

1	13	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	1. Delivery, Installation, Integration and Commissioning	1.3. Installation Schedule: 1.3.2. Installation, Configuration, Integration and Commissioning of Security Orchestration, Automation, and Response Solution: The successful bidder should ensure installation, configuration, integration and commissioning of the delivered Security Orchestration, Automation, and Response Solution at the bank branch/office within 2 weeks from the date of delivery of Security Orchestration, Automation, and Response Solution for each ordered locations.	Requesting Bank to consider below implementation time line Phase1=7+4 weeks, Phase2=Phase1+4 weeks	Bidder has to comply with the RFP terms.
2	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Uptime	4.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Scope of Work, during the period of the Contract and also during ATS, if contracted, which shall be calculated on monthly basis.	g. How will the bidder guarantee an uptime of 99% with only one resource available onsite	Bidder has to comply with the RFP terms.
3	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Payment Terms	6.1. Payment schedule for Required Hardware for Security Orchestration, Automation, and Response Solution with required OS, Database License and other Licenses will be as under: Payment Stage 1. Delivery of Required Hardware for Security Orchestration, Automation, and Response Solution with required OS, Database License and other Licenses as per clause 1.2.1 % of Payment 40% of the Invoice Value of these Hardware for Security Orchestration, Automation, and Response Solution with required OS, Database License and other Licenses	Requesting you modify the clause as "Delivery of Required Hardware for Security Orchestration, Automation, and Response Solution with required OS, Database License and other Licenses - 70% of Invoice Value"	Kindly refer Amendment-3 to this RFP.
4	18	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Payment Terms	6.2. Payment schedule for Security Orchestration, Automation, and Response Solution will be as under: Payment Stage 3. Escrow agreement % of Payment 10% of the invoice value will be released after signing Escrow Agreement and depositing of source code.	Requesting you to delete the clause	Kindly refer Amendment-3 to this RFP.
5	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	7. Onsite Resources & Support	7. Onsite Resources & Support	f. What is the Scope of work of the one resource who will be placed at Bank Premises	The clause is self-explanatory. Bidder has to comply with the RFP terms.

6	21	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (If contracted)	10.5.3. Preventive Maintenance.	Requesting you to confirm yearly how many times preventive maintenance need to be conducted? Also please share the details scope of Preventive Maintenance.	Detail will be shared to selected bidder.
7	23	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	15. Escrow arrangement during Contract period:	Whole Clause	Requesting you to delete the clause as OEM is not ready to share their source code. We shall help the bank with KT, by sharing installation guides and documents related to best practices	This RFP Clause stands deleted.
8	23	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	15. Escrow arrangement during Contract period:	Whole Clause	Request Bank to remove this clause as the OEM is not agreeing to the ESCROW condition.	This RFP Clause stands deleted.
9	23	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	15. Escrow arrangement during Contract period:	Whole Clause	We would like to bring it to your kind notice that Palo Alto Networks being foreign OEM, can not enter into any Escrow agreement. We discussed with our global team and received no approvals on the same. please delete this clause else we would be losing a valuable opportunity to participate in this tender.	This RFP Clause stands deleted.
10	23	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	15. Escrow arrangement during Contract period:	Whole Clause	Escrow Arrangement: Proposed Solution / Software is NOT Customized to the requirement of RFP - Hence it will not be applicable to execute. Request to remove this clause	This RFP Clause stands deleted.
11	26	E. SELECTION OF BIDDER	3. Evaluation of Bids	3.3.3. In Annexure-7, against each of the specifications under Technical and Functional Specifications, there is a Bidder's response column (BR) where the bidder has three options viz., Available (AV) / Not Available (NA) to indicate their response. All features mentioned as available "AV" should be demonstrated during the demo/POC and if the bidder fails to demonstrate any one feature mentioned as "AV", No marks will be allotted against that feature. Available (AV) will carry 1 Mark, and Not Available (NA) will not carry any marks. However, all mandatory items/features to be delivered before UAT, irrespective of the bidder response.	Request Bank to clarify on if POC have to demonstrated on Live environment or Vendor has to set up the demo from their testing environment. Kindly clarify on the same.	Bidder has to showcase the functionality as mentioned in RFP to the committee during the evaluation phase of the RFP.



Response Solution

12	27	E. SELECTION OF BIDDER	3. Evaluation of Bids	3.3.8. Bank may call for POC (Proof of concept), with the bidders. The scope for POC will be containing the scope as mentioned in this document elsewhere.	d. Kindly define the POC expectations -  i. Do we need to integrate with Production network. If yes, who will own the changes on the existing devices.  ii. How many devices do we need to integrate in POC  iii. What are the parameters which need to be showcased in POC.	Bidder has to showcase the functionality as mentioned in RFP to the committee during the evaluation phase of the RFP.
13	40	Annexure-7	Technical & Functional Requirement of Security Orchestration, Automation, and Response Solution	B. FUNCTIONAL REQUIREMENTS 3.The solution should be sized to store the historical incident data related to playbooks, incident cases etc for a minimum period of 5 years and then back up the data using banks backup solution as per policy.	Request bank to share the current size of logs generated and collected by the SIEM per day.	On a daily basis, approx 2500 alerts & 75 incidents are generated which can vary from time to time.
14	41	Annexure-7	Technical & Functional Requirement of Security Orchestration, Automation, and Response Solution	B. FUNCTIONAL REQUIREMENTS  11. Solution should have built in reusable playbooks (Minimum 200 or out of the box, all should be available to the bank) for well-known Incident types like, but not limited to, Phishing, Malware, AV, Authentication etc along with capability to support varying threats & attack vectors in accordance to the industry standards & as per Bank's requirement.	a. How many playbooks need to integrate within the implementation period  This is very important as there is no product separation clause in the RFP and Services are linked to the payment of the third party software and hardware. Hence we need to clearly understand where the implementation ends. As we understand with SOAR, the fine tuning and use case addition will go along well into the operations phase. Requesting to clarify the premise on which the implementation sign-off can be agreed upon.	The clause is self-explanatory. Bidder has to comply with the RFP terms.
15	41	Annexure-7	Technical & Functional Requirement of Security Orchestration, Automation, and Response Solution	B. FUNCTIONAL REQUIREMENTS  5. Bidder should be able to create playbooks in response to new threats in the industry immediately, not later than 1 day of discovery of any new threat.	Request the bank to confirm the qty of Use-cases and the playbooks to be considered during implementation stage.	Kindly refer point no.11 under Annexure-7 (B. FUNCTIONAL REQUIREMENTS) of the RFP.
16	42	Annexure-7	Technical & Functional Requirement of Security Orchestration, Automation, and Response Solution	B. FUNCTIONAL REQUIREMENTS 23.The solution should be able to integrate with any of the OEM solutions of the following, but not limited to, Technologies: i. Endpoint Security ii. Network Security iii. Email Security iv. Cloud Security v. Forensic Tools	Request the bank to provide the list of current technologies deployed which would be in scope for the SOAR Implementation	The detail will shared with selected Bidder



**Corrigendum to Pre Bid Queries Replies to RFP 26/2020-21 dated 04/01/2021 for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Security Orchestration, Automation, and Response Solution**

17	43	Annexure-7	Technical & Functional Requirement of Security Orchestration, Automation, and Response Solution	<b>B. FUNCTIONAL REQUIREMENTS</b>  29. The solution should be able to integrate with devices like Firewall, endpoint security solution , WAF, DLP etc.	Please confirm the number of solutions to be integrated with SOAR platform? Also please share the number of use cases and playbooks Bidder has to create to get implementation signoff?	Kindly refer point no.11, 23 & 29 under Annexure-7 (B. FUNCTIONAL REQUIREMENTS) of the RFP.
18	43	Annexure-7	Technical & Functional Requirement of Security Orchestration, Automation, and Response Solution	<b>B. FUNCTIONAL REQUIREMENTS</b>  29. The solution should be able to integrate with devices like Firewall, endpoint security solution , WAF, DLP etc	b. How many devices need to be integrated with the SOAR solution  This quantification is required to evaluate the effort needed in implementing all those devices with SOAR platform.	Kindly refer point no.11, 23 & 29 under Annexure-7 (B. FUNCTIONAL REQUIREMENTS) of the RFP.
19	47	Annexure- 7 (B)	SCORING MATRIX	2. Proof of Concept to assess the requirements of the tool.	Please explain the scope of POC	Bidder has to showcase the functionality as mentioned in RFP to the committee during the evaluation phase of the RFP.
20	56	Amended Annexure 14	Table D Charges for Onsite Resources	column e: Charges for One resource for 12 months [Excl. of taxes]	Request Bank to amend it as "Charges for one resource for <u>60 months</u> ( Exclusive of Tax) Column d and Column g"	Kindly refer Amendment-3 to this RFP.
21	NA	NA	NA	Additional Query	We would suggest that Bidder bring along a complete setup where they integrate similar products which Bank has to demonstrate as SOAR into a production network will be invasive and the roles and responsibility of doing such exercise will demand much bandwidth from Bank as we as Bidder.	Bidder has to comply with the RFP terms.
22	NA	NA	NA	Additional Query	c. What USE cases need to be demonstrated during implementation period  This is the most critical part of any SOAR implementation. Baselining of use cases drives the SOAR Implementation. And based on the use cases, the implementation activity can be properly captured in SOW. As the implementation would be executed by professional services team of OEM, a definite SOW would be required.	Kindly refer point no.11 under Annexure-7 (B. FUNCTIONAL REQUIREMENTS) of the RFP.



23	NA	NA	NA	Additional query	e. Who all will be involved in the Security operations period? Is it safe to assume that BANK SOC team will do operations maintenance of the SOAR solution and the bidder will only provide product support.	Kindly refer Clause no. 7 under Section C of the RFP.
----	----	----	----	------------------	--	---

Date: 08/02/2021

Place: Bengaluru

  
Deputy General Manager

