

Sr No.	Page No.	Clause	QUERIES	IGL RESPONSE
1	NA	NA	Please specify the number of simulation drills to be conducted annually for each of the following vectors	Clarification: Please refer page 59, para 2 of SOW
	NA	NA	a. Email Phishing drills	Clarification: Please refer page 59, para 2 of SOW
	NA	NA	b. SMiSHing drills (WhatsApp)	Clarification: Please refer page 59, para 2 of SOW
	NA	NA	c. Vishing drills	Clarification: Please refer page 59, para 2 of SOW
2	NA	NA	What are the number of lookalike email domains that are required by IGL for phishing simulation drills for a period of 2 years?	Clarification :IGL have access to around 20+ similar domains, however bidder may consider 10 such doamins for phishing simulation purpose.
3	NA	NA	Is the vendor supposed to acquire the lookalike domains and SSL at their cost?	Clarification :NO
4	59	Point no 4 (SOW)	The solution should support both English and Hindi language . Please specify.	Clarification :For the training purpose, videos should have option & support for both languages english as well as hindi.
5	60	Point no 7 (SOW)	Upon execution of infected file, user's screens should freeze for a significant time (as per IGL Engineer-In-Charge requirement) with a customization message over the windows screen. What is the definition of significant time?	Clarification :As per standard industry practice or atleast 2 to 5 minutes.
6	NA	NA	Government of India/ State Governments/ Public Sector Units, gives preference to Make in India in all projects below INR 200 Cr. This point is missed out in the document. Please clarify.	Tender conditions prevails
7	NA	NA	Queries related to LMS	
	NA	NA	a. Number of training modules required	Clarification :There should not any limitation on such training modules available at bidder portal.
	NA	NA	b. Length of each training module	Clarification :as per industry standards
	NA	NA	c. Frequency of training module assignment to employees	Clarification :as per industry standards
	NA	NA	d. Number of employees who would have access to LMS platform (overall, and maximum expected at any given time)	Clarification :As per subscribed users licenses
8	59	POINT NO 11 (SOW)	Over the same platform of Offered solution should have option to simulate Vishing where solution will initiate the pre-recorded voice-calls to the set of users (as per user list available) and ask the corresponding users to submit the response through numeric input For Simulation drill . Is IGL going to provide DND filtered numbers?	yes
9	9	Point no 7.1(B)	Bidder should have successfully executed work order of providing of cybersecurity training & simulation Solution of at least Rs.1,62,250/- (incl. GST) for preceding last 07 years from the date of floating of tender. Please mention Bidder/OEM	Tender conditions prevails
10	9	POINT NO 7.3(A)	Notes on Technical BEC: In case of a running contract a certificate issued by the end client to the bidder clearly, stating the executed value till the date of floating of tender defining the complete scope of work duly certified by end client must be submitted along with the offer. P lease mention Bidder/OEM	Tender conditions prevails
11	10	After opening of bid, tax rates as quoted by different bidders for each item shall be compared and if any variation is observed amongst the qualified bids then confirmation on applicable HSN codes and tax rates shall be sought from each of them. Reconfirmed tax rates shall be considered for evaluation and award of contract keeping the scope and other tender terms and conditions unchanged.	Need More Clarification	If different bidders provide different HSN codes and GST rates then clarification from bidder is sought for providing evidence for applicable GST rate
12	7.52	Service Period The solution will be availed for a period of one (02) year from the date of commissioning/successful acceptance	Period of one (02) year	Clarification :The hiring of solution is for 2 years.
13	77	As per clause no. 7.3 under Section-I (IFB) of Tender, copy of relevant certificate, copy of work order, completion certificate. The bidder should be Microsoft authorized LSP/LAR Partner.	Microsoft is not related to the Technincal SOW and OEM, Request to amend this clause.	Corrigendum Uploaded
14	52	Terms Of Payment The payment will be done on quarterly basis against invoices duly certified by Engineer-in-Charge within 45 days from the date of submission of bills to the OWNER	Request you to please make the payment term to 100% advance as this is a cloud based paltform and we put a significant upfront efforts to set it up.	Clarification :Remain same as per tender
15	60	Offered Solution should have option to send message over the WhatsApp to all the tentative participants in a whole group or to the some selective employee as per the IGL Requirements	The responsibility of acquiring the phone number for the campaign lies with the IGL Team. For WhatsApp Phishing The phone number chosen for the campaign must be registered with the Facebook Business Profile. Alternatively, if the IGL already has a registered phone number associated with their Facebook Business Profile, they may provide that number instead.	Clarification :Sim card may be provided by the IGL
16	36	Bidder to provide customize wallpaper, screensaver, newsletter as a part of cybersecurity awareness campaigns	Regarding the customization of existing content, it will be part of the Managed Service. However, IGL can upload their own logo as a co-branding customization to all of the current content.	Clarification: Under standing is right.
17	37	Bidder to provide training material & awareness training on all the latest threats.	The awareness training on all the latest threats will be part of the managed service, but the library is updated monthly according to market trends and attack patterns.	Clarification: Under standing is right.
18	63	Cyber security training and simulation solution (Managed services) for 900 users per year	To clarify, the 900 users is the total number of users allowed under the license. Since the license is based on unique email addresses, swapping users during the license period is not possible	Clarification :Please refer page 59, para 1 of SOW
19	67	Form 2 Deviation Form	Is this form related to a pre-bid query? Or is it a separate form that needs to be filled out?	Clarification :No, this form is not for pre-bid queries.