similar completed works costing not less than the amount equal to 80% of estimated cost."</p>	No Change
16	Page No. 17 Clause No.7	Copy of work order & work completion certificate to that effect from concern organization is required to be uploaded at the time of submission of tender.	<p>As many of our engagements are on going and also some client doesn't provide completion certificate, may we request you to please update the clause as below:</p> <p>Copy of work order & Phase/work completion certificate/ Self declaration by the bidder to that effect from concern organization is required to be uploaded at the time of submission of tender.</p>	No Change

17	Page No. 17 Clause No.8	Bidder should have experience of the similar work in Power Sector. Copy of the work order & work completion certificate to that effect from concern organization is required to be uploaded at the time of submission of tender. In case such work order has been already uploaded against Sr. No. 7, reuploading is not required.	May we request you to please update the clause as below: Bidder should have experience of the similar work in Power Sector/ Govt Sector/ PSU. Copy of work order & Phase/work completion certificate/ Self declaration by the bidder to that effect from concern organization is required to be uploaded at the time of submission of tender.	No Change
18	Page No. 17 Clause No.11	Audited annual accounts including balance sheets and other financial statements for Last Three Financial Years OR Bidder should submit digitally signed ITR from income tax department for last Three financial years.	As audit for financial year 2022-2023 is still in progress, may we request you to please consider last three year as 2019-20, 2020-21, 2021-22	No Change Clarification: Since audit of FY 2022-2023 is in progress, Audited annual accounts including balance sheets and other financial statements / digitally signed ITR from income tax department for FY 2019-20, 2020-21 & 2021-22 can be submitted.
19	Page No. 18 Clause No.12	The average annual turnover of the bidder during last three Financial years should not be less than 60% of estimated cost. Certificate from CA stating turnover of last 3 financial years required to be uploaded.	Request to amend the clause as follows: The Annual Turnover of the bidder should not be less than Rs. 100 Crores in each of the 3 financial years (i.e., 2019-20, 2020-21 & 2021-22).	No Change
20	Page No. 18 Clause No.13	Bidder should submit valid solvency certificate for amount Not Less than 25% of the estimated cost.	Request to amend the clause as follows: Bidder should submit valid solvency certificate for amount Not Less than 20 crores	No Change
21	Page No. 20 Clause No.Special Terms & Conditions	Point No. C - As per ISO-27001 Standard and NCIIPC/CEA guidelines issued time to time	Request to clarify that the bidder need to conduct gap assessment as per the ISO-27001 Standard and NCIIPC/CEA guidelines issued time to time	No Change Comments : All the Audit reports would be prepared module-wise /functionality wise, as per ISO-27001 Standard and NCIIPC/CEA guidelines issued time to time
22	Page No. 21 Clause No.Terms & Conditions	Point No. i -The leaving resource should provide knowledge transfer to the replacing resource for at 6 working days and alternate resource should be deputed in case any of the resource is absent for more than 3 business days consecutively, within one month.	Request to clarify that the bidder need to deploy alternate resource if any deployed resource is absence due to medical emergency / critical situations on case to case basis subject to approval from MSLDC	No Change
23	Page No. 22 Clause No.Terms & Conditions	Point No: 03: You should deploy the CEH / OSCP / CISA / CISSP certified professional with minimum experience of the 1 year 6 months at MSLDC Airoli & ALDC Ambazari to carry out the Cyber Security Audit of the IT & OT systems as per the scope of work. Their registration/certificate should be valid as on date. You shall submit the relevant documents such as ID Proof, Valid Cyber Security certificate, Experience Certificate for the same. No any system access will be permitted to the professional not qualifying these criteria.	Request to clarify that bidder need to deploy one resource at MSLDC Airoli and one at ALDC Ambazari. That means total 2 resources need to deploy for the project	No Change Comments : Bidder should deploy the resources to complete the activities as per scope of work in time bound manner as specified in tender document.
24	Page No. 23 Clause No.10	Penalty (Liquidated Damages (LD)): If the contractor fails to complete the work within stipulated period as above, penalty towards delay @ ½ % per week of the invoice value will be levied and deducted from bill for non-execution of work. For the purpose of penalty clause, the completion of works in all respects to the satisfaction of the MSETCL shall be considered to be applicable.	Considering the financial health of the engagement, may we request you to please update the clause as below: If the contractor fails to complete the work within stipulated period as above, penalty towards delay @1/2 % per month of the invoice value will be levied and deducted from bill for non-execution of work.	No Change
25	Page No. 44 Annexure-C	Description/indicative List of activities but not limited to	May we request you to please elaborate "but not limited to" and enlist all the activities to be covered as a part of the scope of work.	Comments : Apart from the Description/Indicative List of activities, bidder can perform the other activities as per the standard practices adopted by the bidder.