भारतीय रिज़र्व बैंक / Reserve Bank of India

संचार विभाग / Department of Communication

RFP for Brand Infringement and

Reputation Management Service

E-Tender - 2026_RBI_294351_1 | RFP for Brand Infringement and Reputation Management Service

2. Pursuant to the pre-bid minutes published on the website on October 29, 2026, the clarifications to the additional queries raised are as under:

S. No.	Query / Clarification sought / Clause in RFP	Response recorded
1.	Request to exempt certain entities from the requirement of Earnest Money Deposit.	Already clarified in the previous pre-bid minutes uploaded on the Bank's website.
2.	Annex III Sr. No. 5 of RFP- Request to omit industry-acclaimed awards eligibility criterion and accept relevant work orders and documented experience instead.	No change in this requirement.
3.	Request to clarify the Bank's approval process and the role of its internal legal team, and permit agencies to propose a process and submit an undertaking to coordinate with qualified legal professionals subject to RBI's approval, accepting this in lieu of mandatory past experience in directly initiating legal proceedings.	No change and the terms of the same will be discussed with the successful bidder later prior to signing the SLA.
4.	Request to the Bank to publish a detailed presentation structure — aspects to be covered, duration and marks per parameter.	Aspects to be covered in the presentation have already been enumerated in the RFP.
5.	Request to clarify the expected team composition, minimum manpower, working hours, shift arrangements and on-site presence, and permit engagement of external legal professionals against an undertaking of availability and accountability, in lieu of a mandatory in-house legal team.	No change and the terms of the same will be discussed with the successful bidder later prior to signing the SLA.
6.	Request to separate print from digital media monitoring in the Scope of Work and confirm the nature of publications under Annexure I of the RFP.	Already clarified in the pre-bid meeting that the digital editions and websites to be monitored.

7.	Section F(I) 4- Request to confine the monitoring requirement to publicly available, legally permissible information accessible through the respective platforms and to recognise these limitations in the Scope of Work and while evaluating agencies' capabilities.	The clause in the RFP is sufficiently clear on the requirement.
8.	Section F (II) 1- Request to separate ORM from IT-security responsibilities and clarify the existing IT infrastructure and security protocols, the agency's scope of responsibility, deployment/integration requirements, approval and coordination matrix with RBI's IT/InfoSec teams, and whether additional tools, specialists or deployment will be reimbursed on actuals with prior approval.	These have already been enumerated in the RFP. Further terms will be discussed with the successful bidder later prior to signing the SLA.
9.	Section F (II) 7- Request to clarify the expected activities under each category, restrict the agency's scope to monitoring, identification, evidence collection, documentation, reporting and coordination, and share its existing legal arrangements and approval process.	These have already been enumerated in the RFP. Further terms will be discussed with the successful bidder later prior to signing the SLA.
10.	Request to restrict the agency's role against what is mentioned in Section F(II) (8) of the RFP.	These have already been enumerated in the RFP. Further terms will be discussed with the successful bidder later prior to signing the SLA.
11.	Request to specify the functionalities, purpose and expected coverage for each tool required to be used as mentioned in Section F(I) (3) of the RFP and confirm whether the Bank has existing or preferred tools or expects agencies to propose solutions; and ensure no multiple tools are required for the same function and that tools approved at the start are not changed during the contract without mutual agreement, with any additional tools or major change in scope considered separately on cost and implementation.	The terms will be discussed with the successful bidder later prior to signing the SLA.

12.	Request to specify the maximum number of users expected to require access to the monitoring platform during the contract period beyond the initial 20 and confirm that any additional user licences required beyond the agreed number will be subject to prior approval with the associated licence charges considered separately.	Already clarified in in the previously published pre-bid minutes.
13.	Request to limit the open-ended reporting obligation to the services covered under this tender.	No change. Other terms will be discussed with the successful bidder later prior to signing the SLA.
14.	Clarification u/s G(viii) of RFP- Request to change the audit frequency as annual rather than quarterly —and to accept existing valid security audit certificates issued by authorised auditors and furnished by the respective software/tool providers in lieu of fresh audits for the same tools.	No change.
15.	Section F-II (15)-Request to specify the nature and scope of training.	Already clarified in the previous pre-bid minutes that this depends on the requirements of the Bank this can be mutually decided with the successful bidder.
16.	Request to prescribe a separate qualifying threshold for startups on the non-exempt criteria, retaining the prescribed presentation requirements.	Suitable normalisation will be done on fit to case basis.

Please note:

i) This document (minutes of the Pre-Bid Meeting) shall form a part of the tender. Hence, it shall be signed and uploaded on CPPP along with the tender by the tenderers.

ii) Rest of the terms and conditions and specifications of the bid document shall continue to remain the same.

iii) The above amendments/ clarifications are issued for the information of all the intending bidders.