

Response to Pre-Bid Queries for RFP					
RFP Ref. No.		CPCM-36/2026-27 Dated: 20-Aug-2026 GEM Bid No. - GEM/2026/B/7940572			
RFP Name		RFP for Requirement of Managed File Transfer (MFT) and Orchestration Platform at StockHolding			
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1	9	ELIGIBILITY CRITERIA (Documents to be Submitted Online)	5. The bidder must demonstrate prior experience implementing Managed File Transfer (MFT) solutions for at least two entities, including one (01) successful implementation of the proposed solution within the last five years. The Solution implemented should be – • live and running successfully (and) • completed as on date of RFP. Work Orders / Purchase Orders / Contracts copy • Completion certificate / Client reference letter OR Go-live / acceptance email	Can our last implementation, which was completed in January 2021 , be considered as a valid reference under the five-year reference period requirement?	The RFP date is 20-Aug-26. Accordingly, copies of Work Orders, Purchase Orders, or Contracts, along with either a Completion Certificate, Client Reference Letter, or Go-live/Acceptance Email issued within the five years preceding the RFP date will be considered valid for evaluation.
2	18	Features List - Point No. 7	7. Email and SMS Alerts: Immediate notifications for transfer successes, failures, and server/network issues.	Please confirm whether the MFT setup requires an Active-Active within one LAN, an Active-Passive configuration, or a Primary/DR arrangement. In addition, kindly provide details on whether any RPO/RTO values are defined if considering this setup?	We will Require a Primary/DR arrangement along with Active/Active Mode at both sites.
3				Do you require SMS gateway integration, or only email notifications will work?	The Facility should be for both the modes and configurable by Admin user.
4	20	Features List - Point No. 33	33. Multi-Stage Approval Workflows: Automatically route documents through manager sign-offs before final distribution.	Please confirm whether integration with an existing approval/BPM platform is acceptable for this MFT setup. If yes, kindly let us know the platform to be used, the API/authentication method supported, the defined approval states, and the applicable timeout/escalation rules?	There is no existing workflow approval / BPM platform. The proposed product should provide the configurable Approval workflow
5	19	Features List - Point No. 22	22. Regulatory Compliance: Ensure the system complies with industry standards and regulations (e.g., PCI DSS, SEBI, PFRDA).	Which compliance frameworks (PCI DSS, SEBI, RBI) are mandatory for your environment?	SEBI, RBI , PFRDA, IRDA , UIDAI
6	19	Features List - Point No. 29	29. OCR & Data Extraction: Automated Optical Character Recognition to extract text and data from scanned PDFs or images.	Do you require OCR for compliance scanning, or only AV/DLP inspection?	We need OCR facility as part of MFT Solution. We can utilize the service for any type of requirement.
7				UDMG / UAC does not provide OCR capabilities. Integration needed to StockHolding's OCR solution. Question to StockHolding: What OCR solution does StockHolding currently use? Question to StockHolding: Stonebranch has integrations to LLM solutions (e.g. Azure OpenAI, AWS Bedrock, Google Vertex) that can utilize AI to scan the files. Does StockHolding use any of these LLM platforms today?	Currently StockHolding does not have any OCR Solution and LLM platforms. The proposed software should have the OCR capabilities for extracting data from PDF file or image files.
8	19	Features List - Point no 19	19. High Throughput: Design the system to handle high-volume data transfers efficiently.	Could SHCIL please provide details on peak and average files processed per hour, total GB per day, number of concurrent sessions and transfers, protocol mix in use, file-size distribution and maximum supported size, retention requirements, scanning and encryption overhead, available network bandwidth and latency, and the defined processing SLA?	The system should be capable enough to handle large volumes.
9	19	Features List - Point No. 16	16. Password Management: Securely manage critical server passwords using encrypted vaults.	Should the vault be limited to managing only MFT server credentials (such as SFTP/FTPS user accounts), or do you also expect it to manage broader enterprise credentials including application, database, and service accounts?	It should manage the enterprise credentials including application, database, and service accounts

10	19	Features List - Point No. 28, Page 19	28. Content Scanning (AV & DLP): Integrated antivirus and Data Loss Prevention to block malicious or non-compliant files before storage.	Please confirm whether SHCIL has an in-house AV/DLP product and its version, whether it supports RFC 3507 ICAP, and define the scan timing, encrypted-file handling, maximum file size, timeout behavior, fail-open/fail-closed policy, quarantine and redaction process, along with the audit and reporting requirements.	Preferably, the MFT platform should have native capabilities to independently perform EDR scanning and DLP checks on files before processing or transferring them. However, if not available the Organization's internal EDR tools can be integrated. The integration as and when done should be considered as part of support/AMC.
11				UDMG / UAC does not provide AV or DLP capabilities. Integration to AV can be done via UDMG ICAP configuration to StockHolding's ICAP server, and integration is needed to StockHolding's DLP solution. Question to StockHolding: What Antivirus ICAP server and DLP solution does StockHolding currently use? Or does the AV and DLP need to be bundled together with this project?	Refer point 10 above
12	20	Features List - Point No. 35	35. Data Transformation: Built-in capabilities to unzip, decrypt, inspect or re-format files (eg. CSV to JSON) on the fly	Regarding encryption, should the solution implement a specific encryption method such as PageP or is adherence to industry-standard encryption (e.g., AES-256 for data at rest and in transit, FIPS-compliant ciphers) sufficient to meet your requirements?	As per the recommendations from regulators mentioned above. Future changes should be included as part of support/AMC.
13				All except re-format files is possible (either native or integration). Re-format files might require custom scripting.	Scripting should be native to the solution
14	20	Features List - Point No. 38	38. ISO MT940 Parser: Native ability to read, parse, and map MT940 bank statements.	For the MT940 requirement, please confirm the exact dialect or variants in scope, the specific tags and encoding standards to be supported, availability of sample files, defined validation rules, expected output schema, exception handling approach, and whether the use of an external parser or a custom component would be acceptable.	MT940 : a standardized SWIFT message type used by banks to transmit electronic end-of-day customer account statements and transaction details. As mentioned it should be the native ability to read parse the MT940 file.
15				Not natively done by UDMG / UAC, possibly can be achieved with custom scripting.	Scripting should be native to the solution
16	20	Features List - Point No. 41	41. PDF Digital Signing: Native integration with digital certificates (PFX/P12) to sign PDFs automatically before dispatch.	For the PDF Digital Signing requirement, do you already have an in-house digital signing solution (such as DSC or a certificate authority) that the MFT platform should integrate with?	Yes
17				Might require custom scripting / integration to be developed with PDF signing solution. Question to StockHolding: Which PDF digital signing solution does StockHolding use?	e-Mudra
18	19	Features List - Point No. 23	23. Multi-Protocol Support: Ingest via SFTP, FTPS, SCP, AS2/4, and HTTPS	Is SFTP acceptable instead of SCP, and is AS2 acceptable instead of AS4?	Availability of SFTP and SCP both should be there, AS4 preferable, however both should be there.
19	20	Features List - Point No. 51	51. Visual View of Transfer at each stage: Visual representation of the complete workflow for each use case.	For the "Visual View of Transfer" requirement, please confirm whether a live graphical workflow execution map is mandatory, or if real-time transfer status combined with a timestamped tabular audit trail would be acceptable.	Live visual graphical workflow execution map is needed with detailed audit trail, however real-time transfer status combined with a timestamped tabular audit trail is also acceptable.
20	20	Features List - Point No. 39	39. Oracle DB Connector: Direct, encrypted insert/update capability into Oracle tables without intermediate scripts.	For the Oracle DB Connector requirement, do you expect the MFT solution to natively perform direct, encrypted insert/update operations into Oracle tables without intermediate scripts, or is integration with external middleware acceptable?	The MFT Solution should have connectors for connecting to different Databases for insertion of data.
21	19	Feature List - Point No. 25	25. Hybrid/Multi-Cloud Ingestion: Direct file movement to/from AWS S3, Azure Blob, Google Cloud, and SaaS platforms.	Could you please share us any required cloud/SaaS endPoint, API, authentication method, region, network path, object size, rate limit, and whether cloud-to-cloud traffic may stage through MFT.	There should be connectors provided by vendor for Cloud File movements and integrations
22	20	Feature List - Point No. 36	36. Read structured files (CSV/Excel/XML/JSON/SWIFT File Formats) and move data into the database (schema mapping/validation).	Let us know if any CSV dialects, Excel versions, XML schemas, JSON schemas, SWIFT message types, mapping/validation rules, reject handling, and database transaction requirements.	Proposed solution should support extracting of data from the mentioned files types and load in to the database. The required connectors should be available natively in the proposed solution. Actual formats will be shared while implementing specific use cases
23				Can be done via custom scripting and UAC workflows.	Scripting should be native to the solution
24				Are versioning, check-in/check-out, metadata indexing/search, previews, document editing, records retention, legal hold, and collaboration required, or only user/department folders with permissions and audit trails?	Preferably Versioning, check-in/check-out, metadata indexing/search, previews, document editing, records retention, legal hold, and collaboration required. User/department wise folders with permissions and audit trails may also be acceptable

25	20	Feature List - Point No. 48	48. DMS Capability: User wise / Department wise file storage and management.	UDMG cannot be classified as a DMS (Document Management System), as it is a Managed File Transfer (MFT) platform. There is no document versioning, metadata tagging, or document lifecycle management. UDMG provides secure file storage, transfer, access control, and user/group-based file management. However, it is a Managed File Transfer platform rather than a full Document Management System. Advanced DMS capabilities such as document versioning, metadata tagging, document indexing, and lifecycle management would require integration with an external DMS. As a MFT solution, folders can be created for users/departments to store their files respectively. UDMG is able to control which users/departments are able to access these folders. Question to StockHolding: Does StockHolding have any current DMS solution available within their environment?	No DMS solution available as of now.
26	20	Features List - Point No. 31 and 50	31. Secure External Sharing: Generate expiring, password-protected download links for outside vendors. 50. File Protection: Password protected files / encrypted files should also be supported for file transfers.	To finalize the external link sharing policy, please confirm whether authentication will be enforced through login, OTP, or passcode	MFA mechanism should be available in the solution provided, based on the requirement and criticality of the operation the same can be selected.
27	21	Payment Milestone	3. AMC / ATS - AMC will start from 2nd year onwards. Payable quarterly post completion of the said period subject to deductions if any resulting from SLA breach.	Payment Terms :- Since Licenses are Subscription Model, the payment will be required in Advance in the beginning of the term against the Invoice.	No change.
28	15	Commercial Bid Evaluation (Stage 3)		Will there be Reverse Auction through GeM for those bidders who qualify technical submission.	No
29	10	Eligibility Criteria	7. Bidder should be either OEM of offered solution or an Authorized Partner of OEM. OEM can quote directly or through authorized partners. However, both i.e., OEM & their authorized partner cannot participate in the bid. In case, both (OEM & their authorized partner) participate, the bid of the OEM only will be considered.	Whether a single vendor is permitted to submit a bid using multiple EFT solutions.	A single authorized partner may propose only one OEM solution. Furthermore, both the OEM and its authorized partner are not permitted to participate in the bid simultaneously. In the event that both submit bids, only the OEM's bid will be considered for evaluation.
30	17	The following scope covers the business requirements which has to be implemented through the bidder in one year after the solution deployment.	5. Internal secure file sharing/storage via SFTP/email between application and user groups -Mandatory	Question to StockHolding: Please clarify on Email Requirement.	Secure File sharing over Email as a downloadable link with password protection / encryption should be available . However having Email attachment as a feature is good to have.
31	17		10. Uploading of multi-media files along with metadata forms / online forms for surveys and data captures.-Mandatory	Question to StockHolding: Kindly elaborate as to what file types are expected for: - multi-media files - metadata forms / online forms - data captures.	File Types are : Image files, video files, documents, text, spreadsheets and presentations. Online Forms data captures for Survey and information captures
32	17		11. Read structured files (CSV/Excel/XML/JSON/SWIFT File Formats) and move data into the database (schema mapping/validation).- Mandatory	Can be done via custom scripting and UAC workflows.	Scripting should be native to the solution
33	18		16. Digitally signing of PDFs via DSC, and distribution of secure files to recipients over mail.- Mandatory	Question to StockHolding: Which solution is used for the PDF signing?	e-Mudra
34	19	Features List - Point No. 17	17. Checkpointing: Resume interrupted transfers from the last successful checkpoint.- Must Have	Possible using UDM protocol	Noted, however it should be available for other protocols too.
35	19	Features List - Point No. 18	18. Resumable Protocols: Use protocols that support resumable file transfers.-Must have	Possible using UDM protocol	Noted, however it should be available for other protocols too.
36	19	Features List - Point No. 21	21. Data Integrity: Use checksums and hashes to verify the integrity of transferred files.-Must Have	Possible using UAC workflow, checking internally if function is available in UDMG natively.	Noted, however it should be available for other protocols too.
37	19	Features List - Point No. 28	28. Content Scanning (AV & DLP): Integrated antivirus and Data Loss Prevention to block malicious or non-compliant files before storage.	Question to StockHolding: What Antivirus ICAP server and DLP solution does StockHolding currently use? Or does the AV and DLP need to be bundled together with this project?	StockHolding has the mentioned platforms. Product and version will be provided only to on boarded vendors while integrations.

38	19	Features List - Point No. 30	30. Document Format Conversion: On-the-fly translation (e.g., converting CSV to PDF, or unzipping document batches).	Not natively done by UDMG / UAC, possibly can be achieved with custom scripting.	Scripting should be native to the solution
39	19	Features List - Point No. 32	32. E-Signature Integration: Orchestrate workflows that route documents for E-Signing using DSC- must Have	Integration might be required for eSigning solution (DSC) Question to StockHolding: Which eSigning solution does StockHolding use?	e-Mudra
40	20	Features List - Point No. 34	34. Unified Audit Logs: Single-pane tracking showing exactly who moved, viewed, edited, or deleted a document.- Must Have	For viewing: OS/application logs needed to see who viewed the file.	Audit Logs of Proposed MFT Product should be available for monitoring purpose so that the document viewing / editing can be tracked.
41	20	Features List - Point No. 49	Auto Password Rotation: SFTP/FTPS File Transfer Users should also have an option for System Generated passwords with Auto Password Rotation.	Workaround possible via UAC workflow for password rotation (REST API involved). Feature request can be raised for future roadmap.	The feature should be part of proposed solution. No feature request / extra cost can be raised / paid for the same after issuing the PO.
42	21	Features List - Point No. 52	File being transferred should be opened by the authorised users only. If the File is being shared with any other un-authorised user by any method then it should not be allowed to open.-Must Have	UDMG controls access to files during transfer and storage on the UDMG server, but it cannot control what happens to a file after it has been downloaded to a recipient system. Question to StockHolding: The functions mentioned by this requirement matches more on DRM (Data Rights Management) solutions. Does StockHolding have any DRM solution currently available in their environment?	No Currently there no DRM solution implemented in StockHolding. However we need the DRM capabilities in the Proposed MFT Solution.
43	21	Features List - Point No. 53	Feature for the transferred file anti-print and anti-copy should be available. There should be an option available for enabling and disabling this feature.	No mainstream MFT platform natively provides anti-print or anti-copy controls - this is a document-level DRM capability, outside the scope of any MFT tool. Question to StockHolding: The functions mentioned by this requirement matches more on DRM (Data Rights Management) solutions. Does StockHolding have any DRM solution currently available in their environment?	No Currently there no DRM solution implemented in StockHolding. However we need the DRM capabilities in the Proposed MFT Solution.
44	13–15	Annexure-3 – Technical Criteria	Experience in Similar Engagements: 2 projects = 6 marks; 3–4 projects = 8 marks; more than 4 projects = 10 marks.	We are registered as MSME/MSE enterprise. In view of the benefits/relaxations available to MSEs under the Government of India's Public Procurement Policy for MSEs, kindly consider granting relaxation/exemption from the minimum prior experience requirement and permit MSE bidders having at least one successful implementation of an MFT solution to participate in the tender, subject to meeting all technical, functional, security and other requirements of the RFP.	No change, as it is part of the Technical Evaluation criteria used for scoring the bidders.
45	13	Annexure-3, Sr. No. 2	Experience in Similar Engagements based on number of MFT implementations.	Kindly consider evaluating quality and complexity of projects , such as transaction volume, number of integrations, number of users, criticality, DC/DR implementation and financial-sector experience, in addition to merely counting projects.	No change, as it is part of the Technical Evaluation criteria used for scoring the bidders.
46	14	Annexure-3, Sr. No. 3	Relevant MFT experience: less than 5 years = 6 marks; more than 5 and less than 7 years = 8 marks; more than 7 years = 10 marks.	** Pvt. Ltd. is a registered MSME/MSE Enterprise and is eligible for applicable benefits under the Government of India's Public Procurement Policy for MSEs, including relaxation/exemption in prior experience requirements, subject to the provisions applicable to the procuring entity.	No change, as it is part of the Technical Evaluation criteria used for scoring the bidders.
47	14	Annexure-3, Sr. No. 4	Qualified Resources: 2 resources = 6 marks; 3–5 = 8 marks; more than 5 = 10 marks.	Kindly clarify whether resources proposed through the OEM/authorized technology partner and dedicated to the project can be included in the resource count, subject to appropriate certification.	The qualified resources proposed by the Bidder must be their own personnel.
48	16	QCBS	Technical weightage 60% and Commercial weightage 40%.	Kindly confirm that final selection will be based strictly on the stated 60:40 QCBS methodology , with no additional parameters or discretionary scoring.	The RFP is based on QCBS scoring with weightage ratio of 60:40. The bidder achieving the maximum overall score will be selected for the project.
49	21	Payment Milestones – Software License	50% license cost payable on delivery of MFT licenses at DC/DR and 50% post implementation of all use cases	Kindly consider revising the license payment milestone to 50% on delivery/activation of licenses and 50% upon successful installation/deployment/go-live of the core solution, rather than linking the payment to completion of all use cases.	No change.

50	16	SOW – 1	Platform Management – MFT Platform on virtual machines / servers	Please provide the proposed/available infrastructure details for deployment of the MFT solution at DC and DR, including number of VMs/servers, CPU, RAM, storage, OS/version, database and virtualization platform details.	Stockholding will provide Servers / VM's as per the requirement of the Solution once the PO is issued.
51	17–20	SOW / Feature List	High-volume data transfer, Large File & Batch Optimization, High Throughput- Must Have	Please provide the expected average and peak file-transfer workload, including number of files/transfers per day, average and maximum file size, peak concurrent transfers/sessions, total data volume per day and required transfer throughput (MB/s or GB/hour), along with the expected annual growth.	The system should be capable enough to handle large volumes. However exact count will be shared once the PO is issued.
52	16, 21	SOW- 3 / Software Licenses	Disaster Recovery; Deployment at DC and DR; Software Licensing	Please provide the required DC/DR architecture and licensing requirements for the proposed MFT solution, including the expected number of servers/agents and users, licensing requirements for DC, DR and non-production environments, required RPO/RTO, HA mode (Active-Active/Active-Passive), and whether automated failover/failback is required.	We will Require a Primary/DR arrangement along with Active/Active Mode at both sites.
53	17–20	Business Requirements / Feature List	Multiple SFTP, application, database, cloud and external-party integrations	Please provide the indicative inventory and number of source/destination systems, applications, databases, SFTP endpoints, cloud platforms and external parties that need to be integrated as part of the implementation.	This type of application will be deployed for the first time in our environment and based on the use cases, the end points and servers will increase in due course for file transfer. Rest details are as mentioned in RFP
54	16–17	SOW – Platform Management / Responsibilities	SFTP setup, deployment and configuration support	Please confirm whether StockHolding currently has any MFT/SFTP/file-transfer solution and, if yes, provide the product/version, existing interfaces/workflows/users and clarify whether migration of configurations, users, keys, workflows and historical data is in scope.	Currently there is no setup
55	17–18	Business Requirements 1–17	Automated SFTP ingestion and workflow orchestration; mandatory business use cases	Please provide the indicative implementation sequence, dependencies, source and destination details, expected transaction volumes, and complexity for the mandatory business use cases listed in the RFP, to enable accurate assessment of implementation effort and timelines.	This type of application will be deployed for the first time in our environment and based on the use cases, the end points and servers will increase in due course for file transfer. Rest details are as mentioned in RFP
56	21	Software Licenses	Licenses and portal access for DC and DR	Please confirm the environments required for the solution, such as Development, SIT, UAT, Pre-Production and Production, and whether separate MFT instances/licensing are required for each environment.	There will be only 2 centralized deployments, Primary DC (High Availability) and Secondary DR (High Availability).
57	16–17	SOW / Responsibilities	Platform management, deployment assistance, configuration and integration	Please clarify whether StockHolding will provision the required VMs/servers, OS, database, storage, network connectivity, firewall rules, DNS, certificates and load balancer, or whether these activities are within the bidder's scope.	Yes , StockHolding will provide the required infrastructure
58	16, 18–20	Security / Features 4, 28, 37, 44, 47	MFA, AV/DLP, IP restrictions, AD/LDAP/SSO, SIEM	Please confirm whether StockHolding has existing AD/LDAP/SSO, MFA, Antivirus/DLP and SIEM platforms that are required to be integrated with the proposed MFT solution. If yes, please provide the product names, versions and applicable integration mechanisms/protocols. If no, please clarify whether the required capabilities are expected to be provided natively as part of the proposed MFT solution	StockHolding has the mentioned platforms. Product and version will be provided only to on boarded vendors while integrations
59	19	Feature 25	Hybrid/Multi-Cloud Ingestion – Must Have	Please identify the specific AWS S3, Azure Blob, Google Cloud and SaaS platforms/endpoints proposed to be integrated with the MFT solution, along with the expected number of endpoints, approximate data-transfer volumes, connectivity method and authentication mechanism for each.	There should be connectors provided by vendor for Cloud File movements and integrations
60	18, 20	Features 11, 36, 38, 39	Structured file processing, MT940 Parser and Oracle DB Connector	Please provide sample formats and expected volumes for CSV/Excel/XML/JSON/SWIFT/MT940 files and clarify the required schema mapping, validation, MT940 parsing and Oracle DB integration use cases.	Proposed solution should support extracting of data from the mentioned files types and load in to the database. The required connectors should be available natively in the proposed solution. Actual formats will be shared while implementing specific use cases
61	22	Delivery & Implementation	Implementation & Integration within one year from PO	The RFP states that implementation and integration shall be completed within one year from the date of PO, while the Scope of Work states that the listed business requirements shall be implemented within one year after solution deployment. Please clarify the applicable implementation timeline and the commencement point for the one-year implementation period.	As mentioned Implementation timelines are within one year from PO issue date

62	13 / 31–36	Technical Evaluation / Annexure 3	Mandatory/Optional Feature Compliance	The RFP states 45 Mandatory + 8 Optional features on Page 13, whereas the technical criteria states 43 Mandatory + 8 Optional features. Please clarify the final applicable count and classification of Mandatory and Optional features for technical compliance and evaluation.	Revised Clause in Technical Evaluation / Annexure 3 due to Typo Error: The technical specifications for the proposed MFT Solution comprise 45 mandatory ("Must Have") features and 8 optional ("Good to Have") features, as detailed in Scope of Work and also in Annexure-3. Note: Non-compliance with any "Must Have" feature shall render the bid technically non-responsive.
63	22 and 23	Service Level Agreement and Service Level Penalties - Penalty Structure / Performance Reporting	Implementation delay attracts 0.5% per week up to 10% of total contract value; each support/VAPT breach attracts a fixed penalty; support penalties are capped at 20% of annual AMC, while the note also states an overall cap of 10% of total contract value. Attribution, verification, duplicate recovery and the interaction of these caps are not stated.	Please clarify the definitive cap and calculation base for each category and confirm that penalties apply only to failures attributable to the bidder, after verification and an opportunity to respond, without multiple penalties for the same underlying event. Implementation delay penalty should be calculated on the delayed implementation charges and capped at 10% of those charges. Aggregate support/VAPT penalties should be capped at 10% of the AMC payable for the relevant year. Penalties should apply only to breaches attributable to bidder and after notice and validation. Also penalties should not be duplicated for the same event and should be the sole financial remedy for the relevant SLA failure.	Penalties are applicable as per the SLA mentioned in RFP
64	11 and 25	Submission of Bids - Item 3 and Indemnify	The bidder must indemnify StockHolding for all liabilities arising from failure to fulfil statutory obligations and for all claims, losses, costs, damages, expenses and proceedings arising from IP/statutory infringement. No general limitation of liability or exclusion of indirect/consequential loss is provided.	Please confirm that bidder liability and indemnities will be limited to direct, attributable loss/third-party claims and will be subject to an agreed aggregate liability cap and standard indemnity procedures and exclusions. Neither party should be liable for indirect, consequential, special or punitive loss. The bidder's aggregate liability, including indemnity, should not exceed the fees paid/payable under the affected PO during the 12 months preceding the event. Indemnity should cover direct third-party claims caused by the bidder's material breach, gross negligence, wilful misconduct or IP infringement, subject to prompt notice, control of defence and exclusions for StockHolding modifications, combinations or use contrary to documentation. The cap may exclude fraud, death/personal injury and liability that cannot legally be limited.	Penalties are applicable as per the SLA mentioned in RFP