



**CORRIGENDUM  
TO  
REQUEST FOR PROPOSAL**

**RFP Reference - NTB/IT/SOC/2019/03/003  
Published on 26th March 2019**

**Request for Proposal (RFP) for  
Selection of Vendor for  
SECURITY OPERATIONS CENTRE  
(SOC) SERVICES**

The Nainital Bank Limited  
12<sup>th</sup> April 2019  
RFP Reference - NTB/IT/SOC/2019/03/003

**Reference to RFP No: - NTB/IT/SOC/2019/03/003 dated 26/03/2019 - Amendments to RFP and Corrigendum are mentioned hereunder as Corrigendum -**

Page No	RFP Point/Clause	Clause Description	Bank Response /Amendment
4	Last date and time of submission of bids	15/04/2019 (1700 Hrs)	25/04/2019 (1700 Hrs)
	Date and time of opening of eligibility cum technical Bids (envelope 1 and envelope 2)	16/04/2019 (1100 Hrs)	26/04/2019 (1100 Hrs)
5	1.1 Document Control Sheet- <b>-Last date and place of submission of RFP response (Closing date)</b>	1700 Hrs. on 15/04/2019 at THE NAINITAL BANK LTD., Regional Office, Naini Business Centre, 4th Floor, UPRNN Building, C-20/1A/7, Sector 62, Noida - 201 309. Uttar Pradesh	1700 Hrs. on 25/04/2019 at THE NAINITAL BANK LTD., Regional Office, Naini Business Centre, 4th Floor, UPRNN Building, C-20/1A/7, Sector 62, Noida - 201 309. Uttar Pradesh
5	1.2 Document Control Sheet <b>Date and time and place of opening of Eligibility cum Technical Bids (envelope 1 and envelope 2)</b>	1100 Hrs. on 16/04/2019 at THE NAINITAL BANK LTD., Regional Office, Naini Business Centre, 4th Floor, UPRNN Building, C-20/1A/7, Sector 62, Noida - 201 309 Uttar Pradesh	1100 Hrs. on 26/04/2019 at THE NAINITAL BANK LTD., Regional Office, Naini Business Centre, 4th Floor, UPRNN Building, C-20/1A/7, Sector 62, Noida - 201 309 Uttar Pradesh
5	1.1 Document Control Sheet <b>Date and place of Technical Presentation (Presentation will be given by the eligible bidder only)</b>	24/04/2019 THE NAINITAL BANK LTD., Regional Office, Naini Business Centre, 4th Floor, UPRNN Building, C-20/1A/7, Sector 62, Noida - 201 309Uttar Pradesh	Date of technical presentation will be shared later with the eligible bidder.
11	<b>3.12 Firm Prices</b>	New line, in addition to given clause.	Commercials submitted should exclude GST only. Applicable GST may be mentioned.
15	<b>3.30 Evaluation of Eligibility Criteria</b>	The Bidder should have been managing a well-established own Security Operations Centre (SOC) including proposed SIEM tool in India for the past 3 years. The bidder should be offering SOC services to at least two BFSI (Banking, Financial services and Insurance) or PSU in India during last three years.	The bidder should have either implemented or providing the SOC services using the proposed SIEM solution/tool during the last three years in India & successfully implemented the project within defined timelines.
17	<b>3.31. Evaluation of Technical Bids Criteria (1) under Evaluation Parameters/Credentials</b>	Bidders no. of Years of experience in providing Managed Security Services (MSS) to run Security Operation Centre (SOC) services with Managed, Detection and Response (MDR) capabilities in India (As on 31.12.2018)	The Bidder's experience in providing Managed Security Services (MSS) or Managed Detection and response (MDR) to run Security Operation Centre (SOC) services in India to BFSI/PSUs in India. (As on 31.03.2019)
17	<b>3.31. Evaluation of Technical Bids Criteria (1) - Credentials for awarding score</b>	Bidders no. of years of experience-  Add one new Scoring criteria	0 marks for less than 3 years (Additional criteria added)
18	<b>3.31. Evaluation of Technical Bids</b>	"The Bidder's experience in providing Managed Security Services (MSS) to	"The Bidder's experience in providing Managed Security Services

	<b>Criteria (2) under Evaluation Parameters/Credentials</b>	run Security Operation Centre (SOC) services with Managed, Detection and Response (MDR) capabilities in India to BFSI/PSUs in India. (As on 31.12.2018)"	(MSS) or Managed, Detection and Response (MDR) to run Security Operation Centre (SOC) services in India to BFSI/PSUs in India. (As on 31.03.2019)"
18	<b>3.31. Evaluation of Technical Bids</b>  <b>Criteria (2) - Credentials for awarding score</b>	Bidders experience in providing MSS..-  Add one new Scoring criteria	0 marks for less than 2 BFSI/PSUs (Additional criteria added)
18	<b>3.31. Evaluation of Technical Bids</b>  <b>Criteria (3) under Evaluation Parameters/Credentials</b>	No. of BFSI/PSUs where the proposed SIEM solution should have been providing SOC services in India during the last three years (As on 31.12.2018)	No. of BFSI/PSUs where the bidder has implemented or provided SOC services using proposed SIEM solution in India during the last three years (As on 31.03.2019)
18	<b>3.31. Evaluation of Technical Bids</b>  <b>Criteria (3) - Credentials for awarding score</b>	No. of BFSI/PSUs where the proposed SIEM...-  Add one new Scoring criteria	0 marks for less than 2 BFSI/PSUs (Additional criteria added)
18	<b>3.31. Evaluation of Technical Bids</b>  <b>Criteria (4) - Credentials for awarding score</b>	The bidder's inclusion in the Gartner or Forrester...-  Add one new Scoring criteria	0 marks if not listed (Additional criteria added)
18	<b>3.31. Evaluation of Technical Bids</b>  <b>Criteria (5) under Evaluation Parameters/Credentials</b>	Point (3)- Detailed approach & methodology for providing Managed Security Services (MSS) to run Security Operation Centre (SOC) services with Managed Detection and Response (MDR) capabilities	Point (3) - Detailed approach & methodology for providing Managed Security Services (MSS) or Managed, Detection and Response (MDR) to run Security Operation Centre (SOC) services in India
20	<b>3.32. Evaluation of Commercial Bids</b>	Bidders quoting incredibly low or unrealistic high cost of items leading to unrealistic total value with a view to subverting the tender process shall be rejected straight away by Bank and EMD of such vendor will be forfeited. Any bid found to be unsatisfactory in terms of any of the evaluated parameters as mentioned may be rejected and will not be considered for further evaluation.	-Para Removed-
20	<b>3.33. Final Bid Evaluation (Techno commercial bid)</b> <b>Line 2; Para 2</b>	The Combined Final Score contains 60% weightage for technical evaluation and 40% weightage for commercial evaluation.	The Combined Final Score contains 70% weightage for technical evaluation and 30% weightage for commercial evaluation.
20	<b>3.33. Final Bid Evaluation (Techno commercial bid)</b> <b>Line 6; Para 4</b>	$TC = T*0.6 + L*0.4$	$TC = T*0.7 + L*0.3$
20	<b>3.33. Final Bid Evaluation (Techno commercial bid)</b> <b>Para 6</b>	The shortlisted bidder will be declared after thorough evaluation of commercial bid by Bank. During the evaluation if the Bank finds that the detailed commercial bid is not in order or not complete etc. then Bank will treat his bid as non- viable and same	The shortlisted bidder will be declared after thorough evaluation of commercial bid by Bank. During the evaluation if the Bank finds that the detailed commercial bid is not in order or not complete etc. then Bank will treat his bid as non- viable and

		will be rejected, and EMD will be forfeited. In such case the next ranked techno commercial bidder will be considered for further evaluation and so on till a bidder is selected.	same will be rejected. In such case the next ranked techno commercial bidder will be considered for further evaluation and so on till a bidder is selected.
22	<b>3.37. Award of Contract</b>	THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -30- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked.	THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -30- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise declared insolvent. However, such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked.  <b>Additional Line :</b> The Limited Liability clause and Termination & Exit Management clause will be incorporated in the contract with the Successful bidder.
23	<b>3.39. Bank Guarantee for Contract Performance</b>  <b>Para 2</b>	Failure of the successful Bidder to comply with the requirement mentioned in document shall constitute sufficient ground for the annulment of the award and forfeiture of the Bank Guarantee/Security Deposit. In case of exigency, if the Bank gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the successful Bidder.	Failure of the successful Bidder to comply with the requirement mentioned in document shall constitute sufficient ground for the annulment of the award and forfeiture of the Bank Guarantee/Security Deposit. In case of exigency, if the Bank gets the work done from elsewhere, the difference in the cost of getting the undelivered work done shall be borne by the successful Bidder.
23	<b>3.40. Confidentiality and Non-Disclosure of the Document</b>  <b>Para 2</b>	The document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of the Bank and Associates. The bidder shall ensure that its employees shall maintain full confidentiality of the entire information. Disclosure, reproduction, transmission of this RFP, any amendment to the RFP, any specifications, plan, drawing, pattern, sample data or any part of the	The document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to internal business information of the Bank and Associates. The bidder shall ensure that its employees shall maintain full confidentiality of the entire information. Disclosure, reproduction, transmission of this RFP, any amendment to the RFP, any specifications, plan, drawing, pattern, sample data or any part of the

		aforementioned information to parties not directly involved in providing the services requested could result in disqualification of bidder, premature termination of the contract and legal action against the bidder for breach of trust.	aforementioned information to parties not directly involved in providing the services requested could result in disqualification of bidder, premature termination of the contract (for successful bidder) and legal action against the bidder for breach of trust.
24	<b>3.42. Rejection Criteria</b>	New Criteria 3.42.4	3.42.4 - <b>To avoid conflict of interest-</b> Any bidder or any of its group / sister concern company who has participated in RFP No. NTB/IT/INFRA/2018/12/ 002 for ICT - DC DR infra can participate in this SOC RFP. However, if declared a winner and awarded the contract for RFP No. NTB/IT/INFRA/2018/12/002; the said bidder or any of its group / sister concern company will be automatically disqualified for further evaluation in this SoC RFP and his EMD will be returned.
29	<b>4.6 Service Level Agreements*</b> <b>S. No. (1) Service Area – Monitoring and Incident Alerting- Penalty</b>	<90% : 25 % of monthly payment	<90% : <b>10 %</b> of monthly payment
30	<b>4.6 Service Level Agreements*</b> <b>S. No. (1) Incident Investigation Reports – Service Level</b>	Sending out detailed investigation report post alert notification. Action plan/ mitigation steps should be alerted to designated bank personnel as per the below SLA:  1 Critical incident within 60 minutes of the event identification. 2 High priority incident within 90 minutes of the event identification. 3 Medium priority incident within 180 minutes of the event identification	Sending out detailed investigation report post alert notification. Action plan/ mitigation steps should be alerted to designated bank personnel as per the below SLA:  1 Critical incident within <b>24</b> hours of the event identification. 2 High priority incident within <b>48</b> hours of the event identification. 3 Medium priority incident within <b>72</b> hours of the event identification
30	<b>4.6 Service Level Agreements*</b> <b>S. No. (2) Incident Investigation Reports – Penalty</b>	<90% : 25 % of monthly payment	<90% : <b>10 %</b> of monthly payment
30	<b>4.6 Service Level Agreements*</b> <b>S. No. (3) Network Threat Hunting Report – Service</b>	Once in 24 hours	As and when threat occurs, otherwise weekly report on the first working day of every week.
30	<b>4.6 Service Level Agreements*</b> <b>(Change in Last line)</b>	Maximum penalty in a month will be capped to 25% of monthly SOC operations charges except service uptime.	Maximum penalty in a month will be capped to <b>10%</b> of monthly SOC operations charges except service uptime.

31	<b>4.7 Deployment Models &amp; Service Delivery Methodology</b>	Phase 1- Add new line	Log storage & retention at 'bidders' location' in Phase 1 - <b>1 month online and 5 months off line</b>
31	<b>4.7 Deployment Models &amp; Service Delivery Methodology</b>	Phase 2- Add new line	Log storage & retention at 'Bank's premises' in Phase 2 - <b>1 month online and 11 months off line</b>
36	<b>6. Section V - Detailed Scope of Work:</b>	2. For Phase 2- Sr. No. 13 - No of applications-6	2. For Phase 2- Sr. No. 13- No of applications-10
37	<b>6. Section V - Detailed Scope of Work:</b>	2. For Phase 2- Sr. No. 20- IDAM - DC -100 Sr. No. 21- IDAM - DR -100 Sr. No. 22- MFA - DC -100 Sr. No. 23- MFA - DR -100	2. For Phase 2- Sr. No. 20- IDAM - DC -1 Sr. No. 21- IDAM - DR -1 Sr. No. 22- MFA -DC -1 Sr. No. 23- MFA -DR -1
40	<b>6.2 High Level Deliverables</b>	Global Intelligence Feeds (Optional)	Global Intelligence Feeds
43	<b>6.3 Technical Specifications – Other requirements - 7.16</b>	"The dashboard provided to Bank should be in the form of a unified portal that can show correlated alerts/ events from multiple disparate sources such as security devices, network devices, enterprise management systems, servers, applications, databases, etc."	"The dashboard for 5 users real time will be provided to Bank should be in the form of a unified portal that can show correlated alerts/ events from multiple disparate sources such as security devices, network devices, enterprise management systems, servers, applications, databases, etc."
43	<b>6.3 Technical Specifications – Other requirements - 7.19</b>	The proposed system should display all real time events. The proposed solution should have drill down functionality to view individual events from the dashboard.	The proposed system should display all real time events for 5 users online. The proposed solution should have drill down functionality to view individual events from the dashboard.
44	<b>6.6 Interoperability</b>	b) Operating systems and storage technologies from several vendors must interact well with each other. These systems should also support the open architecture solutions where information/ data can be ported to any system, whenever desired.	-Removed-
45	<b>7. Section VI – 7.1 Commercial Bid Format- SOC Services (phase 1)</b>	Cost of Anti-Phishing & Brand-Monitoring Managed Services as per the scope defined in the RFP. -This cost includes unlimited no. of takedowns of phishing sites/ brand-abuse incidents in a year.	Cost of Anti-Phishing & Brand-Monitoring Managed Services as per the scope defined in the RFP. -This cost includes takedowns of phishing sites/brand-abuse incidents during Phase 1
48	<b>Summary of Commercials-</b>	New line	All the quoted commercials are excluding GST.
46	<b>7. Section VI – 7.1 Commercial Bid Format- SOC Services</b>	Phase 2:	Refer below table for revision

Server/Device/Services	Total No of units*	Per Unit Price	Charges for 1st year	Charges for 2nd year	Charges for 3rd year	Charges for 4th year	Charges for 5th year	Total Charges for all years
No. of Windows servers at DC-Primary	25							
No. of Windows servers at DR	20							
No. of Windows Servers at NDR	01							
No. of Windows Servers at Bank's Premises	05							
Active Directory at DC	02							
Active Directory at DR	02							
No. of Database server at DC	07							
No. of Database server at DR	07							
No. of Database server at other locations	05							
No. of Applications	10							
No. of Storage	03							
No of Web Server at DC	01							
No of Web Server at DR	01							
No of Security & Network Devices	35							
PIM- DC	18							
PIM- DR	18							
DAM - DC	08							
DAM - DR	08							
HIPS	All Servers							
IDAM - DC	1							
IDAM - DR	1							
MFA (Multi Factor Authentication)- DC	1							
MFA (Multi Factor Authentication)- DR	1							
Hardware Load Balancer - DC	02							
Hardware Load Balancer - DR	01							
Patch Management Server	02							
Anti-Virus Server	02							
No. of Routers at Branches/Offices (End point security)	175							
Onsite Resource (L2)	01							
Additional Log Sources (Server/ Network Device/ Security Device)	Per Log Source							
Cost of Anti-Phishing & Brand-Monitoring Managed Services as per the scope defined in the RFP. -This cost includes no. of takedowns of phishing sites/brand-abuse incidents in a year.								

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