

Responses to Pre-Bid Queries for Cost Audit RFP					
Query Reference #	RFP Section (Point Number)	RFP Page Number	RFP Excerpt	Query Description / Clarification sought	PSBA Responses
1	Assessment of Service Levels - Infra Availability and Incident SLAs	12	i. Test service level results for availability of Critical, Key, Significant and Individual infrastructure/software against minimum thresholds by reconciling AWS CloudTrail, Wazuh SIEM, etc. and related logs with reported uptime and downtime.	Kindly confirm whether direct access to source systems (e.g., AWS CloudTrail, Wazuh SIEM, JIRA and other relevant tools) will be provided to the auditor or whether reliance is expected to be placed on management-generated reports and extracts.	Temporary access to the relevant systems shall be provided to the auditors
2	Assessment of Service Levels - Capacity, Compliance, Backup and DR	11	ii. Check existence and adequacy of supporting documents: Contracts/MSAs, SoWs, purchase orders, test reports (VAPT, load tests), DR drill reports, SOC dashboards, audit reports, travel approvals, and vendor usage reports.	Kindly clarify whether the scope includes independent technical validation of VAPT reports, DR drills, load testing results, security monitoring controls and infrastructure utilization parameters, or whether the review is limited to verification of supporting reports and evidence.	The scope of the review is limited to verification of supporting reports, records, and evidences
3	A. System availability and criticality	12	Review of DC/DR operations, infrastructure availability and related controls.	Kindly confirm whether physical verification of Data Centre (DC), Disaster Recovery (DR) facilities, infrastructure assets or operational locations is envisaged as part of the audit scope and, if yes, the number of locations proposed to be covered.	The scope of the review is limited to verification of supporting reports, records, and evidences. Location will Ahmedabad.
4	Contract Period	19	Monthly Cost Audit and SLA assessment reporting requirements.	Kindly provide the expected turnaround timelines for completion and submission of monthly audit reports, including management discussion, receipt of management responses and closure of observations, if any.	Expected TAT for submission of monthly audit reports (including management discussion, receipt of management responses and closure of observations) is M+25 days
5	Eligibility Criteria - Point no.2	10	Work will be conducted in Ahmedabad (Gujarat).	Kindly confirm whether the audit is expected to be performed onsite at Ahmedabad, remotely, or through a hybrid delivery model. Further, please indicate the expected onsite presence requirements, if any.	The audit is expected to be conducted onsite at Ahmedabad. However, data analysis and report preparation may be undertaken offsite, with onsite presence limited to audit-related activities.
6	Technical Compliance Criteria - Deliverables	45	Submission of audit reports and observations.	Kindly provide details of the expected deliverables under the engagement, including report formats, dashboards, management presentations, executive summaries and periodic review meetings.	As per industry best practices and standard audit engagements, the deliverables shall include an audit/review report containing key observations, findings, compliance status, and recommendations, along with an executive summary. Periodic review meetings may also be conducted by the consultant with stakeholders to discuss observations and progress at Mumbai Location.
7	Technical Compliance Criteria - Resource Requirements	45	Audit execution requirements	Kindly provide the approximate number of resources and desired qualification/experience profile envisaged for execution of the assignment.	The number of resources shall be determined based on the scope of work by the bidders and the relevant experience in similar assignments and expertise required to ensure timely completion of the project.

8	Data Access & Information Sharing	29 & 41	1. Financial data, cost records, or system logs accessed during the audit are handled securely. 2. All financial and cost records must be stored in a secured, access-controlled environment.	Kindly clarify the mode of data sharing and access for the engagement, including whether information will be provided through email, secure portal/data room, cloud-based repositories, client-issued laptops, VPN access, or any other prescribed mechanism.	VPN access to be provided in the client's environment /platform (on-site)
9	Technical Bid Evaluation Criteria - Past Performance and client reference.	38	Quality of past work, adherence to deadlines, and the strength/validity of client completion certificates or reference letters.	Kindly clarify whether, in lieu of client completion certificates or reference letters, submission of the engagement letter would be considered acceptable as supporting documentation for demonstrating relevant project experience.	Assessment of past experience shall be based on documentary evidence demonstrating successful execution of similar assignments. Such evidence may include completion certificates, client references, or any other relevant documents that establish the nature of work undertaken, quality of execution, and adherence to timelines.