



**Pre-bid queries replies**  
**TENDER NO. IGL/ET2/CP/CM18852**  
**HIRING OF CYBERSECURITY AWARENESS TRAINING & SIMULATION SOLUTION FOR IGL**

SR. NO.	Section No.	Clause number	Clause	Query	Suggested Change/Clause	IGL RESPONSE
1	Section I (IFB)	6.5 PART-I(Unpriced bid)	ii)Power of Attorney to the bid signatory on Non-Judicial Stamp Paper / Board Resolution on Company letterhead	In case of a proprietor firm, if the proprietor is bidding , then is there a need of Power of Attorney?		In case of a proprietor firm and the proprietor is bidding, then there is no need for submitting Power of Attorney; You have to submit self declaration for the proprietor.
2	Section I (IFB)	7.1 (TECHNICAL BEC)	III. The bidder must be ISO 27001/27002 complied.	We request for a clause change to bidder/OEM must be ISO 27001/27002 complied.	III. The bidder/OEM of the solution, must be ISO 27001/27002 complied.	Tender Conditions Prevalts
3	Section I (IFB)	7.4 Documents Required	i) Technical: Valid ISO 27001/ ISO 27002 certificate shall be provided by the bidder	We request for a clause change to Valid ISO 27001/ ISO 27002 certificate shall be provided by the bidder/OEM	i) Technical: Valid ISO 27001/ ISO 27002 certificate shall be provided by the bidder/OEM	Tender Conditions Prevalts
4	Section I (IFB)	11.4 (BID SECURITY)	Bidders have to upload scanned copy of their EMD on the e-tender portal. During bid opening, any bid uploaded without such scanned copy shall be summarily rejected	As per clause 11.5 "PSUs and firms registered as Micro/Small Enterprise with MSME or NSIC are exempted from furnishing Earnest Money Deposit (EMD) / Bid Security". We suggest for clause change as mentioned in Suggested Change column	Bidders have to upload scanned copy of their EMD on the tender portal. During bid opening, any bid uploaded without such scanned copy shall be summarily rejected except for the PSUs and firms registered as Micro/Small Enterprise with MSME or NSIC, which are exempted from furnishing Earnest Money Deposit (EMD) / Bid Security.	Tender condition prevails.
5	SECTION V(SOW)	1.0 SCOPE OF WORK:	21. The bidder must have a minimum of 2 nos. OEM certified professionals for the proposed solution on their payroll with at least 5 years of experience. Supporting documents required. Certified security professional's certificates along with undertaking from company for resources on company payroll with mentioned experience.	We request for modification of clause as mentioned in suggested Change column	The bidder must have a minimum of 2 nos. security professionals on their payroll with at least 5 years of experience. Supporting documents required; Undertaking from company for resources on company payroll with mentioned experience.	Tender Conditions Prevalts
6	Security Awareness Simulation	WhatsApp Phishing Simulation	WhatsApp phishing simulation listed as mandatory	WhatsApp phishing simulation is listed as mandatory. Considering Meta's API and BSP restrictions, can IGL clarify whether native WhatsApp delivery is mandatory or whether SMS-based simulations mimicking WhatsApp communications would be considered acceptable?		Clarification - IGL requires WhatsApp phishing simulations to be delivered through the WhatsApp platform using the necessary Meta API/authorized channels. Please note that SMS/Smishing simulations are covered separately under the "Smishing Simulation" scope and should be treated as an independent requirement.
7	Security Awareness Simulation	WhatsApp Reporter Button	Report phishing button for WhatsApp	The RFP requires a "Report Phishing" mechanism for WhatsApp simulations. Can IGL clarify the expected reporting workflow (e.g., native WhatsApp integration, chatbot, URL redirection, web form, or alternate mechanism)?		Clarification - The reporting mechanism for WhatsApp phishing simulations may be implemented through any suitable method, such as a chatbot, URL redirection, web form, or other equivalent mechanism. The solution should enable users to conveniently report suspected phishing messages and allow tracking of reporting metrics within the platform.
8	Security Awareness Simulation	AI Vishing	AI-based vishing with executive impersonation	For AI-driven vishing simulations involving executive impersonation, can IGL clarify whether actual executive voice samples will be provided by IGL or whether synthetic/generic AI-generated voices are acceptable?		Clarification - IGL may provide voice samples of selected executives, wherever required, for AI-driven vishing simulations. The vishing simulation should be AI-driven capable of real-time interaction with users. IVR-based or rule-based bot calls will not be considered acceptable.
9	Security Awareness Simulation	WhatsApp Templates	Pre-loaded WhatsApp templates	Can IGL clarify the expected mechanism for delivering WhatsApp templates, considering WhatsApp Business API approval requirements and BSP dependencies?		Clarification - The bidder shall be responsible for arranging all necessary WhatsApp Business API and BSP integrations/approvals required for delivering WhatsApp phishing simulation templates. Also the whatsapp number required for simulation must be acquired by bidder only.
10	Security Awareness Simulation	WhatsApp Delivery Infrastructure	WhatsApp simulation delivery	Will IGL provide and manage the required WhatsApp Business Account (WABA), BSP subscription, API credentials, and approvals required for native WhatsApp simulation campaigns?		Clarification - The bidder shall be responsible for arranging all necessary WhatsApp Business API and BSP integrations/approvals required for delivering WhatsApp phishing simulation templates.
11	AI Vishing	Telephony Infrastructure	AI Vishing Campaigns	Will IGL provide telephony infrastructure, SIP trunks, caller IDs, and regulatory approvals required for conducting vishing simulations, or are bidders expected to provision these services?		Clarification - Bidder to provision these services.
12	User Base	User Scope	User Count	Please confirm the total number of users to be covered under phishing, vishing, WhatsApp simulations, awareness training, and reporting requirements.		Clarification - Please refer Page 59, point no. 4 of the tender.
13	Languages	Content Localization	Awareness Content	Please confirm all languages required for phishing simulations, vishing content, WhatsApp simulations, and awareness training modules.		Clarification - The solution should support English and Hindi for phishing simulations, vishing campaigns, WhatsApp simulations, and awareness training modules. Additional regional languages, if required during the contract period, shall be mutually discussed and agreed upon.
14	Integrations	Email Integration	Phishing Simulations	Can IGL confirm whether email delivery will be executed through client mail infrastructure (M365/Exchange/SMTP relay) or through vendor-managed infrastructure?		Clarification - Email delivery for phishing simulations may be executed through the bidder's platform/infrastructure. Further, the solution should provide integration capabilities with Active Directory (AD)/Microsoft Entra ID for user synchronization and campaign management.
15	Integrations	User Provisioning	User Management	Can IGL clarify whether user onboarding will be through Active Directory/Azure AD integration, CSV upload, or both?		Clarification - The solution should support both Active Directory (AD)/Microsoft Entra ID integration and CSV-based user onboarding.
16	Reporting	Dashboard & Reports	Reporting Requirements	Can IGL clarify whether custom report formats and executive dashboards are required beyond standard platform reporting capabilities?		Clarification - Standard platform reporting capabilities are required as a minimum. However, the solution should also support customizable reports about a person risk score.
17	Infrastructure	Hosting Requirement	Platform Hosting	Is deployment expected on-premises, private cloud, or SaaS? If on-premises, please share infrastructure sizing and deployment requirements.		Clarification - The solution shall be provided as a managed service. Kindly refer Point 1 of the Scope of Work.



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18	Compliance	Data Residency	Data Storage	Please clarify any data residency requirements applicable to user data, campaign data, and reporting information generated by the platform.		Clarification - All user data, campaign data, reporting information, and related service data shall be stored and processed within India. The bidder shall ensure compliance with applicable Indian laws, regulations, and data protection requirements.
19	Awareness Training	Training Content	Content Library	Can IGL confirm whether custom awareness content development is required as part of the scope, or if standard content libraries are acceptable?		Clarification - Kindly refer to the Branding Requirements specified on Page 62 of the Tender Document.
20	Support	Managed Services	Campaign Execution	Please clarify whether the bidder is expected to fully manage campaigns end-to-end or provide platform access with client-managed execution.		Clarification - The bidder shall provide end-to-end managed services for planning, execution, monitoring, reporting, and optimization of campaigns. However, the solution should also provide administrative access to authorized IGL personnel for monitoring and management purposes.
21	Scope of Work	Point No.05	The solution should support both English and Hindi language	Please confirm the Language require for pamphlet is in Hindi and English but the Application is in English Only		Clarification - Yes
22				Please confirm the any additional training instead of Security awareness and Cyber Security awareness		Clarification: Training required for Security Awareness and Cyber Security Awareness only.
23				Please confirm the Premises and Location of Work & training with full address.		Clarification: IGL Bhawan, Sector - 9, New Delhi & IGL WTC office Naroji Nagar, New Delhi
24		Simulation Customization		Does IGL require fully customized simulations mapped precisely to your actual operational and business scenarios, or will our standard product offerings be acceptable for this engagement?		Clarification: Standard product with minor customized simulation with look / feel with IGL can meet our requirements.
25		Hosting & Infrastructure		Is the training agency expected to manage the hosting infrastructure locally, or can the platform be hosted on our secure cloud ecosystem? (Please note: As the OEM, KNOLSKAPE's standard application hosting is securely deployed on AWS/Amazon Web Services servers).		Clarification: The solution is on service model with hosting at OEM / public cloud in India.
26		Telecom & API Gateways		For executing interactive voice calls and automated WhatsApp messaging features within the simulation, will IGL provide access to its corporate telecom gateways and WhatsApp Business API, or is the bidder expected to procure and integrate third-party telecom services?		Clarification: Its totally in bidder scope, IGL will not provide corporate telecom gateway and WhatsApp business API etc.