

Responses to pre-bid queries dated 04.12.2025 (GEM/2025/B/6578600)

Bid for Red Team Exercise at Gujarat Security Operations Center (GSOC), Gandhinagar (GEM/2025/B/6578600)

Sr. No.	Tender Description	Query / Clarification / Suggestions from the Bidder	Responses of pre-bid Queries
1	SECTION 4: SCOPE OF WORK (BUT NOT LIMITED TO) / Clause No. 4.2 Responsibilities of the Bidder	b. Deploy two (2) qualified resources and all required on-premise automated tool to execute Red Team Exercises at GSDC. Kindly provide clarity on: 1. the qualification of the resource to be deployed 2. the licenses shall be in the name of DST or GIL 3. the dedicated compute shall be provided by User Department/ GIL for tools to be installed	For Point No. 1 Minimum qualifications <ul style="list-style-type: none"> Any Graduate - Preferred Bachelor's degree in Computer Science/IT/Cybersecurity. 2+ years hands-on offensive security experience (red- team). Strong experience running end-to-end red-team exercises against enterprise environments. Certifications: CRTA / OSCP / OSCE / eCPPT For Point no. 2: license shall be in name of Security Operations Center Directortate of ICT and eGovernance Department of Science and Technology Government of Gujarat. For Point no 3: Compute resource will be provided.
2	SECTION 4: SCOPE OF WORK (BUT NOT LIMITED TO) / Clause No. 4.4 Technical Details	a. Reconnaissance — Gather information about the Data Center's network, systems, applications, and personnel to identify potential attack vectors. h. Social Engineering — Conduct social engineering attacks, such as phishing and baiting, to test the human element of security. Kindly provide clarity on number of users to be considered	a- to gather critical information about critical infrastructure to facilitate a successful attack by identifying vulnerabilities and weaknesses h- to conduct phishing campaign of approx 500 users/month
3	SECTION 2: ELIGIBILITY CRITERIA / Clause No. 2.1 PQ Criteria for bidders	6. The Bidder must have valid Certificate as on date of Bid submission. — ISO 9001:2015, — ISO 27001:2013, — SOC 2 TYPE 1 and 2 certified Request you to kindly modify the clause as below: The Bidder must have valid Certificate as on date of Bid submission. — ISO 9001:2015, — ISO 27001:2013, — SOC 2 TYPE 1 or SOC 2 TYPE 2 certified	The Bidder must have valid Certificate as on date of Bid submission. — ISO 9001:2015, — ISO 27001:2013, — SOC 2 TYPE 1 or SOC 2 TYPE 2 certified
4	Indemnity	The Client shall indemnify and hold harmless the Protiviti India for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such Protiviti India.	As per the RFP
5	Limitation of the Bidder's Liability towards the Purchaser	The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services. The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.	As per the RFP

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6	Non-solicitation	<p>During the Restricted Period, no Engagement Personnel of either party shall solicit for employment any Engagement Personnel of the other party.</p> <p>“Engagement Personnel” shall be defined as only those personnel of either party who</p> <p>a) are directly involved in the provision of Services under the applicable Statement of Work, or</p> <p>b) are the direct recipients of such Services.</p> <p>The “Restricted Period” shall be defined to include</p> <p>a) the Term of the applicable Statement of Work,</p> <p>b) a period of 12 months after the expiration of such Term, and</p> <p>c) for those Engagement Personnel whose involvement as a direct provider or recipient of Services ends prior to the expiration of the Term, for 12 months after such involvement ends</p> <p>Provided, that this restriction shall not apply to</p> <p>a) Engagement Personnel of a party who respond to general advertisements for positions with the other party,</p> <p>b) Engagement Personnel of either party who come to the other party on their own initiative without direct or indirect encouragement from the other party’s Engagement Personnel, or</p> <p>c) generic recruiting activities by non-Engagement Personnel, including direct outreach by recruiters of either party who have sourced the individuals in the ordinary course of recruiting through the use of research, agencies, social media and/or other technology or tools</p>	As per the RFP
7	Force Majeure	<p>I. To the extent that the provision of the Services is impacted by a pandemic (including COVID19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party’s personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services.</p> <p>II. Where the Bidder Personnel are required to be present at Client’s premises, the Bidder will use reasonable efforts to provide the Services onsite at Client side, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent</p> <p>a) any government or similar entity implements restrictions that may interfere with provision of onsite Services</p> <p>b) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or</p> <p>c) a bidder’s resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk</p>	As per the RFP
8	Termination for Convenience	<p>In case of termination, Client shall pay the Bidder for all work-in progress, Services already performed, and expenses incurred by the Bidder up to and including the effective date of the termination of this Agreement.</p>	As per the RFP
9	Retention of copies	<p>On payment of all Protiviti India fees in connection with this Contract, the Client shall obtain a non-exclusive license to use within its internal business, subject to the other provisions of this Contract, any Deliverables or work product for the purpose for which the Deliverables or work product were supplied. Protiviti India retains all rights in the Deliverables and work product, and in any software, materials, know-how and/or methodologies that Protiviti India may use or develop in connection with this Contract.</p>	As per the RFP
10	Non-Exclusivity	<p>It is agreed that the services are being rendered on a non-exclusive basis and the Bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.</p>	As per the RFP

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11	Confidential Information	<p>I. Confidential Information shall include any information which is identified by you at the time of disclosure as being of a confidential nature (including, but not limited to, business plans, products, trade secret processes or methodologies, software, documentation, design specifications, other technical documents and other proprietary rights or information) or that is disclosed to us under circumstances that would lead a reasonable person to understand that such information is confidential or proprietary in nature. Confidential Information does not include information that</p> <p>a) is or becomes generally available to the public without breach by us of our confidentiality obligations under this Services Contract,</p> <p>b) is received by us from a third party without restriction against disclosure,</p> <p>c) was known to us without restriction prior to disclosure, or</p> <p>d) is independently developed by us without subsequent use of Confidential Information</p> <p>II. We shall protect the Confidential Information in a manner consistent with the treatment that we accord to our own Confidential Information of a similar nature, and we shall use and reproduce Confidential Information only to perform our obligations under this Services Contract or for our internal collection, analysis and training purposes. We may disclose Confidential Information to Protiviti Persons and to our employees, agents and subcontractors, who have a need to know, and employees of our Affiliates who have a need to know. We may also disclose Confidential Information as may be necessary by reason of legal, accounting and regulatory requirement and to our professional indemnity insurers and advisers. Notwithstanding, anything contrary agreed under the Services Contract, you agree that our obligations under the clause of Confidential Information shall survive and will be in force only during the term of the Engagement Letter and shall not in any event survive post completion of Services or termination or expiration of the Engagement Letter, whichever is earlier</p> <p>III. For the purposes of marketing and publishing or selling our services, we may wish to disclose that we have performed work for you without disclosing any Confidential Information</p>	As per the RFP
12	Variation in Scope of Contract	For any changes in the scope beyond the stipulated scope of services mentioned in the RFP, we would request the Client to consider additional professional fees as per mutually agreed terms and conditions.	As per the RFP
13		Removal of Reverse Auction criteria from the evaluation?	As per the RFP
14		Could you please clarify how the Prebid system handles the EMD (Earnest Money Deposit) exemption for MSMEs (Micro, Small, and Medium Enterprises)?	As per the RFP
15		We would like to request a change in the payment terms from the current quarterly payment upon completion of the exercise to quarterly advance payment.	As per RFP
16		Can you please clarify the process for the quarterly payment? Specifically, how will the payment be triggered after the submission of the deliverables? Is the 30-day period for payment processing counted from the submission date of all deliverables, or from the completion of the quarterly exercise itself? Additionally, is there any specific documentation or verification required before the payment is made?	payment will be based on satisfactory deliverables. Quarterly Payment will be made after submission of all deliverables within 30 days of completion of quarterly exercise.
17		Given that the training sessions (T1) are scheduled to take place 4 weeks after the contract award on GEM, would it be more effective to schedule the training post-red team exercise and report submission? How does the timing of the training sessions align with the delivery of the red team's insights and findings, and would adjusting the schedule to align the training with the results and recommendations from the exercise offer more value?	The first training (T1) is intended as an induction/awareness session to prepare officials by covering red team concepts, risk domains, and key considerations. A separate post-exercise training/debriefing is planned after report submission to present findings, recommendations, and mitigation actions.
18	Deliverables within Red Team Assessment:	Will there be mandatory physical site visits as part of the Red Team scope, or can testing be hybrid/remote?	Mandatorily on site

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19	Basis of technical/financial evaluation	Is there any minimum threshold or benchmark value for technical or financial evaluation to qualify for contract award?	As per the RFP
20	Basis of technical/financial evaluation	Please confirm if there is any budget estimate or ideal budget allocated by GIL for this project.	As per the RFP
21	Responsibilities of the Bidder : Deploy two (2) qualified resources and all required on-premise automated tool to execute Red Team Exercises at GSOC.	Kindly specify the minimum qualifications, experience, and any mandatory professional certifications required for all resources to be deployed on the project.	Please refer the Query no. 1
22	Red Team approach and site visits	Will there be mandatory physical site visits as part of the Red Team scope, or can testing be hybrid/remote?	Mandatorily on site
23		"Wholly owned subsidiary would be eligible in case the parent company complies with the prescription subject to the condition that the creation of wholly owned subsidiary should be part of Strategic Management Decision for realignment of Group Business by parent company. A declaration shall be submitted in this regard by the parent company."	As per the RFP
24	SECTION-2: Eligibility Criteria: it is mandatory for the firm (as an individual or in consortium) to fulfill all the pre-qualification criteria to be technically qualified		No Consortium will be allowed
25	The bid security & bid processing fee (non-refundable) to be furnished to GIL office in the form of demand draft in favour of "Gujarat Informatics Ltd." payable at Ahmedabad/Gandhinagar before the last date and time of the bid submission.		No Bid processing fees will be submitted