

Queries and clarification

Sr	RFP Printed Page Number	RFP Section / Reference	Requirements	Clarification Sought For	Reply
1	Page Number 10	1.12 Standards	All standards to be followed will adhere to Bureau of Indian Standards (BIS) Specifications or other acceptable standards.	There are many commonly used standards under IS domain, what all other standards are scope of this RFP other than BIS? Pl. provide all applicable standards.	Industrial standards have to be followed. No list is to be specified.
2	Page Number 11	2.2 Registration of RFP response Second paragraph	All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.	All submissions, documents etc. submitted as part of this RFP response may become property of the bank solely for the purpose of evaluation of this RFP. ... What is the context of 'Other Recipients' Bank is requested to clarify.	All authorized participants.
3	Page Number 21	3.1 Project Overview	The selected service provider is required to provide service of comprehensive audit of IT Infrastructure deployed at DC, DR & Near site and VAPT including but not limited to following services: Performance Testing, Optimisation Testing, High Availability Testing, Scalability Testing, Networking and Hardware Sizing Configuration Testing with reference to the four core architectural principles- Performance, Scalability, High Availability, Investment Protection.	Does DC, DR and Near DR site include test / setup or pre-production setup? How many total pre-production / test setup at these sites? Please clarify.	Test Setup is deployed at DC only Its in DC only and no of servers are as follows: Windows 8 Unix 5 DB : Oracle 17 MS SQL 7
4	Page Number 22	3.2 Project Scope Third paragraph	Vulnerability Assessment and Penetration Testing should cover the Bank's Information System Infrastructure which includes	Does this exclude IT processes which are required to operate IT for the bank.	Includes all processes included in scope.

Queries and clarification

			Networking systems, Security devices, Servers, Databases, Applications Systems accessible with public IP's, websites maintained at Bank's premises in Mumbai & Hyderabad including Bank's website hosted at the Service Provider's Data Centre.	Are there any activities outsourced to third party service provider? Is BoB-RRB ISMS certified organization?	Works on outsourced managed service provider model (HP) Will be disclosed to successful bidder.
5	Page number 22	3.2 Project Scope Fourth Paragraph	Selected bidder should carry out an assessment of Threat & Vulnerabilities assessments and assess the risks in Bank's Information Technology Infrastructure. This will include identifying existing threats if any and suggest remedial solutions and recommendations of the same to mitigate all identified risks, with the objective of enhancing the security of Information Systems. In addition to the remote assessment, selected Bidder shall also perform the onsite assessment of the assets under the Scope of the RFP.	Provide name of all locations in case of more locations other than three locations under scope of this RFP. Are these physical locations and data centres properties of the Bank? Please clarify.	All 3 are co location model. DC – Mumbai DR – Hyderabad NDR- Vashi, Navi Mumbai. Not bank owned, but hosted in co-location model.
6	Page Number 22	3.2 Project Scope Fifth Paragraph	The services as indicated in Annexure 4 will be covered under the scope of the Comprehensive Audit of the IT Infrastructure and Vulnerability Assessment and Penetration Testing of Bank of Baroda sponsored RRBs – Data Centre, Disaster Recovery Site and Near DR site.		Yes
7	Page Number 23	4.1 Eligibility cum Technical Bid Criteria and Evaluation table	The number of Infrastructure Audits and VAPT completed (In the last 5 years) **	Bank may consider submitting data for Infrastructure Audit and VAPT conducted in last 3 years instead of last 5 years.	No change, RFP clause will hold good.
8	Page Number 23	4.1 Eligibility cum Technical Bid	Criteria and Evaluation table Sr. number 1	Please confirm sub-score of 5 for each audit conducted and total maximum marks 20 for first criteria in the table.	No change, RFP clause will hold good.

Queries and clarification

9	Page Number 23	4.1 Eligibility cum Technical Bid	Presentation cum interview	Bank is requested to elaborate on presentation requirements.	Once bidder is eligible, bank will inform the details.
10	Page Number 42	6.1 Payment Terms	30% of the professional fees on rectification /correction/ implementation of suggestions by the SP and submission of the Compliance Verification Final Report to the RRBs	We understand that the correction / rectification / implementation would be done by bank and we have to do compliance audit. Bank is requested to clarify.	No change, RFP clause will hold good.
11	Page Number 54	Annexure 3 – Eligibility Criteria Compliance Serial Number 4 Annexure 4 - Technical criteria compliance Point number 2	Must have a minimum annual turnover of at least INR 20 crore in the past three years i.e. 2013-2014 , 2014- 15 and 2015-16 out of which, at least, 25% of the revenue must have come from the Audit, Consulting, and VAPT Services.	Minimum annual turnover of at least INR 20 crore in past three years out of which at least 10% of the revenue must have come from Audit, Consulting and VAPT services	Addendum published.
12	Page Number 57		SP shall carry out a review to ensure IT Infrastructure compliance with an indicative but not exhaustive list of activities as listed below: Adequacy of server space in view of future requirement	Is this rack space or storage space? What is the basis of future requirement calculation? Please clarify	It is Rack Space (physical area) where the equipments are hosted, whether these equipments are placed in the appropriate manner as per the agreed DC and co-location guidelines. Bidder has to carry out detailed analysis keeping in view the co-location and project terms
13	Page Number 57	1.1 (a) IT Infrastructure in DC, DR & Near DR Site	<input type="checkbox"/> DG sets and Control of fuel	Is DG sets operations and maintenance is by bank's personnel or outsourced activity under direct supervision of the bank.	It is outsourced and carried out by co-location service provider

Queries and clarification

14	Page Number 58	1.1 (a)IT Infrastructure in DC, DR & Near DR Site	Review of License verification of all hardware, Software etc. on entry and exit in DC/DR	How many such entries approximately in a year.	Approx 700 plus including OS, Data base applications & other.
15	Page Number 57	Annexure 4 - Technical criteria compliance Point number 5,6 and 7	Building management system software/ hardware (should cover Access controls for Passkeys, Compartmentalization, Creation and Review of Logs, Identification and Escort Requirements, Use of Cages / Rooms etc.)	Log review is ideally on sampling basis and for critical events as part of scope, otherwise pl. clarify.	It is a part of scope. Your understanding is correct.
16	Page number 58	1.1(c) Management of Hardware	Server sizing processes – hard disk capacity, RAM, Processing power etc. as per requirements	Is there any existing automated practice using tool for server sizing? Approximately how many total servers under virtualization?	Cannot be disclosed now. No virtualization implemented.
17	Page number 59	1.1 (d) Management of System Software	Review of User Controls, privileges, Retention, Changes, Hard coded use of root / administrative, generic and other Sensitive IDs and passwords	Approximately how many total number of users involved in administrative activities of IT infrastructure?	Approx 25
18	Page number 59	1.1 (d) Management of System Software	Review of Performance monitoring (including Virtual Servers)	Approximately, how many virtual servers at DC, DR and NDR?	No virtualization implemented.
19	Page number 59	1.1(e) Network Facility and Equipment Management	Real-time monitoring of network packets, which involves packet capture and analysis	Considering DC, DR and NDR real-time	Yes, Considering DC,DR and NDR.
20	Page number 60	1.1(e) Network Facility and Equipment Management	Legal and Regulatory requirements	Does bank follow any other requirements / standards / guidelines other than specified by RBI? Please clarify.	RBI and NABARD guidelines need to be followed.

Queries and clarification

21	Page number 61	1.1 (g) Help Desk:	<input type="checkbox"/> Helpdesk facility, which provides first-line support and advice <input type="checkbox"/> Prioritization of reported problems/calls	Approximately on an average how many total requests / calls / e-mails per day?	Will be shared with successful bidder.
22	Page number 62	1.1 (j) Inventory Maintenance	Review of insurance, ESCROW	How many Insurance service provider and how many ESCROW accounts bank have?	Will be shared with successful bidder.
23	Page number 62	1.1 (l) Process Management Review	Review of Tracking Procedure, Incident Management, Problem Management ...	<p>Is there any automated tools used to manage various processes mentioned under this clause?</p> <p>Is data exportable in industry standard format? Pl. clarify.</p>	<p>Yes.</p> <p>Yes.</p>
24	Page number 63	3. Security Operations (DC-DR-NDR)	<p>Monitoring of logs (i.e. trace log, CDCI Logs, fatal logs, archive logs, SU logs, Syslog, alert log, last log, application log, Security log, System log,</p> <p>File retention logs, file replication service log, DNS Logs, IDS log, AIPS Logs, event Log, access log, ISS log, AV Log etc)</p>	Pl. provide average number of entries per day and approximate size in storage	Will be shared with successful bidder.
25	Page number 64	4.Application Security Review	BROAD DETAILS OF count of Infrastructure deployed at RRB DC/DR/NDR for IS Audit:	What is quantity TND?	Test and Development pre production environment
26	3	5	The bidder should be empanelled by CERT-In as Information System Audit Organization and should remain in panel up to 31st	Validity of currently CERT-In empanelled auditors is up to 30th November 2016. We have already submitted our application	Addendum published.

Queries and clarification

			March, 2020 i.e. during the currency of contract.	for empanelment for block 2016-19. Evaluation process by CERT-In is going on	
27	38 and 68	5.2.5.16 and Annexure 4 bullet 2	VAPT Report – Executive Summary Selected Bidder will also detail the positive findings(No Gap found) for various tests conducted. and 'Positive security aspects identified'	We suggest that this requirement should be dropped for the VAPT activity. The report should be allowed to contain only the gaps observed. Alternately, you may add a standard such as NIST or relevant should be added against which the controls can be checked.	No change, RFP clause will hold good.
28	56	Annexure 3 sr 13	The consultants conducting VAPT should be a certified penetration testers and their registration /certificate should be current(attach proof)	Our resources are very competent in conducting VAPT and security reviews. We suggest that the these clause should be modified to include certifications such as CEH/CISA/CISSP	No change, RFP clause will hold good.
29	57	Annexure 4 1.1(a) IT Infrastructure in DC, DR & Near DR Site	SP shall carry out a review to ensure IT Infrastructure compliance with an indicative but not exhaustive list of activities	The review of these controls will require testing of the infrastructure at the co-location services provider. Such non-IT infrastructure (fire detection, smoke detection, PAC, etc.) may be integrated with the other infrastructure of the co-location service provider. Kindly confirm if we will be allowed to conduct this review.	Yes.
30	22 and 57	3.2 Project Scope And Annexure 4	Scope of work	We understand that the following activities are to be undertaken annually: 1. IT Infrastructure 2. Business Continuity Plan & Disaster Recovery Planning 3. Security	No change, RFP clause will hold good.

Queries and clarification

				<p>Operations</p> <p>4. Application security Review</p> <p>We understand that the following activities are to be undertaken six-monthly:</p> <p>5. Vulnerability Assessment and penetration testing (VAPT)</p> <p>The commercial bid format given in Annexure on page does not reflect the periodicity of the audits. We suggest a suitable modification in the commercial bid format to reflect the frequency of the activities.</p>	
31	22	3.2 Project Scope	However, the Bank at its own discretion can change the frequency.	We request you to remove this clause as this introduces uncertainty in the project efforts and timelines. In case the bank wishes to retain this, we suggest to discover unit prices of all activities so that the same may be applied for each instance. suitable changes would be required in the commercial bid format as well.	No change, RFP clause will hold good.
32	12	Annexure 4 - Technical criteria compliance	Further the audit should also check whether the DC/DR and NDR and other internet applications comply the guidelines issued by RBI vide their circular RBI/2015-16/418 DBS.CO/CSITE/BC.11/33.01.001/2015-16 dated 02.06.2016	We understand that the review as per the RBI circular vide their circular RBI/2015-16/418 DBS.CO/CSITE/BC.11/33.01.001/2015-16 would be a six monthly. Kindly confirm.	No change, RFP clause will hold good.
33	64 and 66	-	BROAD DETAILS OF count of Infrastructure deployed at RRB DC/DR/NDR for IS Infrastructure Audit And Broad Details of the systems	a) Kindly confirm if the number of the infrastructure mentioned in for all RRBs across DC and DR. Quantity specified on page 64 and 66 are not matching.	Separate Tables are indicated for IS Audit and VAPT and that is why it is different. VAPT infrastructure contents are

Queries and clarification

			are given below for VAPT:	b) Kindly provide the infrastructure to be tested in NDR.	included in IS AUDIT table too, same detailed in RFP. Stationed Infrastructure that includes mainly server and storage.
34	68	Annexure 5 Commercial Bid Format sr 5	Application Security Review Application Security Review (for an assignment of at least 45 days in a year) Completing the compliance audit of the application and closure of the audit	Kindly clarify the requirement for the text in bold. We understand that this compliance audit shall be part of the six monthly VAPT activity. Kindly confirm.	Addendum Published.
35	20	3.1	A separate dedicated common DC, DR, NDR Infrastructure have been implemented in a co-location model which caters to all branches of Bank's three sponsored RRBs together under the common infrastructure setup.	Kindly confirm if the infrastructure of all three RRBs is hosted in the same DC, NDR and DR. Also, kindly indicate the number of service providers involved for the co-location services.	Yes. 2. one SP for DC & DR and one for NDR
36	67	Annexure 5	Commercial Bid Format	Kindly define the minimum requirements for 'Senior Resource' and 'Other Resource' – as this is unclear and there may be discrepancies in interpretations from the bidders.	As per the industry standard and evaluation will be done by the bank.
37	69	Annexure 5	Annexure 5 Commercial Bid Format	Kindly indicate the cell from which L1 bidder will be chosen.	Addendum Published
38	69	Annexure 5	Details in Column 'Major Deliverables (Indicative only) and Vulnerability Assessment & Penetration Testing of RRB's Website (optional as it is maintained	The column mentions activities such as 'Development and roll out of Disaster recovery Plan and Business Continuity Plan' etc. Some of these activities are not included	Addendum Published

Queries and clarification

			by RRBs at their end)	in the scope section. May we suggest deleting this column from the commercial bid format and retain only the broad headings of the scope to avoid any confusion. Alternately, suitable changes to the scope may be made. Kindly confirm if this is a mandatory requirement. This will be a major component in the pricing of this engagement	
39	71	Annexure 5 – Commercial Bid Format	For line item no. 5. d the following will apply	Kindly confirm the presence of 'line item no.5' or suggest suitable modification to this clause.	No change.RFP clause will hold good.
40	23	4.1	Eligibility cum Technical Bid Criteria 1. The number of Infrastructure Audits and VAPT completed (In the last 5 years)	Kindly clarify how allotment of marks will be done for 'Additional marks for Infrastructure Audit and VAPT in different banks in India / Government institutions'.	No change.RFP clause will hold good.
41	39	5.2.5.16, 4 th sentence	Further bidder should also enter/upload the report in Bank"s existing Audit application.	Please clarify this requirement.	No change.RFP clause will hold good.
42	43		Limitation of Liability Bidder's aggregate liability in connection with obligations undertaken as a partof this RFP a n d subsequent agreements regardless of theform or nature of the action giving rise to such liability (whether incontract, tort or otherwise), shall be at actual value.	We suggest the following modification to this clause. Limitation of Liability Bidder's aggregate liability in connection with obligations undertaken as a partof this RFP a n d subsequent agreements regardless of theform or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at contract value.	No change.RFP clause will hold good.

Queries and clarification

43	NA	NA	NA	<p>We suggest inclusion of the following terms in the contract:</p> <ol style="list-style-type: none"> 1. Report: Any information, advice, recommendations or other content of any reports, presentations or other communications we provide under this Agreement ("Reports"), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and EY shall not be required to update its Final Report. 2. Termination: Either Party may terminate this Agreement immediately by giving notice to the other party. Upon termination EY shall be entitled to receive payments of the Services performed, work in progress and expenses incurred by it, till the date of such termination. 	No change.RFP clause will hold good.
44	2	A	<p>Important Dates - Last Date of Submission of RFP Response (Closing Date)</p>	<p>As this is a large RFP, we sincerely request allowing more time to the bidders put together a comprehensive response. We suggest to extend the last date to 21st October 2016.</p>	Addendum Published
45	57	Annexure 4	<p>Review / Audit of: 1. IT Infrastructure (Data</p>	<p>Please provide the count of in scope application for Information System Audit</p>	As per RFP

Queries and clarification

			<p>Centre, Disaster Recovery Centre and Near DR Site) 2. Business Continuity Plan & Disaster Recovery Planning 3. Security Operations (DC,DR, NDR) Application Security Review 4. Vulnerability Assessment and penetration testing (VAPT)</p>		
46	57	Annexure 4	<p>Bank of Baroda intends to issue this RFP document for carrying out `Comprehensive Audit of the IT Infrastructure implemented and VAPT at the common RRB's Data Centre, Mumbai, Disaster Recovery Centre, Hyderabad and Near Site, Vashi , Navi Mumbai for a period of three years</p>	<p>Please confirm the number of visits to Hyderabad DR Site in 3 years. We need this information for estimating the expenses.</p>	<p>IS Audit is to be done annually and VAPT six monthly</p>
47	22	3.2 Project Scope	<p>The Selected Service Provider is required to conduct the detailed Risk assessment of IT Assets/Resources of the Bank at DC/DR /Near Site and suggest the control measures for the risks identified.</p>	<p>Please confirm if a risk assessment should be performed</p>	<p>Yes</p>
48	42	6.11 Payment Terms	<p>The SP"s fees will be paid in the following manner for each item/activity which is described in the Commercial Proposal (Annexure 5): 1. 70% of the professional fee on the completion of the each of the following projects and submission of initial report for Management comment</p>	<p>Since the project involves several different tasks and significant out of pocket expenses, we request the bank to consider the payment milestones as following: 1) On initiation of the Project: 10% 2) Submission of Draft Report: 30% 3) Submission of the final report for management comments 30% 4) Compliance Report</p>	<p>As per RFP</p>

Queries and clarification

				30%	
49	54	Point 3, Annexure 3	<p>Should have made net profits for the past 3 years in succession i.e. 2013-14, 2014-15 & 2015-16 or should have a minimum Net worth of at least 2 crores in each of the past two years i.e. 2014-15 and 2015-16 (Net worth means the Tangible Net worth of the bidder).</p> <p>Must have a minimum annual turnover of at least INR 20 crore in the past three years i.e. 2013-2014 , 2014-15 and 2015-16 out of which, at least, 25% of the revenue must have come from the Audit, Consulting, and VAPT Services.</p>	Please confirm if a CA certificate will suffice as evidence for turnover and net profits	Addendum Published
50	2	Annexure 3 Point 6	Should have conducted Information System audit, Application Audit (preferably financial applications) and VAPT of Data Centers For at least 2 bank's in last 3 years.	Deviation We request customer to kindly accept the Purchase Orders only as proof of document	Addendum Published
51	2	Annexure 3 Point 7	Bidder should have at least 2 to 3 assignments in last 5 years experience in offering IT Infra structure audit services and experience in offering Information System Services such as Security assessment, defining security policies procedures & baselines, Risk Assessment, security consulting assignments to clients in India.	Deviation We request customer to kindly accept the Purchase Orders only as proof of document	Addendum Published
52	21	Main Document	3.1 The selected service provider is required to	Is it expected to perform following testing as part of this RFP SOW:	Scope as per RFP.

Queries and clarification

			provide service of comprehensive audit of IT Infrastructure deployed at DC, DR & Near site and VAPT including but not limited to following services: Performance Testing, Optimisation Testing, High Availability Testing, Scalability Testing, Networking and Hardware Sizing & Configuration Testing with reference to the four core architectural principles- Performance, Scalability, High Availability, Investment Protection.	<p>1. Performance testing</p> <p>2. Optimization testing</p> <p>3.HA Testing</p> <p>4.Scability testing</p> <p>N/W and H/W sizing</p>	
53	8	Annexure 4	4. Application Security Review	<p>Request customer to please provide scope details for us to estimate efforts for the project:</p> <p>What is the number of internet facing applications in scope? It is not clear from VAPT scope table.</p> <p>The application count mentioned in the IS audit scope table says 31 applications. Are all 31 apps in scope?</p> <p>Does DR web apps also need assessment in addition to DC</p>	<p>As per RFP</p> <p>Approx 3 to 4 applications</p> <p>Yes</p> <p>Yes</p>
54	9	Annexure 4	5. Vulnerability Assessment and penetration testing (VAPT) One of the bullet in the VA-PT is as follows: Application Security Testing & Code Review	<p>Is Code Review part of this SOW? If yes, please share the count of applications under scope</p> <p>If yes, please share the approx lines of code for each applications</p>	<p>No.</p> <p>Addendum published</p>
55	9	Annexure 4	5. Vulnerability Assessment and penetration testing (VAPT) One of the bullet in VAPT is as follows: Website Assessment (Process)	Request customer to please explain the expectation from this area.	As per RFP document mentioned in scope.

Queries and clarification

56	9	Annexure 4	5. Vulnerability Assessment and penetration testing (VAPT)	<p>Request customer to please help understand what is expected from this "Scenario Analysis"</p> <p>Request customer to please help understand what is expected from this "Access Control Mapping"</p> <p>Request customer to please help understand what is expected from this "Containment Measure Testing"</p> <p>For war Dialling: How many sites are in scope. Physical buildings, locations.</p> <p>For firewall rule base audit: please share the count of firewalls in DC, DR, NDR</p> <p>For firewall rule base audit: please share the approx count rule base</p> <p>For IPS and IDS sig review : are there 4 devices? Please confirm.</p> <p>Does BOB need VAPT for internal IP?</p> <p>If yes, For internal PT: there are only 40 IPs as per VA PT SOW table, is our understanding correct?</p>	<p>Will be disclosed to successful bidder.</p> <p>Whether access is being provided to authorised people.</p> <p>Will be disclosed to successful bidder</p> <p>NA. Only if ISDN line is applicable</p> <p>Will be disclosed to successful bidder.</p> <p>Will be disclosed to successful bidder.</p> <p>As per RFP.</p> <p>VAPT is required only for internet facing applications and associated infrastructure</p> <p>As per RFP</p>
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Queries and clarification

				<p>For external Infrastructure Vulnerability scan& PT: there are only 4 IP as per VA PT SOW table, is our understanding correct? Please confirm if 4 external IP is including DC, DR and NDR?</p> <p>The count of devices/system are more in IS Audit scope table. The VAPT scope table has very limited count. For VA-PT do we have to consider the count mentioned on page 10 of Annexure-4 Technical , please confirm.</p> <p>The frequency of all VAPT assessment is twice in a year i.e. six monthly assessment, please confirm.</p> <p>Is confirmatory to be additionally after each six monthly assessment or can be done along with six monthly assessments.</p>	<p>Yes</p> <p>One table is for IS Audit and other table is for VAPT and that is why it is different</p> <p>Yes.</p> <p>Yes Verification of previously identified vulnerabilities will be assessed in next VAPT cycle</p>
57		Annexure 5		<p>Please confirm, These RRB's Website apps need to be counted along with the scope. Its mentioned optional in the annexure 5</p> <p>www.barodagraminbank.com</p> <p>www.brkgb.com</p> <p>www.bggb.in</p> <p>Repeat / New app scope: - Request BOB to</p>	<p>Modified Annexure 5 is published as Addendum.</p>

Queries and clarification

				<p>standardize the understanding for all vendors in terms of either count of apps or count of mandays required for - VAPT for Application (Repeat/New application) hosted at DC/DR</p> <p>The frequency of Web Appsec assessment is twice in a year i.e. six monthly assessment, please confirm.</p> <p>Is confirmatory to be additionally after each six monthly assessment or can be done along with six monthly assessments.</p>	<p>Half yearly.</p> <p>Can be done along with six monthly assessments.</p>
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