Request for Proposal [RFP]
For

"SELECTION OF SECURITY SYSTEM INTEGRATOR TO SET UP CYBER SECURITY OPERATION CENTRE (C-SOC)"

For

Two Regional Rural Banks (RRBs) Sponsored by Canara Bank viz:

Karnataka Gramin Bank
Head Office, Ballari, Karnataka
&
Kerala Gramin Bank
Head Office, Malappuram, Kerala

Ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021

Issued By:
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office,
19-19/1, III Floor,
Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru-560004

SELECTION OF SECURITY SYSTEM INTEGRATOR TO SETUP CYBER SECURITY OPERATION CENTRE (C-SOC)

Bid Details in Brief

SI. No.	Description	Details
1.	RFP No. and Date	KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021
2.	Brief Description of the RFP	Selection of Security System Integrator to Setup Cyber Security Operation Centre in Karnataka Gramin Bank and Kerala Gramin Bank.
3.	Bank's Address for Communication and Submission of Tender	**General Manager** Karnataka Gramin Bank Canara Bank RRBs CBS Project Office, 19-19/1, III Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi, Bengaluru - 560 004
4.	Bank Contact Details	Mrs. Malleswari , Manager, KGB Mob: 9400999913 Mr. S N Satheesh Kumar, Manager, KaGB Mob: 79898 66250 Mr. Anand BR, Chief Manager, KaGB Mob: 9448929985 Tel: 080-26087547 E-mail: apmgroup@kgbk.in
5.	Date of Issue	18-10-2021
6.	Last Date of Submission of Queries for Pre-Bid Meeting	27-10-2021 till 3:00 PM
7.	Date of Pre-Bid Meeting	29-10-2021 at 3:00 PM
8.	Last Date of Submission of Bids	16-11-2021 at 3:00 PM
9.	Date and time of Opening of Part A- Conformity to Eligibility Criteria.	16-11-2021 at 3:30 PM
10.	Date and time of opening of Technical Bid	Will be informed to the eligible bidders
11	Date and time of opening of Commercial Bid	Will be informed to the eligible bidders
12	Application Fees (Non Refundable)	INR 59,000 Inclusive of GST @ 18%
13.	Earnest Money Deposit	Waived Off (Bidder to submit Bid Security Declaration as per **Appendix-D**)
14	Website for RFP	https://karnatakagraminbank.com/ https://keralagbank.com/ https://canarabank.com/

SELECTION OF SECURITY SYSTEM INTEGRATOR TO SETUP CYBER SECURITY OPERATION CENTRE (C-SOC)

Disclaimer

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of **Karnataka Gramin Bank (KaGB)** and **Kerala Gramin Bank (KGB)** (hereinafter termed as "Banks" or "Bank"), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the Banks to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). This invitation document is for the exclusive use of the prospective vendors to whom it is delivered, and it should not be circulated or distributed to third parties. The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder require.

Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The Banks make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. The Banks do not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent. Further, the Bank shall not be liable for any person placing reliance on any source of information (other than this Invitation Document or as published in its website) and such person would be doing so at his/ her/ their own risk.

The Banks in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be published on the Bank's website (www.canarabank.com, www.karnatakagraminbank.com & www.keralagbank.com) and it will become part and parcel of this RFP. This RFP is an invitation to offer and not an offer. The Bid submitted by the Prospective vendors shall constitute an 'offer', subject to acceptance by the Banks. The Bidders shall submit their Bid in the manner set out herein.

The issuance of this Invitation Document does not imply that the Bank is bound to select a Prospective Buyer(s) and the Banks reserve the right to reject any or all the proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of the Banks shall be final, conclusive and binding on all the parties.

SELECTION OF SECURITY SYSTEM INTEGRATOR TO SETUP CYBER SECURITY OPERATION CENTRE (C-SOC)

Abbreviations used in this document

1.	AMC	Annual Maintenance Contract
2.	Anti-APT	Anti-Advanced Persistent Threat
3.	ATS	Annual Technical Support
4	BG	Bank Guarantee
5.	BCP	Business Continuity Plan
6.	BOM	Bill of Material
7.	CB	Commercial Bill of Material
8.	CBS	Core Banking Solution
9.	C-SOC / SOC	Cyber Security Operations Center / Security Operations Center
10.	CIFS	Common Internet File System
11.	CSP	Customer Service Point
12.	CVC	Central Vigilance Commission
13.	DC	Data Centre
14.	DD	Demand Draft
15.	DIT	Department of Information Technology
16.	DLA	Device Level Audit
17.	DRC	Disaster Recovery Centre
18.	EPS	Events per Second
19.	HO	Head Office
20.	HTTP	Hyper Text Transfer Protocol
21.	HTTPS	Hyper Text Transfer Protocol Secure
22.	IDC	International Data Corporation
23.	IDS / IPS	Intrusion Detection System / Intrusion Prevention System
24.	IOC	Indicators of Compromise
25.	ISDN	Integrated Services Digital Network
26.	LAN	Local Area Network
27.	LD	Liquidated Damages
28.	MAF	Manufacturer’s Authorization Form
29.	MSME	Micro Small & Medium Enterprises
30.	MTBF	Mean Time Between Failure
31.	MTTR	Mean Time To Restore
32.	NAC	Network Access Control
33.	NAS	Network Attached Storage

34.	NEFT	National Electronic Funds Transfer
35.	NI Act	Negotiable Instruments Act
36.	NFS	Network File System
37.	NOC	Network Operation Centre
38.	OEM	Original Equipment Manufacturer
39.	OS	Operating System
40.	OSD	OEM Services Division
41.	PERT	Project Execution and Review Technique
42.	POC	Proof of Concept
43.	RFP	Request for Proposal [lnteralia the term 'Tender' is also used]
44.	RTGS	Real Time Gross Settlement
45.	SAS	Serial Attached SCSI
46.	SATA	Serial Advanced Technology Attachment
47.	SAN	Storage Area Network
48.	SSD	Solid State Drives
49.	SI	System Integrator
50.	SIEM	Security Information and Event Management
51.	SLA	Service Level Agreement
52.	SME	Subject Matter Expert
53.	SPOC	Single Point of Contact
54.	SOW	Scope Of Work
55.	TCO	Total Cost of Ownership
56.	TPC	Transaction Processing Performance Council
57.	VA	Vulnerability Assessment
58.	VM	Vulnerability Management
59.	VAPT	Vulnerability Assessment and Penetration Testing
60.	PIM	Privileged Identity Management
61.	WAN	Wide Area Network

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SELECTION OF SECURITY SYSTEM INTEGRATOR TO SETUP CYBER SECURITY OPERATION CENTRE (C-SOC)

A. Introduction

1. About Banks

Canara Bank has sponsored two RRBs operating in two states, viz 1) Karnataka and 2) Kerala. **Karnataka Gramin Bank (KaGB)** with Head Office at Ballari operating in the state of Karnataka with around 1160 branches/offices and **Kerala Gramin Bank (KGB)** with head office at Malappuram operating in entire state of Kerala, with around 647 branches/offices.

KaGB as the coordinating Bank will be floating this RFP & will co-ordinate for smooth implementation of the project and shall liaise with the vendors, on behalf of KaGB and KGB. However, the vendor will be responsible for both the Banks.

The Bank's Data Center (DC) is in Bengaluru and Disaster Recovery Center (DRC) at Mumbai. The DC and DRC are connected to the branches, regional offices and head offices through Wide Area Network (WAN). The entire network uses a mix of MPLS/Leased Lines/VSAT connectivity through multiple service providers. The Banks have Project Office & Network Operation Centre (NOC) in the project office, Bengaluru to administer and monitor IT infrastructure and operations.

2. Definitions

2.1 'Bank/s' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Karnataka Gramin Bank' & 'Kerala Gramin Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.

2.2 'RFP' means Request for Proposal for Supply, Installation, Implementation, Commissioning and Maintenance of Cyber Security Operations Centre Solution in Banks.

2.3 'Bidder' means a vendor submitting the proposal in response to RFP.

2.4 'Solution' means setting up of Cyber Security Operation Centre in Banks.

2.5 'Contract' means the agreement signed by selected bidder and the Banks at the conclusion of bidding process, wherever required.

2.6 'Successful Bidder' / 'H1 bidder' / 'Contractor' means the Bidder who is found to be the Highest scoring bidder after conclusion of all the bidding process, subject to compliance of all the terms and conditions of the RFP.

3. About RFP

3.1 Considering the fast-paced threats in the IT environment, Banks have decided to strengthen its Information Security set up as per NABARD circulars NB. DOS. Pol. No / 4813/J-1/2017-18 dated March 16, 2018, and NB.DoS.Pol.HO./3184/J-1/2019-20 dated 06.02.2020 & subsequent

circulars/notifications for implementing Cyber security Framework in Banks.

3.2 The objective of this RFP is to find a suitable security system integrator who has worked previously in delivering similar projects and currently providing services in the banking or related industry verticals. Bank expects all bidders, having proven experience in IT security/SOC implementation, as system integrator of in-scope solutions, to respond to this RFP.

3.3 This RFP should not be considered as a statement of intent for procurement, unless a purchase order or notification of award is published by the Bank if any, as a result of this RFP process.

3.4 This RFP document is meant for the exclusive purpose of "Setting up of Cyber Security Operation Center" at the Banks as per the terms, conditions and specifications indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

4. Objective

4.1 Intended Architectural principles of the C-SOC

The architectural principles that form the underlying platform for the C-SOC implementation at the Banks is as mentioned below. The solutions and their deployment architecture follow from these principles. The "successful bidder" herein after called as " Security System Integrator" or "Vendor "or "SI", is expected to adhere to these principles while submitting their response.

4.2 Functional Principles

The intent for implementing a C-SOC at the Banks is covered in the below functional principles:

a) **Identification and Prevention of Information Security Vulnerabilities:** The C-SOC should be able to identify information security vulnerabilities in Banks environment and prevent these vulnerabilities through implementation of adequate security solutions or controls.

b) **Incident Management:** Reporting and logging of information security incidents, track and monitor the closure of these information security incidents and escalation of these incidents to appropriate teams/ individuals in the banks if required. Documentation of Incidents along with their root cause to build a known database of incidents to refer in future.

c) **Continuous Improvement:** Continuously improve C-SOC operations.

4.3 Scalability Principles

The solution deployed should be modular, scalable and should be able to address Banks requirements for the next six years, with the deployed hardware / solution.

4.4 Availability Principles

The solutions and services in scope should be designed with adequate redundancy and fault tolerance to ensure compliance with SLAs for uptime, as outlined in this RFP.

4.5 Performance Principles

The solution should not have impact on the existing infrastructure of the banks either during installation or during operation of C-SOC.

4.6 Forensics and Deep Packet Analysis

The solution should be able to perform Dynamic Behavior Analysis – Preliminary static and dynamic analysis and collection of Indicators of Compromise (IOC).

4.7 Based on the architectural principles, the Banks proposes to procure the following solutions to enhance the security posture of Banks to enable Security Operations Monitoring as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

a) Cyber Security Operation Centre (C-SOC) with Security Information and Event Management Solution (SIEM)
b) Privilege Identity Management solution (PIM)
c) Anti-Advance Persistent Threat (Anti-APT)
d) Vulnerability Management and Scanner

4.8 The bidders who wish to take up the project shall be responsible for the following:

a) Supply and Installation of all the necessary solutions and the corresponding hardware, software, database etc. required for implementing these solutions at the Banks.
b) Implementation of the respective solutions at Banks including configuration, customization of the products as per the bank's requirement.
c) Integration of solutions to provide a comprehensive single dashboard view of the security risks/ incidents for Banks.
d) The bidders must ensure that solution procured, their configuration and operations should comply with the current statutory / regulatory requirements, and also those during the contract period.
e) Providing adequate resources for on-going operations of the Cyber Security Operations Center (C-SOC).
f) Development of operating procedures in adherence with Bank’s policies.
g) Adherence to agreed Service Level Agreement (SLA) and periodic monitoring and reporting of the same to the Banks.
h) Continual improvement of the Cyber Security Operations as defined in the SLA.

5. Eligibility Criteria

5.1 A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as

'Bidder' and setting up of Cyber Security Operation Centre at the Banks shall hereinafter be referred as "Solution".

5.2 Only those bidders who fulfill the pre-qualification criteria for bidder and OEMs/OSDs as mentioned in **Annexure-1** are eligible to submit response to this RFP.

5.3 The bidder is required to provide factually correct responses to the RFP. Adequate justification for the response (including the technical and other requirements) should be provided as part of the response. In case the bank finds any response to be inadequate, the bank has the right to ask for additional explanation/justification. In the event of any discrepancy in the response submitted by the bidder, the bank reserves the right to disqualify/blacklist the bidder and the OEM/OSD.

5.4 Bank reserves the right to change or relax the eligibility criteria to ensure inclusivity.

5.5 Bank reserves the right to verify/ evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

5.6 The bidder can submit only one bid.

5.7 In case an OEM / OSD submits a bid as a bidder, then the OEM / OSD cannot participate through other system Integrator bids.

5.8 CBS System Integrator & Consultant/s of this RFP of the Banks are not eligible to apply.

Note: The bidder can propose products from different OEM / OSDs for the solutions in scope (Example: Bidder can propose one or more product/s from OEM/OSD "A" & can propose remaining products from OEMs/OSDs "B", "C" etc.)

6. Participation Methodology

6.1 In a tender either the partner/distributor/System Integrator on behalf of the OEM/OSD or OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.

6.2 If a partner / distributor / System Integrator bids on behalf of the OEM/OSD, the same partner/distributor/System Integrator shall not submit a bid on behalf of another OEM/OSD in the same tender for the same item/product.

6.3 In the event partner / distributor / System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release / announcement, the OEM/OSD should assume complete responsibility on behalf of the partner / distributor / System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates, upgrades and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer / distributor certificate as per **Annexure-21.**

7. Existing Infrastructure to be integrated with SIEM

Detailed information about the Bank's existing infrastructure to be integrated with SIEM is mentioned in **Annexure-7 Scope of Work.**

8. General Scope of Work for each solution

8.1 Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Implementation, Commissioning and Maintenance of Cyber Security Operations Centre Solution for the Banks for its DC & DRC setup located at Bengaluru and Mumbai respectively as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

8.2 Detailed technical specification for each of in-scope solution is furnished in **Annexure-2**. All the Hardware/Software ordered for Supply, Installation, Implementation, Commissioning, Monitoring and Maintenance of Cyber Security Operations Centre Solution should have comprehensive onsite warranty of 3 years and AMC / ATS Period of 3 Years (if Contracted)

8.3 Bank reserves the right to increase or decrease the quantum of purchase by 25% during the contract period in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this tender.

8.4 This section refers to the broad set of requirements for all solutions to be deployed at Banks. Detailed scope of work for each solution is mentioned separately in **Annexure-7: Scope of Work.** For the solutions in scope, the bidder may propose any appliance or software or appliance plus lightweight agent based (as applicable) solution along with necessary hardware.

8.5 In case of software-based solution, the bidder needs to propose the minimum level of hardware as below:

8.5.1 For SIEM:

a) Minimum of 16 cores (Intel Xeon E5 based chip) and 32 GB of RAM and should be expandable to minimum 32 cores and 128 GB of RAM. Further, the bidder should ensure that minimum V4 / DDR4 are provided.
b) All servers should at a minimum have 600 GB redundant SSD

8.5.2 For other solutions (software based), the minimum server sizing expected is:

a) Intel Xeon quad core processor 2.4 GHz with 16 GB Ram (Rack mountable).
b) All servers should at a minimum have 600 GB redundant SSD

8.5.3 For any SIEM device including management servers, the deployment requirement is as per **Annexure – 4 Technical Bill of Material**. These should be in 1U size if, Physical.

8.5.4 The bidders are free to quote blade servers to meet the requirements of this RFP; however, the OEMs for these servers must be in the leader's quadrant for this year's or previous year

(2021 or 2020) Gartner Magic Quadrant for Blade servers.

8.5.5 The server make proposed should be from reputed manufacturers (data center class) and should have been deployed by the bidder in other organizations. All servers should meet the below mentioned criteria:

a) Server family should have published benchmark SPECint rate and SPECfp rate benchmark (**Supporting documents to be submitted**).
b) Server family should have published benchmark TPC benchmark.
c) Server should have 4*1G integrated on-board ports and should support two embedded 10 Gb Ethernet ports (10GBASE-T RJ-45 or 10GBASE-SR SFP+ based) without consuming PCle slots.
d) Should be in the top 5 of IDC's latest worldwide server market review report.

8.5.6 The above is only the minimum requirement and the actual sizing of the servers should be based on the scope of the banks and SLAs as defined in this RFP. Bidder is responsible for sizing the infrastructure required for the in-scope activities under this RFP.

a) Bidder should not quote hardware which are impending end of sale in 2 years from the date of submission of bid.
b) The bidder shall ensure that any additional hardware/software/network equipment required to operationalize the respective solutions/devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware / software / networking equipment free of cost to the bank at the time of implementation. The above **details should be treated as a baseline and the bidder is required to size the hardware as per the 'Scope of Work' Annexure-7 as per this RFP**. The bidder is expected to provide calculations/ logic arrived at the sizing for all appliances/ hardware as part of the response to Part-B Technical Proposal.

8.6 Security Information & Event Management (SIEM)

The SIEM solution is expected to collect logs from security and network devices, database, servers and applications. In addition, the logs generated by the solutions deployed as part of the C-SOC implementation need to be collected by the SIEM. The bidder is expected to perform the following as part of the SIEM:

8.6.1 Solution Implementation

a) Implement the SIEM tool to collect logs from the identified devices / applications / databases as per the defined scope mentioned under **Annexure-7.**
b) Develop parsing rules for non-standard logs.
c) Implement correlation rules based on out-of-box functionality of the SIEM solution.

8.6.2 Ongoing Operations

a) Monitor the SIEM alerts and suggest / take appropriate action as per the SLA

defined in the RFP.

b) Perform on-going optimization, performance tuning, maintenance, configure additional use-cases, suggest improvements as a continuous improvement process.
c) Perform log backup and archival as per bank's policy requirements, and applicable legal/ statutory requirements.
d) Ensure that SLA's are maintained as defined in the RFP.

8.6.3 C-SOC Monitoring

a) The SIEM should be able to collate logs from the devices / applications / databases as per the defined scope mentioned in the scope as per the **Annexure-7**, including the solutions deployed as part of this RFP. The configured correlation alerts should be displayed on LED display maintained at the SOC room.
b) The bidder shall provide Video Matrix Switch which routes video from computers (Dual Monitors) in C-SOC room to multiple displays (projectors, monitors, etc.). All necessary configuration/implementation of this network is also Bidders Responsibility. The same needs to be covered under the Commercial Bid (CB) / Bill of materials in Technical bid with Models and specifications.

8.6.4 Integration

The SIEM tool should be integrated with incident management and ticketing tool to generate automated tickets along with criticality levels for the alert events generated by the SIEM tool. All the security devices/solutions being proposed as part of the current RFP/existing and future devices and solutions identified by the banks need to be included for monitoring by SIEM solution.

8.6.5 Replication

The logs collected by the SIEM log collector should be replicated across primary Data Center, and Disaster Recovery Centre. **The bidder needs to provide an estimate of the bandwidth required for the replication process after due analysis of the existing setup at the Bank**. Bank shall procure additional bandwidth if required. The bidder should ensure that there should be no data loss across DC and DRC. The logs should be in sync across DC and DRC.

8.6.6 Storage

a) The SIEM should be able to maintain 3 months of logs on-box. In addition, the bidder should provide near line storage i.e. secondary storage (Tier-I) for archiving logs for up to 12 months and offline storage (Tier-II) for storage of logs for up to 5 years. Total 6 years logs must be available excluding the 3 months logs on-box. The bidder is responsible for sizing the storage adequately based on the EPS estimate given in the detailed scope of work.
b) The bidder should provide the storage for initial three years during the deployment and the storage for the rest of the three years should be delivered three months before the completion of third year.

c) The bidder is free to quote either of SAS/SSD for tier 1 storage and SATA/SAS/SSD for tier 2 which meet the requirements.

d) The bidders should provide details of the calculations used to arrive at the sizing as part of the response. The bidder is responsible for automated online replication of logs (online/ archival) from DC to DRC for redundancy.

e) The solution should be capable of automatically moving the logs from online to archival storage based on the ageing of the logs. The solution should support object storage to provide protection from attacks such as Ransomware.

f) The logs should be stored in tamper proof mechanism for online and archival storage. The archival storage should have "Write Once Read Many (WORM)", Encryption (or) Hashing, Index and Search, Retention and Disposal Functionality-Compression. The solution should have the option to support backup on tape library.

g) The storage requirements at a minimum are mentioned below. However, the bidder is expected to size the storage as per the requirements mentioned in the **'Scope of Work' Annexure-7** in this RFP. The bidder's response should include the calculations/ logic used to arrive at the sizing.

Table 1: Minimum Storage Requirements

Tier	Type	Disk RPM	RAID
Tier-I	SAN (SAS / SSD)	15000 (or the latest version available)	5
Tier-II	Archival (5 Years), SAN Based with deduplication / compression capability (SATA / SAS / SSD)	7200 (or the latest version available)	5

h) The bidder is free to quote the maximum storage to meet the Bank's requirement. In case additional storage is required then the bidder is liable to procure the additional storage at no additional cost to the Bank.

i) All storage devices should include at a minimum a dual controller and should be of the following specifications with respect to host connectivity:

Table 2: Minimum Host Continuity Requirements

Host Connectivity	1GB iSCSI	2 Ports/Controller
	10GB iSCSI	2 Ports/Controller
	8GB FC	4 Ports/Controller
Archival storage Connectivity	Protocols to be supported: CIFS, NFS & HTTP.	

j) The solution should also be scalable to expand storage based on the peak EPS requirement of the Banks. The bidder is expected to provide all supporting infrastructure for management of the storage devices such as switches (NAS/SAN), controllers etc. and these are to be provided at the time of implementation supporting the maximum scalability as defined above.

k) It is the responsibility of the SI to quote for adequate storage depending on the Bank's storage requirement for the logs. In the event it is found that the storage quoted by the SI is not sufficient, the SI will have to procure additional storage to meet the Bank's

requirement at no additional cost to the Bank.

8.6.7 Packet Capture

a) The Solution must be capable of full packet capture and securely store these packets for a minimum of 30 days.
b) Raw packets are to be stored for a period of 15 days and meta-data to be stored for a period of 30 days.
c) The solution should not have any restriction on the maximum packet size that can be captured.
d) The solution should have the ability to selectively store packets captured in an external storage provided by the bidder.

8.6.8 Incident Management tool

a) The solution should be able to register any security event and generate trouble ticket.
b) The solution should provide complete life cycle management (workflow) of trouble tickets from incident generation till closure of the incident.
c) The solution should provide the logging facility to different levels of users to monitor and manage the incidents generated for closure of the same as per the defined workflow.
d) The proposed solution should be able to integrate all the security devices/solutions being proposed as a part of the current RFP/existing and future security devices and solutions identified by the bank.
e) The Incident management should include escalation as per the escalation matrix.
f) The solution should be able to send the incident report in various forms like e- mail, SMS etc.

8.7 Privilege Identity Management (PIM)

A privileged Identity Management technology needs to accommodate for the special needs of privileged accounts, including their provisioning and life cycle management, authentication, authorization, password management, auditing, and access controls. Tool should protect, automate and audit the use of privileged identities to help thwart insider threats and improve security across the extended enterprise.

The bidder is expected to perform the following activities:

8.7.1 Solution Implementation

a) Implement the solution for the identified devices and users as per **Annexure - 7**.

8.7.2 Solution Integration

a) Integrate PIM with SIEM to generate alerts for any PIM violations.
b) The primary responsibility of integration of solution with SIEM lies with the SI selected through this RFP.

8.7.3 Monitoring

a) Monitor events from PIM and suggest/ take appropriate action to the bank on an on-going basis.
b) Improve the policies configured on an on-going basis to reduce the occurrence of false positives.

8.8 Anti-Advance Persistent Threat (Anti-APT) Network / Application Layer

The bidder is expected to perform the following activities:

8.8.1 Solution Implementation

a) Implement the solution for the identified Network / Application Layer security devices as per **Annexure - 7**.

8.8.2 Solution Integration

a) Integrate Anti-APT with SIEM solution for any Anti-APT violations.
b) The primary responsibility of integration of solution with SIEM lies with the SI selected through this RFP.

8.8.3 Monitoring

a) Monitor events from Anti-APT and suggest/ take appropriate action to the bank on an on-going basis.
b) Improve the policies configured on an on-going basis to reduce the occurrence of false positives.

8.9 Vulnerability Management and Scanner

The bidder is expected to perform the following activities:

8.9.1 Solution Implementation

a) Deploy the Vulnerability Management and Assessment Scanner to scan the identified systems by the bank.
b) Configure the vulnerability management (VM) policies and manage the vulnerabilities across vulnerability management life cycle.

8.9.2 Solution Integration

a) Integrate VM with SIEM solution to provide a correlated view of threats and vulnerabilities associated with them along with remediation mechanism.
b) The primary responsibility of integration of solution with SIEM lies with the SI selected through this RFP.

8.9.3 Vulnerability Management Services

The bidder should be able to provide the following services (but not limited to) the below:

a) Conduct periodic scans as defined by the Bank on the identified assets.
b) Ad-hoc scans to be conducted as and when required by the Banks.
c) Perform dynamic risk rating based on the exposure and likelihood of exploitability.
d) Provide the report with following metrics (but not limited to)
   I. List of top 10 vulnerabilities
   II. List of assets with repeat vulnerabilities
   III. List of all the vulnerabilities along with asset details (IP/host) and remediation plan in line with bank's business requirements (for example if a server can't be patched then what work around can be done to mitigate the vulnerabilities such as disabling the impacted service in case that service is not required etc.)
e) Provide inputs to SOC team related to newly identified vulnerabilities to create use cases.
f) Conduct scan to confirm closure of vulnerabilities
g) Provide inputs for golden image (to ensure golden image is hardened for newly identified vulnerabilities)

9. General Responsibilities of the Security System Integrator

9.1 Training

a) The selected bidder shall arrange OEM / OEM Authorized Partner to provide pre-implementation, post-implementation training as per the below table for 10 people nominated by the bank for each solution.

Table 3: Training Requirements

Solution	Training Type		Days
	Pre- Implementation	Post- Implementation	
SIEM	Yes		2
		Yes	5
PIM	Yes		1
		Yes	3
Anti-APT	Yes		1
		Yes	2
VM	Yes		1
		Yes	1

b) Pre-Implementation: Provide training to the identified banks CSOC team on the product architecture, functionality, and the design for each solution under the scope of this RFP.
c) Post Implementation: Provide hands-on training to the identified banks CSOC team on SIEM operations, alert monitoring, and policy configuration for all solutions.
d) The bidder is required to provide all trainees with detailed training material and 3 additional copies to the Banks for each solution as per the scope of work. This training material should

cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.

e) Location of the training must be in Bengaluru.
f) Trainer should be well experienced and must have industry certification.
g) After successful completion of training, participants must be eligible to participate for the respective certification's exam, if any.
h) The bidder is also responsible for conducting annual training to the identified persons in the Banks.

9.2 Implementation & Integration

a) The selected bidder has to implement the specified solutions and necessary hardware requested by Bank and as per the technical requirement of the solutions which are detailed in **Annexure-2.** Selected bidder to ensure that the proposed solution complies with all the technical requirements (**Annexure-2)** post implementation of each solution to which the bidder responds as 'Yes' in **Annexure-2.**
b) After acceptance of the purchase order, the bidder is required to study the banks environment and provide suggestions if any, for the smooth implementation of the solution.
c) The bidder is responsible to ensure that the C-SOC solutions and operations comply with Bank's Information Technology / Information Security policies and industry leading standards (such as ISO 27001 etc.) and any applicable laws and regulations.
d) In addition, the bidder is responsible for impact assessment and modification of C-SOC operations at no extra cost, on account of any changes to applicable information security policies/ procedures / standards/ regulations.
e) The support for all the solutions proposed should be provided for minimum 6 years. Whereas free upgrade should be provided for all solutions if the end of life occurs within the period of contract with the Bank. The updates / upgrades should be implemented within 30 days of release of the same.
f) Integrate each solution with SIEM solution to provide a single view of events generated.
g) Any interfaces required with existing applications/ infrastructure within the bank should be developed by the bidder for successful implementation of the C-SOC as per the defined scope of work.
h) The bidder should ensure that any changes made to any of the proposed solutions in DC are reflected in DRC in near real-time.
i) Bidder shall be responsible for timely compliance of all Device level audit (DLA) and Vulnerability Assessment (VA) audit observations as and when shared by the banks.
j) Post initial implementation, the bidder is responsible for integrating any additional logs that the bank may wish to monitor with the SIEM solution at no additional cost to the banks.
k) The primary responsibility of integration of solution with SIEM lies with the SI selected through this RFP. The selected SI is responsible to co-ordinate with the existing / future System Integrator / Third party vendors for the successful integration and implementation. Adequate support shall be provided by the existing system integrator for the purpose of integration.
l) Development and implementation of processes for management and operation of the CSOC including (but not limited to) the following processes:
    i. Configuration and Change Management.
    ii. Incident and Escalation management processes.

iii. Daily standard operating procedures.
iv. Training procedures and material.
v. Reporting metrics and continuous improvement procedures.
vi. Data retention and disposal procedures.
vii. BCP and DRC plan & procedures for C-SOC
viii. Security Patch Management procedure

m) The bidder should document all the above processes and are to be made available to the Banks. The documents are to be reviewed as per the Bank's requirement.
n) The technical bid should include an overview of the processes mentioned above.
   i. Implement necessary security measures for ensuring the information security of the proposed CSOC.
   ii. Develop Escalation Matrix to handle Information Security Incidents efficiently.
   iii. Provide necessary documentation for the operation, integration, customization, and training of each of the solutions in scope.

9.3 Monitoring

The bidder is required to provide the resource count for the operations of the CSOC as a part of the response to this RFP and specify the same in the **Annexure-6** resource plan matrix. The bidder should monitor C-SOC activities and events from each solution and devices already present in Bank's environment on a 24x7x365 basis and suggest/ take appropriate action on an on-going basis. Minimum two resources should be available in any shift from SI.

9.4 Continuous Improvement

Improve the policies configured on an on-going basis to reduce the occurrence of false positives.

9.5 Solution Acceptance

The Bank/appointed consultant in coordination with the bidder shall conduct an Acceptance test wherein the bidder has to demonstrate the implementation of the solution as per the technical requirements (**Annexure-2**) of this RFP. The bidder shall submit the detailed reports of the test outcomes to the Banks.

9.6 SLA Compliance

The bidder shall ensure compliance with SLAs as defined in the RFP.

9.7 Business Continuity

The bidder is responsible for defining a DRC/BCP plan for the SOC operations and ensure that periodic tests are conducted as per the testing requirements of the Banks.

9.8 The Bidder shall provide estimates of the power, Rackspace, bandwidth, cooling, space, seating/furniture requirements, and other necessary components for the bank. Bank shall be responsible for providing these.

9.9 Period of Contract

a) Bidder is required to provide the services for a period of 6 years.
b) Post completion of the contract/ or in the event of early termination, the bidder is expected to provide support for transition of the services to the nominated members of the Bank (or) to a third party nominated by the banks.
c) The Bidder is required to provide the warranty / AMC/ATS services (if Contracted) at Bank's DC / DRC and other locations for which tools are procured or where tools are deployed, directly or through their OEM representatives at all locations of Karnataka Gramin Bank and Kerala Gramin Bank.
d) The bidders are expected to provide technical and commercial proposals in accordance with the terms and conditions contained herein. Evaluation criteria, evaluation of the responses to the RFP and subsequent selection of the successful bidder shall be as per the process defined in this RFP. Banks' decision shall be final and no correspondence about the decision shall be entertained.

B. Bid Process

10. Clarifications to RFP and Pre-Bid Queries

10.1 The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per format provided under **Appendix-F.**

10.2 All communications regarding points requiring clarifications and any doubts shall be given in writing to the **General Manager, Karnataka Gramin Bank, Canara Bank RRBs CBS Project Office, 19-19/1,IIIrd Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi, Bengaluru – 560004** or an email can be sent to **apmgroup@kgbk.in** by the intending bidders before 03:00 PM on 27.10.2021

10.3 No queries will be entertained from the bidders after the above date and time.

10.4 No oral or individual consultation will be entertained.

11. Pre-Bid Meeting

11.1 A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/ doubt raised by them in respect of this RFP.

Table 4: Pre-Bid Meeting Details

Date	Day	Time	Venue
29.10.2021	**Friday**	**03.00 PM**	Karnataka Gramin Bank Canara Bank RRBs CBS Project Office, 19-19/1, III Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi, Bengaluru - 560 004

11.2 No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government after issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of Two (2) representatives from each Bidder to participate in the pre-bid meeting.

11.3 Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.

11.4 The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website **https://karnatakagraminbank.com/, https://keralagbank.com/** & **https://canarabank.com** and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

11.5 Non reply to any of the queries raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

12. Amendment to Bidding Document

12.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

12.2. Notification of amendments will be made available on the Bank's website **https://karnatakagraminbank.com/, https://keralagbank.com/** & **https://canarabank.com** and will be binding on all bidders and no separate communication will be issued in this regard.

12.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

13. Bid System Offer

This is two bid system which has following 3 (Three) parts:

The bids shall be submitted with the following documents in the same sequence without which the tender will be summarily rejected. All the pages in the respective bids should be serially numbered and signed by the authorized person.

The eligibility technical and commercial bids should be submitted in "Hard copy" and "Soft Copy" in pen drive. The soft copy to be shared to the bank email id apmgroup@kgbk.in

13.1 **Part – A Conformity to Eligibility Criteria:** Indicating their compliance to eligibility criteria. The format for submission of conformity to eligibility criteria is as per **Appendix – A.**

13.2 **Part – B Technical Proposal:** Indicating the response to the technical specification of setting up Cyber security operation center in Karnataka Gramin Bank and Kerala Gramin Bank. The format for submission of technical proposal is as per **Appendix – B.**

13.3 **Part – C Commercial Bid:** Furnishing all relevant information as required as per Commercial Bill of Material as per **Annexure-5.** The format for submission of Commercial Bid is as per **Appendix-C**.

14. Preparation of Bids

14.1 The bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.

a) The three parts as stated above, should be placed in three separate envelopes superscripted with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the three envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscripted as "**Offer for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank in response to RFP ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021** (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the **General Manager, Karnataka Gramin Bank, Canara Bank RRBs CBS Project Office, 19-19/1,IIIrd Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi, Bengaluru – 560004.**

b) All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing/ overwriting/ cutting without authentication may be liable for rejection. Authorization letter for signing the Bid

documents duly signed by Company's Authorized signatory should be submitted.

c) All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

14.2 Part – A Conformity to Eligibility Criteria

a) Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in **Annexure-1** of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
b) The Conformity to Eligibility Criteria as per **Annexure-1** among others must contain Demand Draft towards the Application Money, Bid Security Declaration as per **Appendix-D** of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per **Appendix-A**.
c) The Placement of Application Money, Bid Security Declaration other than Part A-Conformity to Eligibility Criteria will make the bid liable for rejection.
d) After ensuring the above, it shall be placed inside a separate envelope and sealed and superscripted on the top of the cover as "PART A-Conformity to Eligibility Criteria to RFP **ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021**for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank".

14.3 Part – B Technical Proposal

a) Technical Proposal should be submitted as per the format in **Appendix-B**. Relevant technical details and documentation should be provided along with Technical Proposal.
b) It is mandatory to provide the technical details of the Solutions required by the banks as per **Annexure-2** of this tender.
c) The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
d) If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
e) The Bank shall not allow/ permit changes in the technical specifications once it is submitted.
f) The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer in the **Annexure-4** Technical Bill of Materials. Failure to submit this information along with the offer may result in disqualification.
g) The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B. Masked Commercial Bill of Material** must be attached in Technical Offer and should not contain any price information. The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked **Commercial Bill of Materials**

will be liable for rejection.

h) Masked **Commercial Bill of Material** which is not as per below instruction will make Bid liable for rejection:

   i. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
   ii. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ ATS charges, Implementation Charges etc.

i) After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscripted on the top of the cover as "PART – B Technical Proposal to RFP **ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021**for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank".

14.4 Part – C Commercial Bid

a) Commercial Bid should be submitted as per the instruction in **Appendix- C**.
b) Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Bill of Material should give all relevant price information as per **Annexure-5**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
c) Under no circumstances the Commercial Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. **The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.** However the masked **Commercial Bill of Material** should be necessarily placed in Part B (i.e. Technical Proposal) Cover.
d) The Masked Commercial Bill of Material must be attached in Technical Proposal and Un-Masked Bill of Material in Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, **except that the Technical Proposal should not contain any price information (with Prices masked).** Any change in the Bill of Material format may render the bid liable for rejection.
e) Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
f) Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
g) The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
h) If any of the deliverable product, mainly, Hardware, Software, Service/Support etc. has GST and other applicable taxes, it be called out clearly.
i) After ensuring the above, it shall be placed inside a separate Envelope and sealed & superscribed on the top of the cover as "PART C - Commercial Bid to RFP **ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021** for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank".

15. Application Money

15.1 This document can be downloaded from Bank's website https://karnatakagraminbank.com/, https://keralagbank.com/, https://canarabank.com/ . In that event, the bidders should pay the Application Fee of Rs. 59,000/- inclusive of GST at 18% (non-refundable) for tender document by means of DD drawn on any scheduled Commercial Bank in favor of Karnataka Gramin Bank, payable at Bengaluru, Karnataka and submit the same along with Part A-Conformity to Eligibility Criteria.

15.2 Submission of the Application Money in other than "Part-A-Conformity to the Eligibility Criteria" is liable to be rejected on grounds of non-payment of the Application Money.

15.3 The Bidder shall bear all costs associated with the preparation and submission of the Bid and Banks will not be responsible for the costs, regardless of the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the Bidder in replying to this RFP. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

16. Make and Models

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the Technical Bill of Material **(Annexure-4).** The Offer may not be evaluated and/ or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidder should not quote hardware which is already End of Sale or impending end of sale in 2 years from the date of submission of bid.

17. Bid Security Declaration

The bidder has to submit Bid Security Declaration as per **Appendix- D** while submitting the Bids. This Bid Security Declaration is to be kept in **Part A- Eligibility Criteria**.

18. Software Version

The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as have been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote software which is already End of Sale or impending end of sale in 2 years from the date of submission of bid.

19. Documentation

Technical information in the form of Brochures / Manuals / Pen Drive etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the bank. The Bank is at liberty to reproduce all the documents

and printed materials furnished by the Bidder in relation to the RFP for its own use.

20. Costs and Currency

The Offer must be made in Indian Rupees only as per Bill of Material **(Annexure-5).**

21. Erasure or Alterations

The Offers containing erasures or alterations, or overwriting may not be considered. There should be no hand-written material, corrections, or alterations in the offer. Technical details must be filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "Ok", "Accepted", "Noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

22. Assumptions / Presumptions / Modifications

The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder later cannot make any plea of having specified any assumption, terms, conditions, deviation etc. in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of bid/s.

23. Project Timelines

23.1 Bidders are requested to keep the following timelines in regard to the implementation of solutions.

23.2 T denotes the date of acceptance of the Purchase Order by the bidder, for example: T+12 represents that the solution needs to be implemented within 12 weeks of the acceptance of the Purchase Order.

23.3 All the in-scope solutions should be implemented parallelly.

Table 5: Project Timelines

Solution	SIEM	PIM	Anti-APT	VM
Timelines (in Weeks)	T+24	T+18	T+12	T+8

24. Project Team Structure

All team resources during the implementation should be on the payroll of the SI or OEM / OSD.

OEMs/OSDs shall provide on-site resources at each deployment location for their respective solutions during the implementation phase in case the bidder is not able to resolve Bank's queries/ delays in implementation or as necessitated by the Bank. **It is mandatory for OEMs/OSDs to do a post-implementation audit of respective solution wherever the bidder proposes to perform implementation using its own resources at no extra cost to the banks.**

24.1 Implementation Phase

a) The Security System Integrator is required to deploy personnel as per the C-SOC implementation phase. The SI is required to provide team details as per **Annexure - 3** in line with the roles and responsibilities defined below.
b) The SI shall ensure that 100% of the resources deployed at the Banks shall be on the payroll of the SI/OEM or OSD.

24.2 Roles and Responsibilities

a) **SI Project Manager**

A senior management member from the SI shall be identified as the project manager; her or his responsibilities are outlined below:

i. Primarily accountable for successful implementation of the project
ii. Act to remove critical project bottlenecks.
iii. Identification of team members, SI project management office members and team lead.
iv. Single point of contact for Banks senior management.
v. The project manager shall be part of steering committee for implementation at Banks.

b) **SI Project Management Office (SI PMO) / Team**

i. Ensure implementation timelines are met to achieve desired result.
ii. Monitor change management activities.
iii. Monitor quality and risk related activities.
iv. Identify and implement best practices at Banks.
v. Periodic reporting to the banks on the status, issues/challenges faced and how they are handled.

c) **Team Lead**

i. Lead daily implementation effort.
ii. Report on progress to SI PMO and the Banks.
iii. Identify and report any risks to SI PMO and the Banks.
iv. Seek advice from the SI PMO on mitigation measures and deploy these at the Banks.

d) **Team**

i. Implementation of all devices in scope across the banks.
ii. Customize solutions as per requirements.
iii. Perform acceptance testing for each devices/solution.

e) **OEM/OSD Team**

i. Validation of solution design and architecture.
ii. Continuous monitoring of implementation at each location.
iii. Provide SME support to working teams.
iv. Ensure customization is in line with Bank's requirements.
v. Perform post-implementation audit of solutions where the bidder proposes to implement a solution without involving OEMs/OSDs resources at no extra cost to the banks.

24.3 Operations Phase

a) Bidders need to provide approximate number of on-site resources to meet the service level agreements mentioned in this RFP. Bidders should mention number of resources required for managing the SOC in the format as per **Annexure-6** Resource Plan Matrix.
b) The minimum number of resources to be provided are 6 - L1, 2 - L2 and 1 - L3. The bidder may propose additional resources considering compliance with the SLA for L1 and L2 level. However, any addition in the L3 resources should be supported with an increase at other levels as well in the said ratio. Please refer to **Annexure – 6** for more details on resource experience and skill matrix.
c) If Bidder feels additional number of resources required beyond the minimum ratio to meet the SLA terms, bidder can propose additional resources. However, bidder has to mention these numbers in the Commercial Bill (CB), and the cost mentioned will be part of TCO.
d) In future, during the period of contract, if Bank wants additional resources the price quoted for L1, L2 & L3 respectively will be considered for placing order. If bidder requires to put additional resources beyond the resources mentioned in proposal / Commercial Bill of Material to meet SLA, it will be at cost of Bidder.
e) This deployment should ensure a 24/7 operational C-SOC.
f) The cost of the resources as provided in the final commercial bill of materials shall be considered as fixed for the term of the project.
g) No additional resources shall be added to the project without Bank's explicit approval.

25. Service Level Agreements

25.1 Penalties / Liquidated damages for delay in Delivery and Installation of Hardware/Software would be as under:

a) The selected bidder is expected to complete the responsibilities that have been assigned as per the delivery and implementation timelines mentioned in clause-45 &

clause-23 respectively.

b) Non-compliance of the Supply/ delivery clause 45.2 (a) will result in the Bank imposing penalty of 0.50% on delay in delivery per week or part thereof, on the total cost of the each in-scope solution (As per Table 1: of Annexure-5 Commercial Bill of Material).

c) Non-compliance to the implementation clause 45.2 (b) will result in the Bank imposing penalty of 0.50% on delay in implementation per week or part thereof, on the total implementation charges of each in-scope solution. (As per Table 2: of Annexure-5 Commercial Bill of Material).

d) Penalty would be levied for delivery, installation, and implementation delays for each solution and shall be a maximum of 10% of the total cost and Implementation Charges of each in-scope solution (As per Table 1: & Table 2: of Annexure-5 Commercial Bill of Material) from the selected bidder.

25.2 Penalties/Liquidated damages for not maintaining uptime during operational phase would be as under:

a) The selected bidder shall guarantee a 24x7 availability for the solution as specified below(Service Level Agreements), during the period of the Contract and also during AMC/ ATS, if contracted, which shall be calculated on monthly basis.

b) The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

c) If the selected bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening / availability of the office for the purpose of uptime calculation. The selected bidder shall provide the Monthly uptime reports during the warranty period and AMC/ ATS period, if contracted.

d) The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.

e) The percentage uptime is calculated on monthly basis as follows:

$$\frac{\text{(Total contracted hours in a month – Downtime hours within contracted hours) * 100}}{\text{Total contracted hours in a month}}$$

f) Contracted hours of a month = No. of days in that month X 24 Hours.

g) SI should ensure all the logs should be in sync at all the time both in DC and DRC. There should be no data loss.

h) The bidder is required to adhere to the service level agreements as mentioned below during the operations phase post acceptance of respective solutions by the banks:

Table – 6: SLAs for Solution Uptime

SI. No	Service Area	Service Level	Penalty
1	**Solution Uptime**	Uptime percentage calculated on monthly basis for respective solution. In case of any hardware problems, the SI should ensure that replacement devices are made available to meet the SLAs. (Uptime % will be Rounded Off to Two decimals)	Penalty as XX% (as mentioned below) of overall monthly cost of the respective solution**
		99.9% and above	NA
		98% to 99.89%	5%
		95% to 97.99%	8%
		Below 95%	15%

** Monthly Cost of the respective solution = Sum of Table 1 & Table 2 of Annexure-5 Commercial Bill of Material divided by 72.

Monthly Cost is exclusive of taxes.

Table – 7 Service levels during SOC operations

Sl. No	Service Area	Expected Output	SLA
1	Event Response	24x7 monitoring of all in- scope devices. Refer **Table 7 (a)** for Categorization of events into Critical, High, Medium, and Low priority. However, Bank/s shall finalize the categorization of events in consultation with the selected bidder during the contracting phase.	All Critical, High, and Medium priority events should be logged as per below SLAs: Events along with action plan/ mitigation steps should be alerted to designated bank personnel as per the below SLA: • Critical events within 15 minutes of the event identification. Update should be provided every 15 minutes till the closure of the incident • High priority events within 30 minutes of the event identification. Update should be provided every 1 hour till the closure of the incident. • Medium priority events within 60 minutes of the event identification.

			Update should be provided every 4 hours till the closure of the incident. SLA is measured on a monthly basis and the penalty is as follows: **Critical Events** • 95-99%: 10% of the Monthly CSOC Resource Cost • 90 to less than 95%: 15% of the Monthly CSOC Resource Cost • <90%: 20% of the Monthly CSOC Resource Cost **High Priority Events:** • 95-99%: 5% of the Monthly CSOC Resource Cost • 90 to less than 95%: 10% of the Monthly CSOC Resource Cost • <90%: 15% of the Monthly CSOC Resource Cost **Medium Priority Events** • 95-99%: 1% of the Monthly CSOC Resource Cost • 90 to less than 95%: 2% of the Monthly CSOC Resource Cost • <90%: 5% of the Monthly CSOC Resource Cost **Low Priority / Operational Events-** Need to be logged and maintained for reference. An incident ticket need not be raised for such incidents. However, these need to be included in the daily reports.
2	Incident Resolution		The timelines required for resolution of Critical, High, and Medium priority mentioned below: • Critical incidents within 60 minutes of the event identification. Update should be provided every 15 minutes till the closure of the

			incident • High priority incidents within 90 minutes of the event identification. Update should be provided every 1 hour till the closure of the incident. • Medium priority incidents within 120 minutes of the event identification. Update should be provided every 4 hours till the closure of the incident. The required success rates for the incident resolution are outlined below: **Critical Incidents** • 90-95%: 10% of the Monthly CSOC Resource Cost • 85 to less than 90%: 15% of the Monthly CSOC Resource Cost • <85%: 20% of the Monthly CSOC Resource Cost **High Priority Incidents** • 90-95%: 5% of the CSOC Operations Cost for the Month • 85 to less than 90%: 10% of the CSOC Operations Cost for the Month • <85%: 15% of the CSOC Operations Cost for the Month. **Medium Priority Incidents:** • 90-95%: 1% of the Monthly CSOC Resource Cost • 85 to less than 90%: 2% of the Monthly CSOC Resource Cost • <85%: 5% of the Monthly CSOC Resource Cost **Low Priority / Operational incidents-** need to be logged and maintained in the daily reports.
3	Report and Dashboard	Periodic reports to be provided to banks as defined in the General	Daily Reports: Critical reports should be submitted twice a day. (First report at 10 am and second

		Requirement section of **Annexure– 2: Technical Requirements**	report at 5pm every day). • Delay in reporting for daily report for more than 2 hours shall incur a penalty of 3% of Monthly CSOC Resource Cost Weekly Reports: By 10:00 AM, Monday Monthly Reports: 5th of each calendar month • Delay in reporting by more than 1 day for weekly and 3 days for monthly reports shall incur a penalty of 10% of Monthly CSOC Resource Cost
4	Vulnerability Management & Scanner	The SI is expected to perform and provide Vulnerability Assessment Reports with remediation steps. Post Closure of the Identified Vulnerabilities SI is needed to perform a re-assessment of the identified devices. An incident needs to be logged for all vulnerabilities identified, and the incident response SLA shall apply for these.	• To be conducted for identified devices as per the bank requirements. • Ad-hoc scan to be conducted as and when required by the banks. • Delay in performing VA scan and providing report by more than 3 days shall incur a penalty of 10% of Monthly CSOC Resource Cost in each case.
5	Continual Improvement	The SI is expected to improve the operations on an on-going basis. The SI is expected to provide a quarterly report of the new improvements suggested, action plans, and the status of these improvements to the banks. Improvement areas could include process changes / training resulting in efficiency /	• Quarterly reports need to be provided by the 5th day of each quarter beginning. • Delay in providing quarterly reports shall lead to 1 % of the Quarterly SOC resource cost. • Reduction by 2% in the time for event response, quarter on quarter.

		SLA improvement, new correlation rules to identify threat patterns etc.	
6	Periodic Review	The SOC project manager or locational delegate from the SI is expected to conduct a monthly review meeting with Banks officials resulting in a report covering details about current SOC SLAs, status of operations, key threats and new threats identified, issues and challenges etc.	• Monthly meeting to be conducted on the 25th (tentatively) or mutually agreed between the SI and the Bank in each month during the operations phase. • A delay of more than three working days will incur a penalty of 1% of the Monthly CSOC resource cost.

Monthly CSOC Resource Cost= (Total CSOC Resource Cost as per **Annexure 5**- Commercial Bill of Materials) divided by 72 (Exclusive of Taxes).

i) If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ ATS, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ ATS payments).

Table: 7 (a) Event Classification

Level	**Function/Technologies**	
Critical	i.	Such class of errors will include problems, which prevent all users from conducting daily routine operations across the Bank/s.
	ii.	Security Incidents affecting multiple locations
	iii.	No work-around or manual process available
	iv.	Financial impact on Bank/s
High Priority	i.	Any incident which is not classified as "Critical" but which requires a change to solve the problem and that change has not been implemented in time and has overall impact on Bank/s
	ii.	Any problem due to which the infrastructure of the proposed solution is not available to multiple users of Bank/s or does not perform according to the defined performance parameters required as per the RFP or;
	iii.	Multiple Users/User Groups across various locations face severe functional restrictions with the RFP solutions irrespective of the cause.

Medium Priority	i.	Moderate functional restrictions related to problems in the implemented solutions irrespective of the cause.
Low Priority	i.	A service request raised for any new installation, creation, addition, deletion, removal.
	ii.	Any incident which is not classified as "Critical/High/Medium Priority" but hampers the productivity of user; a problem or Incident that causes work delay of user.

25.3 Penalties/Liquidated Damages for non-performance: If the specifications of the RFP are not met by the selected bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.

25.4 The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

25.5 All the above Liquidated Damages are independent of each other and are applicable separately and concurrently. GST is applicable on Liquidated damages.

25.6 Liquidated Damage is not applicable for the reasons attributable to the Bank and Force Majeure.

25.7 Responsibility Matrix

a) The following tables describes the responsibilities of the security system integrator, bank/consultant and original equipment manufacturer for problem management and issue resolution related to the applications and tools hosted on the hardware and software proposed by the SI.
b) The bank or in certain cases consultant appointed by the bank shall conduct the acceptance test for the hardware and software proposed by the bidder, before the selected bidder take over the maintenance of the hardware and software proposed by the bidder.

Table – 8: Responsibility Matrix

SI. No	Activity	Bank/ Consultant	Security System Integrator	OEM/OSD
1	SOC Solution Design	S	P	V and M

2	Installation of the proposed hardware and software including configuration as per the solution design	-	P	V and M
3	Acceptance of the solution	V and S	P	-
4	Ongoing SOC Operations	-	P	-
5	SOC Operations Review - Incident based Audit	S	-	P
6	SLA Reports	S	P	-
7	Incident Management	-	P	P
	"V" - Validated (Responsible for Validating the activity) "P" - Performed (Primary responsibility for executing the activity) "S" - Signed Off (Responsible for providing the go-ahead) "M"- Monitoring (Responsible for continuous monitoring of activity)			

26. Submission of Bids

26.1 The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing Bid.

26.2 The bid/s properly superscripted in the manner prescribed in earlier clauses of this RFP should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned below:

Table 9: Submission of bid dates and details

Last Date of submission of Bid	Day	Time	Venue
16.11.2021	**Tuesday**	**03:00 PM**	Karnataka Gramin Bank Canara Bank RRBs CBS Project Office, 19-19/1, III Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi, Bengaluru - 560 004

26.3 If the last day of submission of bids is declared as a holiday under NI Act by the Government after issuance of RFP, the next working day will be deemed to be the last day for submission of the bids. The Bid/s which is/are deposited after the said date and time shall not be considered.

26.4 Bids sent through post/courier/email or any other mode (other than Bid Submission in Tender Box) will not be accepted/evaluated. Bids should be deposited in the Tender Box.

26.5 If the envelopes, including the outer envelope is not sealed and not marked in the prescribed

manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.

26.6 The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

Table 10: Details of Officials

First Official	Alternate Official
S N Satheesh Kumar, Manager, KaGB	**Malleswari Dudyala, Manager, KGB**

26.7 In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above-mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated as per above clause.

27. Bid Opening

27.1 The **Part A-Conformity to Eligibility Criteria** shall be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Table 11: Bid Opening details

Last Date of submission of Bid	Day	Time	Venue
16.11.2021	**Tuesday**	**03:30 PM**	Karnataka Gramin Bank Canara Bank RRBs CBS Project Office, 19-19/1, III Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi, Bengaluru - 560 004

27.2 Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.

27.3 The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bid will be accepted up to 03:00 PM on the next working day and bids will be opened at 03:30 PM at the same venue on the same day.

27.4 The following details will be announced at the time of bid opening.

i. Name of the Bidders.
ii. Presence or absence of Application Money and Bid security.
iii. Such other details as the Bank at its discretion may consider appropriate.

27.5 If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Conformity to Eligibility Criteria in their absence.

27.6 The Part A-Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on the Eligibility Criteria stipulated in RFP document. The Part B· Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria will be opened with due communication by the bank.

27.7 The Commercial Bid of only those bidders who are qualified in **Part-B Technical Proposal** will be opened for Commercial Bid Evaluation. The Commercial Bid will comprise of Total Cost of Ownership (TCO). The final selection of the bidder will be on the basis of the Technical Score (T) with 60% weightage and the Total Cost of Ownership (TCO) with 40% weightage.

C. Selection of Bidder

28. Preliminary Scrutiny

28.1 The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

28.2 Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

29. Clarification of Offers

29.1 During the process of scrutiny, evaluation, and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/ any of the bidders on the offer made by them. The bidder must respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.

29.2 The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

30. Evaluation of Bid

30.1 The Bank will evaluate the bid submitted by the bidders under this RFP by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

30.2 Part – A Conformity to Eligibility Criteria

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on

Annexure-1 of RFP. The documents submitted as per **Appendix-A** will be evaluated by the Bank and Bank will seek clarification, if required.

30.3 The Techno-Commercial evaluation process will consist of two stages:

a. Technical Evaluation
b. Commercial Evaluation

The evaluation process aims to find out the best fit (based on technical and commercial evaluation) of bidder and can be summarized in the following points:

30.4 The **Part B-Technical Proposal** of only those bidders who qualified in **Part A- Conformity to Eligibility Criteria**, will be opened with due communication by the Bank. The technical evaluation shall be performed first to identify the list of technically qualified security system integrators as per the technical evaluation criteria defined in the RFP. Each bidder shall be assigned a Technical Score (T).

30.5 Technical Bid evaluation carries weightage of 60%

30.6 The **Part C- Commercial Proposal** of only those bidders who qualified in the **Part B-Technical Proposal** will be opened with due communication by the Bank.

30.7 The bidders should submit the commercial bill of materials covering cost for each solution (for each line item) and total cost of ownership as per **Annexure - 5.**

30.8 Commercial Bid evaluation carries weightage of 40%.

30.9 After completion of Commercial Bid evaluation The Commercial Bid will comprise of the Total Cost of Ownership (TCO) and break-up of their final price as per **Annexure-5**.

30.10 The final selection of the bidder will be based on the Technical Score (T) and the Total Cost of Ownership (TCO).

30.11 Sample evaluation process is shown below:

Technical Scores:

Bidder1	**Bidder2**	**Bidder 3**
Technical Score = T1	Technical Score = T2	Technical Score = T3
Max Technical Score = 100	Max Technical Score = 100	Max Technical Score = 100
Weighted Score (WT1) = 60%'T1	Weighted Score (WT2) = 60%'T2	Weighted Score (WT3) = 60%'T3

Commercial Scores:

Bidder 1 Total Cost of Ownership = B1TCO
Bidder 2Total Costof Ownership= B2TCO

Bidder3Total Costof Ownership = B3TCO

Commercial Score Calculation:

C1B= L1/B1TCO*40

C2B = L1/B2TCO*40

C3B =L1/B3TCO*40

Where L1 = MIN (B1TCO, B2TCO, B3TCO)

Final Scores:

Bidder 1 Score = WT1+C1B
Bidder 2 Score = WT2+C2B
Bidder 3 Score = WT3+C3B

30.12 Technical Evaluation of Bidders

a) Bidders will be evaluated technically on the basis of marks obtained in Technical Scoring Chart as mentioned in **Annexure-8.**
b) The technical offer submitted by the Bidders shall be evaluated as per various components mentioned:

i. Technical requirements as per **Annexure - 2** (with a weighted score of 45%).
ii. Past experience as per **Annexure - 3** (with a weighted score of 45%).
iii. Bid Quality (with a weighted score of 5%).
iv. Approach methodology & proposed team for implementation & Bidder Presentation (with a weighted score of 5%).

30.13 Scoring of Technical Requirements

a) The proposed solution is expected to comply with the requirements as mentioned in the **Annexure - 2 Technical Requirements**.
b) Technical requirements in **Annexure - 2** are categorized into Essential requirements and Preferable Requirements.

c) Essential Requirements:

i. 4 marks will be awarded for compliance of each essential requirement.

ii. Bidders are expected to secure minimum of 90 % of total marks allotted for essential requirements in each of the solution including Other General Requirements mentioned in Annexure -2 for qualifying.
iii. Bidder gets automatically disqualified if they do not secure minimum percentage in any of the solution.

d) Preferable Requirements:

i. 2 marks will be awarded for compliance of each preferable requirement.
ii. Bidders are expected to secure minimum of 50 % of total marks allotted for preferable requirements in each of the solution for qualifying.
iii. Bidder gets automatically disqualified if they do not secure minimum percentage in any of the solution.

e) The Bidder can use the "Remarks" column to provide an explanation as to how the requirement would be met by their solutions and also provide sufficient documents supporting the same such as product manual, datasheets, independent product review reports.

Note: It is to be noted that Bidders who are qualified in Technical requirements will only be called for further process and bidders' presentation.

30.14 Scoring for Past Experience

a) The bidders are requested to fill detailed information on past implementations/engagements as mentioned in the **Annexure-3** SI Capability Evaluation Questionnaire.
b) Bidders are expected to secure minimum of 60 % of total marks allotted for past experience for each solution for qualifying.
c) The details provided should be verifiable and marks will be awarded as per details in **Annexure - 3**.
d) The bidders should provide documentary evidence highlighting the details of the past experience specified by the bidder in the response. The letter should cover the scope of work, solutions deployed and timelines.
e) For Past Experience the following documents need to be submitted:

i. Enclose copies of reference letter. (or)
ii. PO along with signoff supporting all references provided. (or)
iii. Publicly available case studies which clearly mention the name of Vendor, Technology/Solution/Product and status of the project, in case the case study does not specify the name of the vendor or solution, the bidder needs to additionally provide purchase order copy to substantiate the case study reference. (or)
iv. A masked PO copy along with self-declaration on the letter head of the organization submitting the reference signed by the authorized signatory / company secretary, provided it includes the following with no exceptions:
    - Project details and the implementation timelines.
    - SLA's including any breaches and penalties incurred (as a percentage of the total project cost).

- Undertaking that the implementation for the referenced solution was not subcontracted to any other organization.
- Contact details of the client.

v. Bidders can submit as many reference letters/PO's showing the experience of in-scope solutions. However, Bank will consider only Five references as mentioned in Annexure-3 for evaluation purpose.

30.15 Scoring for Project methodology and proposed implementation

a) The Bidder should provide the responses in **Annexure – 3** SI Capability Evaluation Questionnaire. The responses will be evaluated by the bank and scores assigned.
b) The evaluation will cover:
   i. **Project Methodology:** Bidder responses to each point under Project Methodology in the **Annexure - 3** SI Capability Evaluation Questionnaire would be evaluated on relative basis. It is also expected that the Bidder shall provide an elaborate approach methodology covering each of the activities and the proposed implementation schedule.
   ii. **Team Profile:** Bidder responses to each point under Team Profile in the **Annexure - 3** SI Capability Evaluation Questionnaire would be evaluated on relative basis. The Bidder should ensure that the proposed team should have relevant experience in implementing CSOC and other solutions as specified in this RFP. The Bidder should also ensure that the operations team should have relevant experience in managing CSOC operations in Banking/ Financial Services environment.

30.16 Scoring for bidder presentation

a) The Bidders qualifying in Technical requirements shall be invited to the bank to deliver a presentation for about 60 minutes on the solutions that are proposed
b) The presentations would be rated by a competent panel chosen appropriately by bank and scores would be assigned to each of the presentations. The agenda for the presentation shall be provided to the bidders prior to the presentation. The bidders are expected to submit the soft copy of the presentation to the bank prior to the presentation.

30.17 Commercial evaluation for bidders

a) Commercial Evaluation will be done after giving effect to arithmetical correction, if any as per Bill of Material **(Annexure-5).**
b) The bidders are required to submit commercial bid as per **Annexure- 5**
c) Commercial bids quoted in any other currency than INR will be disqualified.
d) Bidders should give pricing of all solution/appliance, wherever applicable, including rack models in 1U / 2U form. Tower models for any of the device / appliance will not be accepted.
e) The commercial bid shall be opened post the technical evaluation. The bids shall be opened only for the technically qualified bidders in the presence of bank and consultant.
f) AMC/ATS (wherever applicable) has to be a minimum of 8% of the product cost.

g) The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.

31. Bidders Presentation/Site Visits/Product Demonstration/POC

31.1 The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part B-Technical Proposal.**

31.2 As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the in-scope Solutions proposed by them at the mutually agreed location/site. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose **Part B-Technical proposals** has been opened.

31.3 Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.

31.4 Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and, in this regard, no correspondence shall be entertained.

31.5 All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding, and lodging expenses related to its own personnel and its Consultants, if any.

32. Normalization of Bids

32.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner.

i. Incremental bid submission in part of the requested clarification by the Bank; or
ii. Revised submissions of the entire bid in the whole

32.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

33. Intimation of Qualified/Successful Bidders

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A- Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website /Email. Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (H1, H2, H3 etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

34. Correction of Error in Commercial Bid

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed it will be rectified on the following basis:

34.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.

34.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail, and the total price shall be corrected accordingly.

34.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.

34.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.

34.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.

34.6. If the bidder does not accept the correction of errors, the bid will be rejected.

35. Bid Validity Period

The offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.

36. Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is important to the evaluation and selection process, it is necessary that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered, or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical

literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/ Annexures to this RFP shall form integral part of the RFP.

37. Project Ownership

37.1 If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance and support of all hardware and software related to Supply, Installation, Implementation, Commissioning, Monitoring and Maintenance of Cyber Security Operations Centre Solution in Karnataka Gramin Bank and Kerala Gramin Bank which are relevant to this RFP.

37.2 Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

37.3 The Bidder also has to submit a certificate / Letter from OEM / OSD that the proposed Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles.

38. Acceptance of Offer

38.1 The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

38.2 The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

38.3 The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

38.4 The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify /withdraw the tender.

39. Award of Contract

39.1 The Bidder who is H1 as per above clause no. 30 (Evaluation of Bid) will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board / Website of theBank/Email.

39.2 The contract shall, be awarded and the order shall be placed on selected H1 Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.

39.3 The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the selected bidder.

39.4 Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

39.5 The selected bidder/s will be required to supply the solution along with the hardware to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

40. MSE

40.1. MSEs are exempted from paying Application fee/cost & EMD.

40.2. MSEs should submit the relevant documentary proof for claiming the exemptions.

40.3. MSEs shall have basic required qualification under eligibility criteria specified in the RFP and the MSE Policy will be applicable to those qualifying Bidders only.

D. Terms and Stipulations

41. Effective Date

41.1 The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order.

41.2 Failure to accept the order within seven days from the date of receipt of the order, Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.

42. Project Execution

The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the selected bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The selected bidder shall submit a Weekly progress report to the Bank on the progress in installation/commissioning of the solution as per format, which will be made available to the selected bidder.

43. Security Deposit / Performance Bank Guarantee

43.1 The successful bidder should submit a Security Deposit / Performance Guarantee for 3% of total value of the contract (TCO Exclusive of Taxes) within 15 days from the date of acceptance of the Order.

43.2 If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the total cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value.

43.3 Security Deposit should be submitted by way of DD drawn on Karnataka Gramin Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Karnataka Gramin Bank and Kerala Gramin Bank). However, it should be as per the **Appendix-E.**

43.4 Security Deposit/Performance Bank Guarantee should be valid for 4 years from the date of acceptance of the purchase order. The guarantee should also contain a claim period of twelve months from the last date of validity.

43.5 The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and warranty period.

43.6 The security deposit/ bank guarantee will be returned to the bidder on completion of claim period.

43.7 The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

44. Execution of Agreement

44.1 Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped

"Agreement" with the Banks at Bengaluru as per the format to be provided by the Bank.

44.2 The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

45. Delivery, Installation, Integration and Commissioning

45.1 Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of Cyber Security Operations Centre Solution while placing the order.

45.2 Project schedules are as follows:

a) Supply of Hardware and Software items: Within 6 weeks from the date of acceptance of Purchase Order
b) Installation, Configuration, and Implementation: as per Timelines defined in the Clause no. 23.

45.3 The Installation will be deemed as incomplete if any component of the hardware / Software is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted, and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware/software.

45.4 The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware/software to different locations and the vendor is required to make the arrangements for delivery of hardware/Software to the locations as per the list of locations / items provided from time to time by the Bank.

45.5 Commissioning of the hardware/software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

45.6 Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

45.7 Acceptance shall be after 15 days of successful working from the date of successful installation and commissioning of all the ordered items in each location. Acceptance test should be carried out at the ordered locations.

46. Integration and Interfaces

46.1 The selected bidder has to co-ordinate with existing SIs / Vendors for the deployment, policy creation and configuration across the IT infrastructure.

46.2 The selected bidder has to co-ordinate with different application vendor in order to integrate new solution to the existing workload or new workloads during contract Period.

46.3 The selected bidder has to co-ordinate with different teams of Bank & application OEM to understand the policies requirement and configurations of respective applications for the offered solution.

47. Roll Out and Acceptance

Banks will evaluate the proposed Cyber Security Operations Centre solution after the Cyber Security Operations Centre solution has been successfully implemented, if during the implementation period, the Cyber Security Operations Centre solution experiences no failures and functions according to the requirements of the RFP, as determined by the Bank; the Cyber Security Operations Centre solution shall be considered accepted by the Bank and the project will be considered deemed signed-off.

48. Security

48.1 The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply with security standards including cyber security.

48.2 The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may lead the system vulnerable.

48.3 The Bank may conduct security audit in the proposed solution after complete implementation.

48.4 The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backup copies.

48.5 Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.

49. Pricing and Payments

49.1 The price offered to the Bank must be in Indian Rupees and inclusive of Duties/Insurance/Freight/charges of road permit but Exclusive of all taxes SGST/CGST/GST, etc. The Vendor has to quote the applicable taxes separately.

49.2 The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end. Octroi / Entry Tax, if applicable, will also be paid / reimbursed at our end centrally on production of original payment receipt from the respective location where the items were

delivered.

49.3 No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period.

49.4 From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

49.5 Applicable Taxes will be paid at actuals.

50. Payment Terms

50.1 Payment schedule will be as under for each of the in-scope solutions (SIEM, VM, PIM, and Anti-APT)

Table 12: Payment Terms for SIEM

SI. No.	Payment Stages	Percentage of Payment	Condition/Remarks
a.	Delivery	30%	After complete delivery of all hardware and software and Licenses. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.
b.	Integration and Implementation	60%	After successful installation, configuration, Integration & commissioning of all Hardware & Software items supplied as per Scope of Work. The Bidder has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
c.	Warranty	10%	After completion of warranty period of three years or on submission of Bank Guarantee (BG) for 10% of the hardware/software cost after releasing 90% payment. Warranty BG should be valid till expiry of Warranty period plus claim period of twelve months.

Table 13: Payment Terms for PIM

SI. No.	Payment Stages	Percentage of Payment	Condition/Remarks
a.	Delivery	30%	After complete delivery of all hardware and software and Licenses. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.
b.	Implementation	40%	After successful installation, configuration & commissioning of all Hardware & Software items supplied as per Scope of Work and demonstration of the capabilities as per **Annexure-2** to the extent possible within the bank environment. The Bidder has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
c.	Sign-Off &Integration	20%	After successful integration with the SIEM solution and demonstration of relevant use cases as per the bank's requirement.
d.	Warranty	10%	After completion of warranty period of three years or on submission of Bank Guarantee (BG) for 10% of the hardware/software cost after releasing 90% payment. Warranty BG should be valid till expiry of Warranty period plus claim period of twelve months.

Table 14: Payment Terms for Anti-APT

SI. No.	Payment Stages	Percentage of Payment	Condition/Remarks
a.	Delivery	30%	After complete delivery of all hardware and software and Licenses. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.

b.	Implementation	40%	After successful installation, configuration & commissioning of all Hardware & Software items supplied as per Scope of Work and demonstration of the capabilities as per **Annexure-2** to the extent possible within the bank environment. The Bidder has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
c.	Sign-Off &Integration	20%	After successful integration with the SIEM solution and demonstration of relevant use cases as per the bank's requirement.
d.	Warranty	10%	After completion of warranty period of three years or on submission of Bank Guarantee (BG) for 10% of the hardware/software cost after releasing 90% payment. Warranty BG should be valid till expiry of Warranty period plus claim period of twelve months.

Table 15: Payment Terms for VM

SI. No.	Payment Stages	Percentage of Payment	Condition/Remarks
a.	Delivery	30%	After complete delivery of all hardware and software and Licenses. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.
b.	Implementation	40%	After successful installation, configuration & commissioning of all Hardware & Software items supplied as per Scope of Work and demonstration of the capabilities as per **Annexure-2** to the extent possible within the bank environment. The Bidder has to submit installation reports duly signed by the Bank officials of the respective

			Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
c.	Sign-Off &Integration	20%	After successful integration with the SIEM solution and demonstration of relevant use cases as per the bank's requirement.
d.	Warranty	10%	After completion of warranty period of three years or on submission of Bank Guarantee (BG) for 10% of the hardware/software cost after releasing 90% payment. Warranty BG should be valid till expiry of Warranty period plus claim period of twelve months.

50.2 Payment for the SOC maintenance & resource charges will be paid quarterly in arrears on submission of invoice and other supporting documents including monthly SLA reports signed by Bank Officials to the Security System Integrator from the date of sign-off of the project.

50.3 The invoices should contain full details of all the items contracted by bank, as reflected in **Annexure-2 and Annexure-5** and should not contain any clauses contrary to the terms of the contract and if any such clause exists in the Invoice/any other documents, the same will not be valid and cannot be held against the Bank.

50.4 Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes and Duties, Proof of delivery/acceptance certificate duly signed by Bank officials should be submitted while claiming payment in respect of orders placed.

50.5 Bank will not pay any amount in advance.

50.6 Payment shall be released within 30 days of submission of invoices and relevant documents as per RFP terms.

50.7 The bank shall finalize the installation and Acceptance (sign-off) format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise, solution wise while claiming installation and acceptance payment.

50.8 The payments will be released through NEFT / RTGS after deducting the applicable Liquidated Damages/Penalty, TDS if any, by centrally by Head Office (KaGB), and/or Head Office (KGB) /

Project Management Office, Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

51. Subcontracting

51.1. During Implementation

The bidder is not permitted to subcontract the implementation of in-scope solutions to other organizations.

51.2. During Operations

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

52. Order Cancellation / Termination of Contract

52.1 The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

a) Delay in delivery & project implementation beyond the specified period.
b) Serious discrepancies noted in the items delivered.
c) Breaches in the terms and conditions of the Order.

52.2 The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:

a) Non submission of acceptance of order within 7 days of order.
b) Excessive delay in execution of order placed by the Bank.
c) The selected bidder commits a breach of any of the terms and conditions of the bid.
d) The selected bidder goes into liquidation voluntarily or otherwise.
e) An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
f) The progress made by the selected bidder is found to be unsatisfactory.
g) If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

52.3 Bank shall serve the notice of termination to the selected bidder at least 30 days prior, of its intention to terminate services during contract period.

52.4 In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the selected bidder.

52.5 After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits and at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.

52.6 The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.

52.7 In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee given by the selected bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

53. Local Support

53.1 The selected bidder has to provide 24x7X365 support and support will be required for end to end installation, maintenance of the proposed solution during complete Project tenure and selected bidder will be responsible for attending complaints during all Bank Business hours (10 AM to 06 PM) and will be SPOC 24x7X365.

53.2 Support should include advising and helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.

53.3 Support has to cover to solve day to day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW /SLA at no extra cost. The L-2, L-3 support should be raised to OEM/OSD at no extra costs.

53.4 The Support should be for an unlimited number of incidents reported to them and provide a practical solution to resolve the issue. The support should be provided in person and to the DRC, over phone, E mail web based, if required. All escalations will be attended / responded-promptly not later than 1 hour of reporting.

53.5 The selected bidder is responsible for providing Onsite Incident Management of any issues reported in proposed solution and in endpoint by proposed solution. The selected bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs/OSDs technical persons/ product developer etc. intervention, Bidder has to take up suitably with the appropriate level at OEM/OSD and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires log submission, SI will submit the same for further analysis in consultation with the Bank.

53.6 Selected Bidder should help Bank in resolving any security observations as per the IS policy of the bank.

54. Software, Drivers and Manuals

54.1 The selected bidder shall supply along with each item all the related documents, Software Licenses loaded in the Cyber Security Operations Centre Solution without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, C-SOC Operation Manuals, Other Software and Drivers etc.

54.2 All related documents, manuals, catalogues, and information furnished by the bidder shall become the property of the Bank.

55. Warranty

55.1 The selected bidder warrants that the Software/Solution will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").

55.2 The selected bidder has to provide comprehensive on-site replacement warranty for each in-scope solution for a period of 3 years from date of acceptance and sign-off of each solution.

55.3 The entire equipment / hardware (including OS) and software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts including the display panel, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of three years from the acceptance and sign-off of each solution.

55.4 If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the selected bidder shall take such steps as necessary to repair or replace the Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labor, freight, and insurance to and from the Department's site.

55.5 Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the selected bidder or, if the selected bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.

55.6 If any defect in the Software/Solution is not rectified by the selected bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.

55.7 Despite any other provision, the Bank, may return a defective Hardware/Software/Solution to the selected bidder within ten (10) days of delivery of the Software/Solution and the selected bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.

55.8 The selected bidder shall provide, after the warranty commences for all Hardware/Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Hardware/Software/Solution.

55.9 For appliance-based solutions the warranty shall commence from the date of final signoff of each in-scope solution.

55.10 For software-based solutions in virtualized environment, the warranty shall commence from the date of sign-off. In case more than one in-scope solutions proposed in the same virtualized environment, warranty will commence from the date of final sign-off of all the proposed solutions installed in that environment.

56. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)

56.1 Support for maintenance of Hardware, software (including OS and software license) and Other Items supplied should be available for a minimum period of 3 years, covering all parts, maintenance, and support, after expiry of warranty period.

56.2 The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware and software supplied with the selected bidder after completion of respective warranty periods.

56.3 The Bank will pay AMC/ATS charges for Servers (including OS) and Other Items quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.

56.4 During the Warranty and AMC/ ATS (if contracted) period, the selected bidder should extend the On-Site Service Support. The scope of Warranty and AMC/ ATS (if contracted) shall include

i. Rectification of Bugs/defects if any.
ii. Preventive Maintenance quarterly.
iii. Maintenance of Hardware supplied.
iv. Replacement of defective components.
v. Applying patches/updates.

56.5 It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the selected bidder are abnormally low (below 8% of the cost). The Bank has discretion to consider such offer or for seeking clarification from the selected bidder to decide for consideration. This Bank Guarantee will be towards contractual/ AMC obligations of the selected bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (**Annexure-5**). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ ATS period with a claim period of 12 months. The selected bidder has to submit this Bank guarantee in addition to the Security Deposit/Any other Bank Guarantee provided by the selected bidder to the Bank. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and warranty period.

57. Scope Involved During Warranty and AMC/ATS period (if contracted)

During the period of contract up to completion of Warranty and during Annual Maintenance Contract (if contracted), the bidder shall perform the following:

57.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].

57.2. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.

57.3. The system spare parts/services, as and when required, and complete maintenance of the Servers, Storage Systems and other Items during warranty period and AMC (if contracted), shall be supported for a period to be specified by the bank.

57.4. The support shall be given in person only.

57.5. Only licensed copies of software shall be supplied and ported in the Servers, Storage Systems, and other Items. The selected bidder shall grant an irrevocable **perpetual license** to the Bank to use the software. Further, all software supplied shall be of latest version.

57.6. The selected bidder shall provide centralized complaint booking facility with the dash board to the bank. The method of booking complaints shall be E-mail, Toll-free no, online portal, web, etc.

58. Spare Parts

58.1. The selected bidder shall make available the spare parts, components etc. for the systems for a period to be specified by the Bank, during warranty and AMC/ATS period.

58.2. If any of the peripherals / components is not available during the warranty / AMC/ATS period, the substitution shall be carried out with peripherals/components of equivalent or higher capacity.

59. Mean Time Between Failures (MTBF)

If during the warranty period and AMC/ATS period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware/software items shall be replaced by equivalent / superior new hardware/software items by the bidder at no additional cost to the Bank.

60. Defect Liability

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC/ATS

period (if contracted) of the contract, the selected bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.

E. General Conditions

61. Intellectual Property Rights

61.1 Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.

61.2 In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; (b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or (c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.

61.3 The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

61.4 The bidder acknowledges that business logics, workflows, delegation and decision-making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

62. Roles and Responsibilities during Project Implementation

62.1 All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning, monitoring and maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.

62.2 The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or their Sub Contractors.

62.3 In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

62.4 The selected bidder has to execute an Undertaking of Authenticity for Hardware/Software items as per **Annexure-17.**

63. Indemnity

63.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities(including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

a) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder.
b) Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

63.2 The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Security Operations Centre Solution supplied by them.

a) All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
b) The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.
c) All employees engaged by the bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the bank be liable for payment or claim or compensation (including but not limited to compensation on account of injury/ death / termination) of any nature to the employees and personnel of the bidder.

63.3 Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.

64. Inspection of Records

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software and services provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.

65. Assignment

65.1 The vendors shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.

65.2 If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP/Agreement shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the bank and vendor under this RFP.

66. Publicity

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

67. Insurance

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Cyber Security Operations Centre Solution.

68. Guarantees

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank are latest version which includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

69. Confidentiality and Non- Disclosure

69.1 The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in **Annexure-15.**

69.2 No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

70. Amendments on the Purchase Order

70.1 Once purchase order is accepted by the selected bidder, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing.

70.2 Bank reserves the right to alter the quantities specified in the tender and to delete/substitute items/add from the ones specified in the tender at any point of time before the release of the purchase order.

71. Amendments on the Agreements

Once the contract agreement is executed with the selected bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing.

72. General Order Terms

Normally, the Order will be placed on the successful bidder as per the details given in the bid document. But, if there is any change in name/address/constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/ Company is undergoing any re-organization/ restructuring/ merger/ demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision of the Bank to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank is final.

Purchase order shall be issued by Karnataka Gramin Bank (KaGB) as a coordinating bank. The selected bidder shall raise invoices either on Karnataka Gramin Bank (KaGB) or Kerala Gramin Bank (KGB) or on both the banks at the ratios indicated by coordinating bank at the time of issuing purchase order or at the time of raising the invoices.

Bank has the right to negotiate with H1 Bidder.

73. Negligence

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the

said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

74. Responsibility for Completeness

74.1 The selected bidder shall ensure that the Solution provided [Hardware/Software etc.] meets all the technical and functional requirements as envisaged in the scope of the RFP.

74.2 The selected bidder shall deliver, install the equipment, and port the software, and arrange for user level demo at bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by the Banks for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize, and test the system without any further charge, expense, and cost to Bank.

74.3 The selected bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed, or otherwise accepted by the banks or not. The selected bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the banks.

75. Responsibility of the Bidder

By submitting a signed bid/response to this **RFP** the Bidder certifies that:

75.1 The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.

75.2 The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.

75.3 No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.

75.4 Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with the banks. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.

75.5 The selected bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The selected bidder represents that all software, hardware and services to be supplied in response to this RFP shall meet the requirement of the solution proposed by the selected bidder. The selected bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or

provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The selected bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfill all the terms and conditions of this RFP.

76. Force Majeure

76.1 The selected bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the selected bidder, i.e., Force Majeure.

76.2 For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected bidder, resulting in such a situation.

76.3 In the event of any such intervening Force Majeure, the selected bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

76.4 In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Banks and the selected Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the selected bidder.

77. Corrupt and Fraudulent Practices

77.1 As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

77.2 "Corrupt Practice" means the offering, giving, receiving, or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution and;

77.3 "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

77.4 The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

77.5 The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

77.6 The decision of Bank in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.

77.7 Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.

77.8 The bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of SI for Setting up of Cyber Security Operations Centre Solution at the Banks.

78. Resolution of Disputes

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, India.

79. Modification/Cancellation of RFP

The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation.

80. Responsibilities of the Selected Bidder

80.1 The Selected bidder has to inform change in the management of the company, if any, to the Bank

within 30 days from the date of such change during warranty and AMC/ATS period (if Contracted).

80.2 The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty and AMC/ATS (if Contracted) period and the selected Bidder shall provide the same.

80.3 The selected bidder shall submit updated Escalation Matrix for the product/services on a **Half-Yearly basis** as at the end of 31st March and 30th September during warranty and AMC/ATS period (if Contracted).

81. Human Resource Requirement

The selected Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

81.1 The selected bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.

81.2 The selected bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The selected Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/ engaged in the project.

81.3 In case the performance of the selected Bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the selected Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the selected Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/ employees on its own.

81.4 No right to employment in the Bank shall accrue or arise to the employees or agents of the selected Bidder, by virtue of engagement of employees, agents, etc. of the selected Bidder for any assignment under this project. It is further clarified that the arrangement herein with the selected Bidder is a contract for service.

81.5 The selected Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.

81.6 The selected Bidder shall extend all the outsourced banking and financial services by deploying such personnel that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

82. Legal Disputes and Jurisdiction of the court

82.1 The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

82.2 All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

General Manager

Annexure-1
Pre-Qualification Criteria

Date: DD/MM/YY

To
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office, South end Road,
Basavanagudi, Bengaluru -560 004

Dear Sir,

SUB: Selection of Security System Integrator to Set up Cyber Security Operation Centre (C-SOC)

Ref: Your RFP KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021.

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria:

Table-16: Pre-Qualification Criteria for financial compliance for SI

Sl. No	Pre-Qualification Criteria	Document Support	Bidder's Response
1.	The Bidder should be a registered company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013, providing information security services for the last three financial years: 2018-2019, 2019-2020 and 2020-2021	**i.** Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company; or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies **ii.** Bidder has to submit Purchase Order copies to show their experience.	
2.	The Bidder's organization should have a minimum turnover of INR Thirty (30) Crores per annum from information security related services and products for each of the past Three (3) financial years: 2018-2019, 2019-2020 and 2020- 2021.	**i.** Copy of the audited balance sheet for 2018-2019, 2019-2020, and 2020-2021 **ii.** A certificate from chartered accountant to this effect with Unique Document Identification Number (UDIN).	
3.	The bidder should have executed the SOC project which includes implementation of proposed SIEM solution during any of the	i. A Purchase Order copy or a Declaration on the letterhead of the organization duly	

	last three financial years: 2018-2019, 2019-2020 and 2020-2021 in any PSU/PSB/BFSI sector in India with the following conditions: a.) The TCO of the SOC project inclusive of SIEM solution should be minimum of INR Five (5) Crores. b.) The total business of the organization where the SOC project (Inclusive of SIEM solution) has been implemented should have a minimum business of INR Fifty Thousand (50,000) crore in any of the last three financial years 2018-2019, 2019-2020 and 2020-2021.	containing the TCO of the project signed by the authorized signatory where the project has been implemented. ii. Self-declaration signed by the authorized signatory on their letterhead of the bidder mentioning the total business of the organization where the solution has been implemented.	
4.	The bidder's organization should have positive net worth for the last three financial years: 2018-2019, 2019-2020 and 2020-2021 from their Indian operations.	**i.** Copy of the audited balance sheet for 2018-2019, 2019-2020, and 2020-2021 **ii.** A certificate from chartered accountant to this effect with Unique Document Identification Number (UDIN).	
5.	Neither the Bidder nor their promoters/Directors should be defaulter to / debarred / backlisted by any financial institution / regulatory authorities. There should be no reports or investigations commenced or pending against the Bidder by any Government Institution or PSU or Public Sector Bank for any malpractice, fraud, poor service, etc.	Bidder has to submit duly filled self- declaration document in their letter head signed by authorized signatory	
6	The Bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum – F.No.6/18/2019-PPD of Department of Expenditure, MoF : Insertion of rule 144(xi) in the GFRs ,2017 dated 23.07.2020). Bidder from a country which share a land border with India means: 1. An entity incorporated, established or registered in such a country; or 2. A subsidiary of an entity incorporated, established or registered in such a country; or 3. An entity substantially controlled	A declaration in letterhead of the firm /company as per **Annexure - 23** is to be submitted.	

	through entities incorporated, established or registered in such a country; or 4. An entity whose beneficial owner is situated in such a country; or 5. An Indian (or other) agent of such an entity; or 6. A natural person who is a citizen of such a country; or 7. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above		

Table-17: Pre-Qualification Criteria for Technical compliance for SI

Sl. No	Pre-Qualification Criteria	Document Support	Bidder's Response
1.	**Category 1** a.) The bidder should be currently in the service of providing On-Premise Security Operation Centre (SOC) and facility management service for Security solutions in any PSU/PSB/BFSI sector in India b.) The bidder should have successfully implemented proposed On-Premise SIEM solution during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021 in any two PSU/PSB/BFSI sector in India, out of which one should be a scheduled bank. **Category 2** - The bidder should have successfully implemented On-Premise Anti-APT, VM, and PIM in any PSU/PSB/BFSI sector in India, during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021. Note: a.) The Bidder should satisfy the eligibility criteria for both the **category 1** and **category 2** solutions. b.) The Bank will enter into contract with only the bidder and the responsibility of delivering the project as per SLAs defined in	**Annexure-3** SI Capability Questionnaire. **For Experience** the following documents need to be submitted: **For Category 1.a:** Copies of reference letter provided by clients where bidder is currently providing On-Premise Security Operation Centre (SOC) and facility management service for Security solutions. (or) PO along with sign off for successful completion, providing C-SOC services and supporting documents **For Category 1.b & 2:** Copies of reference letter provided by clients where solution is successfully implemented On-Premise along with relevant completion certificates. The details are to be submitted as per **Annexure-14**	

	the RFP rests with the bidder. In case the bidder showcases the experience of the OEM, the responsibility for implementation shall be still with the bidder only.	(or) PO along with sign off for successful completion, providing C-SOC services and supporting documents	
2.	The bidder's organization should have ISO 27001 certifications.	Bidder has to submit valid ISO 27001 certification copy	
3.	The bidder should be Original Equipment Manufacturer (OEM) / (OSD) or authorized partner of (OEM) / (OSD).	In case of authorized partner of OEM, the Bidder should submit OEM letter as given in **Annexure-21.**	
4.	The bidders should ensure all the proposed OEM products (wherever applicable) in the bid for each of the in-scope security solutions should satisfy at least one of the following conditions: i. The product should be in Gartner's Leader or challenger magic quadrant for any of the last three years: 2019, 2020, and 2021. ii. The product should be in Forrester's wave under Leader or strong performer for any of the last three years: 2019, 2020, and 2021.	Bidder has to submit Gartner or Forrester report wherever applicable.	
5.	The bidder should have a minimum of 5 individuals with prior experience in implementation of SIEM solution out of which a minimum of 3 individuals should be certified in the proposed solution. The bidders should deploy the certified and experienced resources during implementation at the Bank during the implementation phase.	Bidder has to submit self-declaration containing the resource experience details. And also Bidder to submit an undertaking letter for deployment of certified and experienced resources during implementation. **Note:** Bank shall insist on the certification details of the deployed resources during implementation.	

Table-18: Pre-Qualification Criteria for Technical compliance for OEMs

Sl. No	Pre-Qualification Criteria	Document Support	Bidder's Response
1.	Each of the proposed solutions should have been successfully implemented in a minimum of **Two** PSU/PSB/BFSI sector in India of which **One** should be a scheduled bank.	**For Past Experience** the following documents need to be submitted: Copies of reference letter provided by clients where solution is successfully implemented, along with relevant completion certificates. The details are to be submitted as per **Annexure-14**	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Signature with seal
Name :
Designation

NOTE:

1. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered

2. Bidders need to ensure compliance to all the eligibility criteria points.

3. In case of corporate restructuring of a company, certificate of incorporation, financial statements, credentials prior to such restructuring to be furnished.

4. Scheduled Bank refer to Public sector / Private Banks/ Regional Rural Banks in India only.

5. The Bank will check compliance of the bidder's submission with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
   - In a RFP, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer'.
   - If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same RFP for the same item/product.

6. The final solution mentioned above refers to the solution based on the scope given in this RFP.

7. The decision of the bank shall be final and binding in this regard. Any deviations will be ground for disqualification.

Annexure-2
Technical Requirements

Kindly refer the attached file **'Annexure – 2'** Technical Requirements for RFP **Ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021** for "Selection of Security System Integrator to Setup Cyber Security Operations Centre in Banks".

Annexure – 3
SI Capability Evaluation Questionnaire

Date: DD/MM/YY

To
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office, South end Road,
Basavanagudi, Bengaluru -560 004

SUB: Selection of Security System Integrator to Set up Cyber Security Operation Centre (C-SOC)

Ref: Your RFP KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021.

Table – 19: Questionnaire for Experience
Current Experience:

Name of the Organizations where the bidder is currently providing On-Premise SOC services	**1.**
	2.

Past Experience

Parameter	**Ref -1**	**Ref -2**	**Ref -3**	**Ref -4**	**Ref -5**
Organization Name					
Total Business (in **INR)**					
Locations in scope					
Solutions in scope					
SIEM (Yes / No)					
If Yes – Type of device monitored					
SIEM Product Details					
EPS details					
Security Devices -Mention Type of Device (Ex: Firewall, IDS/IPS, etc.)					
Network Devices -Mention Type of Device (Ex: Core Router, Core Switch, etc.)					
Servers -Mention OS					
Database -Mention the Database					
Applications Logs-Mention type of application (Ex: CBS, ALM, Internet Banking etc.)					
PIM(Yes/No)					
Product details					
Coverage (Servers/Network Devices)					
Anti -APT (Yes/No)					
Product details					
Details of protection (What protocols are covered)					

VM (Yes/No)					
Product details					
Number of Network Devices					
Number of Servers					

Table – 20: Project Management Methodology

SI. No	Details required from bidder	Bidder's response
1	Provide detailed information on proposed methodology / approach for different solutions as per Bank's requirements	
	The methodology section should adequately address the following stages of the project:	
	Study of the existing set up DC/ DRC site and other locations as per scope	
	➢ Project Plan Development	
	➢ Delivery of Devices	
	➢ Pre-Implementation Product Training for Bank Team by the OEM/Authorized Training Partner.	
	➢ Deployment of Resources	
	➢ Installation, Configuration as per the scope of work	
	➢ Go live	
	➢ Post Implementation Hands on Training for Bank Team by the OEM/ Authorized Training Partner.	
2	Project management activities	
3	Frequency and approach for periodic reporting on the progress of the project and actual status vis-à-vis scheduled status	

Table – 21: Proposed Implementation Schedule

Sl. No	Phase	Proposed week-wise work plan (in form of Gantt chart)						
		1	2	3	4	…	…	N
PMS1	Study of existing set up DC/ DRC and other locations as per scope							
PMS2	Project plan development							
PMS3	Delivery of devices							
PMS4	Pre-Implementation product training for bank team							
PMS5	Deployment of resources							
PMS6	Installation, configuration as per the scope of work							
PMS7	Go live							
PMS8	Post Implementation hands on training for bank team							
Note: The task listing shown above is illustrative. The bidders may add tasks/sub-tasks to the above as appropriate.								

Table – 22: Team Profile

Sl. No.	Details required from Bidder	*Bidder's Response (Substantiate with Details)*
1	Current strength of employees in the Bidder's organization (In India) with experience in products/ solutions as per the scope of RFP	
2	Current strength of the employees in the Bidder's organization (In India) with experience in similar projects in Banking environment	
3	Certifications possessed by the Bidder in connection with the quality of processes and services delivered / methodology used in delivery.	
4	Does the team possess in-depth knowledge of the information security domain and is thereby capable of bringing leading practices to the Bank?	

5	Team profile of members above the role of a team lead who will be involved in this project. Relevant experience means that the experience on either exactly the same product / set of products being proposed or on similar projects									
	Sl. No	Employee Name & Designation	Role in project	Responsibilities	Age	Years of experience in handling SOC	Years employed with the bidder	Professional & Educational Qualifications / Certifications	Years of relevant Experience	Details of similar projects- key clients, nature of project, role in the project (maximum of five assignments pertinent to this project)

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal
Name designation

Annexure – 4
Technical Bill of Materials

Kindly refer the attached file **'Annexure-4 Technical Bill of Materials'** for RFP **Ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021** for "Selection of Security System Integrator to Setup Cyber Security Operations Centre in Banks".

Annexure – 5
Commercial Bill of Materials

Kindly refer the attached file '**Annexure-5 Commercial Bill of Materials**' for RFP **Ref: KaGB/Project Office/RFP/02/2021-22 dated 18.10.2021** for "Selection of Security System Integrator to Setup Cyber Security Operations Centre in Banks".

Annexure – 6
Resource Plan Matrix – CSOC

Date: DD/MM/YY

To
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office, South end Road,
Basavanagudi, Bengaluru -560 004

SUB: Selection of Security System Integrator to Set up Cyber Security Operation Centre (C-SOC)

Ref: Your RFP KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Table 23: Resource Matrix

		Experience		**Qualifications**		
Type	**Role**	**Total (yrs.)**	**IT Security /SOC Operations (yrs.)**	**Academics**	**Skills and Certifications**	**Number of resources required for operating SOC**
L1	Monitoring & Tracking Incidents /Alerts24x7, Reporting & Escalation, Regular SIEM Administration	2	1	Engineer (BE / B. Tech/MCA)	CCNA/CCSP/ any SIEM technical certification	
L2	Incident Validation, Incident Analysis, solution Recommendation, Resolve Escalations, VA Tool admin, Maintain Knowledge base, Escalation point for device issue resolution, Patch implementation, Rule base Management, General SOC Administration, Scheduling / Performing VA Scans, Submission Scan reports, Resolve user queries.	5	3	Engineer (BE / B. Tech/MCA)	CCNA/CCSP/CEH and any SIEM technical certification / Experience in event co-relation VA & Penetration testing and patch management. Experience in troubleshooting security solutions like (PIM, Anti-APT, etc.)	
	Security Advisory, Overall Design & Deep analysis, Exp. In SIEM /VM/ PIM/ Anti- APT/ Anti- DDoS tools, Large scale security operations, Thorough	8	6	Engineer (BE / B. Tech/MCA)	CISSP/CISA/CISM and any SIEM Technical certification with	

L3	understanding of TCP/IP, Networking concepts, administration of Windows, Linux platforms, Incident Closure, Ensuring SLAs are met, Responsible for closing incidents / reports with different departments				project management skills. Experience in troubleshooting security solutions like (PIM, Anti-APT. etc.)	

Table 24: Minimum Manpower Requirement

Sl. No	Minimum Manpower Requirement
A	Level 1 Resource - 24 * 7 * 365 monitoring from Banks C-SOC - Minimum 2 no. of seats each in shifts from 6 AM to 2 PM, 2 PM to 10 PM and 10 PM to 6 AM
B	Level 2 Resource - Minimum 1 no. of seat each in shifts from 6AM to 2PM and 2 PM to 10 PM on all Banks working days. - Minimum 1 no. of seat during 10 AM to 6 PM on Banks holidays In case of exigencies or as and when Bank requires, L2 resource should be available on Sundays and Banks' Holidays as well.
C	Level 3 Resource - Minimum 1 no. of seat during 10 AM to 6 PM from Monday to Saturday except Sundays and Bank Holidays In case of exigencies or as and when Bank requires, L3 resource should be available on Sundays and Bank's Holidays as well.

Terms and Conditions

a) Bank reserves the right to conduct interviews for the selection of the proposed team members for C SOC project.
b) If any resource is absent, standby resources should be made available.
c) In case of absence of a lower level resource, an equivalent or higher-level resource should perform the job of the absentee, but the payment will be made as per the payment structure of lower level resource only.
d) Bank may reject the manpower if bank is not satisfied with his/her performance and the selected bidder has to make necessary arrangements for a suitable replacement.
e) The payment will be made to bidder as per actual manpower support/utilization on man-day basis provided subject to adherence to SLA conditions.

Date

Signature with seal
Name designation

Annexure – 7
Scope of Work

RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021 for Selection of Security System Integrator to Set up Cyber Security Operation Centre (C-SOC) in Banks.

1. The bank intends to build a 24x7 security operations center in its premises at Primary Data Center, Bengaluru for device deployment and the SOC operational facility should be deployed at Bank/s project office, Bengaluru.

2. The Bank is seeking SOC Management console at Bengaluru Project Office, so there would be requirement of L1, L2 and L3 support. i.e., 6:2:1 or otherwise, as stated in RFP main document.

3. The bidder is required to provide the following as part of the solution to the bank:

    a) Solutions as defined in the section: "Solutions Required"
    b) Manpower to manage the SOC operations for the solutions in scope and to ensure SLA compliance. The bidder needs to adequately size and provide the number of L1, L2 and L3 resources with adequate experience to handle the SOC operations.
    c) Along with the SOC operations the SI need to manage and maintain day to day business operation for PIM, Anti-APT and Vulnerability management and scanner.
    d) Regular vulnerability scanning, remediating, tracking and closure of the reported vulnerabilities in collaboration with the bank security team shall be the responsibility of the SI.

4. Solutions Required

    The bank requires the following solutions/Services as listed below:

    a) SIEM
    b) PIM
    c) Anti – APT
    d) Vulnerability Management and Scanner

5. Scope of Work for SIEM

    Locations in scope

    The locations which the SIEM solution shall cover are mentioned below. The SOC is required to be deployed at Bangalore Location:

Table – 25: Deployment Locations in scope

Sl. No	Coverage (Address)	Cor-relation Engine	Log Storage	Storage	Log Collection Device	SIEM Management Console and SOC Facility
1	Data Center, Bengaluru	Yes, in HA	Yes, in HA	Yes	Yes, in HA	NA
2	Disaster Recovery Site, Mumbai	Yes, in Standalone	Yes, in HA	Yes	Yes, in HA	NA
3	Project Office, Bengaluru	NA	NA	NA	NA	Yes

Existing Infrastructure to be integrated with SIEM:

Security & Network devices to be monitored

Network devices to be monitored by SIEM include but are not limited to the following:

Table – 26: Network Devices to be Monitored (DC and DRC)

Sl. No	Device Type	Count
1	Firewalls	12
2	Routers	15
3	Switches	63
4	Web Application Firewall	3
5	Intrusion Prevention System (IPS)	8
7	Network Access Control (NAC) with AAA device	3
8	Web Proxy Gateway	3
9	VPN	2
	Total	109

Servers

The following servers need to be monitored by SIEM include but not limited to the following:

Table – 27: Other Devices to be Monitored (DC and DRC)

Sl. No	Device Type	Count
1	Windows Servers	316
2	Linux Servers	110
3	AIX Servers	48
4	Databases	157
5	Email	3
6	Antivirus	4
7	Active Directory	4
8	*Management servers	8
	Total	650

* Management servers for Firewall, WAF, Secure Web Gateway, and IPS.

Key Applications

SIEM would be limited to collection, monitoring and correlation of security logs for applications. Transaction logging and monitoring is not part of the scope of "Cyber Security Operations Center". Applications to be monitored by SIEM include but not limited to:

Table – 28: Applications to be Monitored (DC and DRC)

Sl. No	Application Name	Application Count
1	CBS (Finacle)	2
2	Internet Banking Solution	2
3	Mobile Banking Solution	2
4	SFMS (NEFT/RTGS)	2
5	Unified Payment Interface (UPI)	2
6	Financial Inclusion Applications	2

Sizing

The expected EPS count for the bank should be minimum of 10000 and scalable to 30000. The bidder needs to provide SIEM licenses that cater to the minimum requirement. The bidder needs to provide details of how the solution can scale to the maximum EPS count, and the additional cost in buckets of 5000 EPS.

Scope of work for Privilege Identity Management Solution

PIM appliance should be deployed in HA mode in DC and standalone in DRC. The devices in scope for PIM solution are same as that mentioned in SIEM Scope section. The total number of administrators for these devices/servers is 100. The bidders should also quote the additional cost in buckets of 20 Admin IDs

Scope of work for Vulnerability Management and Scanner

The vulnerability management tool would require to be deployed Primary Data Center for the following number of IPs. The bidders should also quote the additional cost in buckets of 50 IPs.

Table – 29: Number of IPs

Sl. No	Number of IP address
1	**100**

Scope of work for Anti-Advanced Persistent Threat

The solution should be sized for 100Mbps throughput. The solution should be deployed in HA mode in DC and standalone in DRC. The solution should be configurable in inline as well as in listening mode. The bidders should also quote the additional cost in buckets of 50 Mbps.

SELECTION OF SECURITY SYSTEM INTEGRATOR TO SETUP CYBER SECURITY OPERATION CENTRE (C-SOC)

Annexure – 8
Technical Scoring Criteria

RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021 for Selection of Security System Integrator to Set up Cyber Security Operation Centre (C-SOC) in Banks.

Table – 30: Scoring Weightage Allocation

SI. No.	Scoring Parameter	Weighted Score	Minimum percentage for Technical Qualification
1.	Technical Requirements (TR) **(Annexure 2)**	WTR= (Bidder TR Score/Max TR Score) *45%	Essential Requirements:90% Preferable Requirements:50% **Note: The bidder has to score minimum requirements for each defined in scope solution including Other General Requirements as per the RFP**
2.	Past Experience (PE) **(Annexure 3)**	WPE= (Bidder PE Score/Max PE Score) *45%	60% **Note: The bidder has to score minimum requirements for each defined in scope solution as per the RFP**
3.	Project Methodology & Proposed Team for implementation & Bidder Presentation (AM) **(Annexure 3)** *	WAM= (Bidder AM core/Max AM Score) *5%	NA
4.	Bid Quality	WBQ= (Bidder BQ Score/Max BQ Score) *5%	NA
5.	Consolidated Technical Score	(out of a total of100 marks)	NA

Note	The Final Consolidated Technical Score will be calculated as T= WTR +WPE+ WAM +WBQ
	* Marking for these areas is subjective

Table – 31: Bid Quality

Sl. No	**Parameters** for **score**	**Maximum Possible Marks**
BQ1	All documents correctly numbered	3
	All sections are responded to in the order of the RFP	4
	All annexures are correctly referenced	3
	Soft copy and hard copy of the bid are congruent	2
	Response to the RFP is comprehensive	4
	Necessary evidences for technical competencies	4

Table – 32: Approach Methodology, proposed Team for Implementation and Bidders presentation

Sr No	Parameters for Score	Maximum Possible Marks
1	Approach Methodology	10
2	Proposed Team for Implementation	10
3	Bidders Presentation	10

Table – 33: Bidders Past Experience

<table>
<tr><th>Parameter</th><th colspan="2">Scoring</th><th>Max Score</th></tr>
<tr><td colspan="4">Category-1</td></tr>
<tr><td rowspan="4">SIEM Implementation in Organizations</td><td colspan="2">a.) The bidder should be currently in the service of providing Security Operation Centre (SOC) and facility management service for Security solutions in any PSU/PSB/BFSI sector in India

b.) The bidder should have successfully implemented proposed SIEM solution during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021 in any two PSU/PSB/BFSI sector in India, out of which one should be a scheduled bank.

Only the five references as per Annexure-3 would be considered. The score for this section is the sum of the individual scores of the references provided

Refer Table 33 (a) for Scoring</td><td rowspan="4">30</td></tr>
<tr><td>Scoring for the references with the same OEM Solution as proposed</td><td>Scoring for references with the different OEM Solution other than proposed.</td></tr>
<tr><td>I. For a.) Indian organizations (Non-Bank); or
b.) Global organizations (Including banks): Score: 1.5</td><td>I. For a.) Indian organizations (Non-Bank); or
b.) Global organizations (Including banks): Score: 1</td></tr>
<tr><td>II. For Indian scheduled</td><td>II. For Indian scheduled banks (other than public sector banks) with less than 1000 branches -</td></tr>
</table>

	banks (other than public sector banks) with less than 1000 branches -Score 2 III. For Indian scheduled banks (other than public sector banks) with more than 1000 branches - Score 2.5 IV. For Indian Public sector banks - Score 3 References provided by the bidder shall have a multiplication factor of 2. And references provided by OEM is 1.5	Score 1.5 III. For scheduled commercial banks (other than public sector banks) with more than 1000 branches - Score 2 IV. For Indian Public sector banks - Score 2.5 References provided by the bidder shall have a multiplication factor of 2. And references provided by OEM is 1.5	
Marking for scope of SIEM solution for the references provided Refer Table 33(b) for scoring			
Parameter	**Scoring for the references with the same OEM Solution as proposed**	**Scoring for references with the different OEM Solution from that proposed.**	**Max Score**
SIEM Implementation done for security devices	5 or more Organizations -5 4 Organizations - 4 3 Organizations - 3 2 Organizations - 2 1 Organizations - 1	5 or more Organizations - 4 4 Organizations - 3 3 Organizations - 2 2 Organizations – 1.5 1 Organizations – 0.75	30
SIEM Implementation done for Network devices	5 or more Organizations -5 4 Organizations - 4 3 Organizations - 3 2 Organizations - 2 1 Organizations - 1	5 or more Organizations - 4 4 Organizations - 3 3 Organizations - 2 2 Organizations – 1.5 1 Organizations – 0.75	
SIEM Implementation done for servers	5 or more Organizations -5 4 Organizations - 4 3 Organizations - 3 2 Organizations - 2 1 Organizations - 1	5 or more Organizations - 4 4 Organizations - 3 3 Organizations - 2 2 Organizations – 1.5 1 Organizations – 0.75	
SIEM Implementation done for databases	5 or more Organizations -5 4 Organizations - 4 3 Organizations - 3 2 Organizations - 2 1 Organizations - 1	5 or more Organizations - 4 4 Organizations - 3 3 Organizations - 2 2 Organizations – 1.5 1 Organizations – 0.75	
SIEM Implementation done for Applications	5 or more Organizations -10 4 Organizations -8 3 Organizations -6 2 Organizations -4 1 Organizations -2	5 or more Organizations - 8 4 Organizations - 6 3 Organizations - 4 2 Organizations - 3 1 Organizations – 1.5	

SELECTION OF SECURITY SYSTEM INTEGRATOR TO SETUP CYBER SECURITY OPERATION CENTRE (C-SOC)

Category-2			
For SI - The bidder should have successfully implemented: Anti- APT, VM, and PIM in any PSU/PSB/BFSI sector in India, during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021. **For OEM:** Each of the proposed solutions should have been successfully implemented in a minimum of 2 PSU/PSB/BFSI sector in India of which 1 should be a scheduled bank.			
For VM, Anti-APT and PIM only the five references with the maximum score would be considered. The score for this section is the sum of the individual scores of the references provided. Refer Table 33(c) for scoring.			
Parameter	**Scoring for the references with the same OEM Solution as proposed**	**Scoring for references with the different OEM Solution from that proposed.**	**Max Score**
VM	References provided by the bidder shall have a Score of 6. References provided by OEM shall have a Score of 4	References provided by the bidder shall have a Score of 4. References provided by OEM shall have a Score of 3.	30
PIM	References provided by the bidder shall have a Score of 6. References provided by OEM shall have a Score of 4	References provided by the bidder shall have a Score of 4. References provided by OEM shall have a Score of 3.	30
Anti-APT	References provided by the bidder shall have a Score of 6. References provided by OEM shall have a Score of 4	References provided by the bidder shall have a Score of 4. References provided by OEM shall have a Score of 3.	30
Maximum Possible Score			150

Table 33(a) SIEM Experience - Scoring (Max Score- 30)

	Experience of Bidder in Proposed Solution		**Experience of Bidder in Different OEM Solution**	
	Implementation by Bidder	**Implementation through OEM**	**Implementation by Bidder**	**Implementation through OEM**
PSB	6	4.5	5	3.75
Other Banks > 1000 Branches	5	3.75	4	3
Other Banks < 1000 Branches	4	3	3	2.25
Non-Banking India/ Global Org	3	2.25	2	1.5

For example-

If bidder has implemented a SIEM solution, which is proposed in this RFP, in any PSB on his own he will be awarded 6 Marks and if the solution is implemented through OEM/OSD he will be awarded 4.5 Marks.

Table 33(b) SIEM Integration Experience - Scoring (Max Score- 30) -

*Org- Organizations

	Integration Experience in Proposed Solution					**Integration Experience in Different Solution**				
	5 Org	**4 Org**	**3 Org**	**2 Org**	**1 Org**	**5 Org**	**4 Org**	**3 Org**	**2 Org**	**1 Org**
Security Devices	5	4	3	2	1	4	3	2	1.50	0.75
Network Devices	5	4	3	2	1	4	3	2	1.50	0.75
Servers	5	4	3	2	1	4	3	2	1.50	0.75
Databases	5	4	3	2	1	4	3	2	1.50	0.75
Applications	10	8	6	4	2	8	6	4	3	1.50

Table 33(c) For PIM (Max Score- 30, Anti APT (Max Score - 30) & VM (Max Score- 30) Score per Organization experience

	Experience of Bidder in Proposed Solution Implementation by Bidder					**Experience of Bidder in Proposed Solution Implementation through OEM**				
	5 Org	**4 Org**	**3 Org**	**2 Org**	**1 Org**	**5 Org**	**4 Org**	**3 Org**	**2 Org**	**1 Org**
PIM	30	24	18	12	6	20	16	12	8	4
Anti-APT	30	24	18	12	6	20	16	12	8	4
VM	30	24	18	12	6	20	16	12	8	4
	Experience of Bidder in Different OEM Solution Implemented by Bidder					**Experience of Bidder in Different OEM Solution Implemented through OEM**				
	5 Org	**4 Org**	**3 Org**	**2 Org**	**1 Org**	**5 Org**	**4 Org**	**3 Org**	**2 Org**	**1 Org**
PIM	20	16	12	8	4	15	12	9	6	3
Anti-APT	20	16	12	8	4	15	12	9	6	3
VM	20	16	12	8	4	15	12	9	6	3

Annexure - 9
Checklist

RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021 for Selection of Security System Integrator to Set up Cyber Security Operation Centre (C-SOC) in Banks.

Table 34: Checklist

SI. No.	Particulars	Vendor Response [Yes/No]
a.	Whether Cost of the Tender document (Demand Draft payable at Bengaluru) is submitted along with the Part A-Conformity to Eligibility Criteria?	
b.	Whether Bid Security Declaration Letter Submitted in the Part A-Conformity to Eligibility Criteria?	
c.	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Part A-Conformity to Eligibility Criteria?	
d.	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?	
e.	Whether Call login Procedure, Preventive and Break down / Corrective Maintenance is provided?	
f.	Whether address of Office on which order has to be placed is indicated in **Annexure-11**	
g.	Whether ensured that, the Hardware /Software and other Items quoted are not End of Sale for next two Years?	
h.	Whether ensured that, the separately sealed envelopes containing Part A-Conformity to Eligibility Criteria, Part B-Technical Proposal and Part-C Commercial Bid for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Bank/s are placed and sealed in another big envelope super scribed as per RFP instructions. The Name of the Bidder and Due date of the RFP is specified on the top of the envelope.	
i.	Whether ensured Indexing of all Documents submitted with page numbers?	
j.	Whether replica of Price Bid (Masked Commercial Bill of Material) as per Bill of Material is submitted in Part-B Technical Proposal.	

Vendors to verify the above checklist and ensure accuracy of the same before submission of the bid.

Date

Signature with seal
Name Designation

Annexure- 10
Bid Covering Letter Format
[On firms / Company's Letter head]
To be included in Part- A Conformity to Eligibility Criteria envelop

Reference No: Date: DD/MM/YY

To,
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru - 560004

Dear Sir,

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021.

1. Having examined the tender documents including all annexures and appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer implementation of ALL the services mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your organization in conformity with the said tender documents in accordance with the Bill of Materials and made part of this Tender.

2. If our Bid/Offer is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document. We agree to abide by the offer validity for 180 days from last date of opening of commercial bid and our offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

3. We have quoted for all items as requested by the Bank in the RFP and stand committed to deliver to the highest standards and quality as required by the Bank to meet the timelines of the project. Our bid submission is in line with the requirements of the Bank as stated in the RFP.

4. We confirm that we have factored in all costs and expenses for meeting the complete scope and deliverables of the RFP.

5. We have enclosed BID Security declaration as per Appendix-D. However, if we withdraw our offer within the said validity period, you shall have the right to suspend us from participating in the contract offers/tenders for a period of 3 years, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender.

6. We are completely aware of the Service Level requirements (SLA) and timelines specified by the Bank and are committed to adhering to the same. We have also clearly taken note of the service level

requirements of the Bank and expectations from us and wish to confirm that we have taken care of every aspect to meet the same.

7. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

8. We undertake that we have not been blacklisted by any Government department/PSU/Bank/Financial Institution in India.

9. We have clearly understood the Bank's requirements and wish to confirm that we abide by the terms and conditions of the RFP and addendums issued thereafter.

10. We confirm and understand that all arithmetical totaling errors will be corrected for the purpose of evaluation only and the consideration of that error for payment would be completely according to Bank's discretion. We also confirm and understand that for all other errors which we have made in the bid, the Bank for the purpose of evaluation will take the corrected amount based on the price quoted by us in the price sheets but the payment of such amounts would be completely according to the Bank's discretion.

11. We confirm that the prices and values quoted by us encompass the complete scope of the project and we will ensure that the quality of deliverables for the project is not affected due to any pricing pressures.

12. We will be the single point of contact/reference to the Bank. Our consortium partners confirm that they are willing to enter into back-to-back agreement that is in conformity with the deliverables and other service/uptime commitments we make to Bank as per the RFP. If requested, we will share the copy of the back-to-back agreement with our consortium partner to the Bank.

13. We agree that Bank is not bound to accept the lowest or any Bid the Bank may receive without assigning any reason whatsoever.

14. We certify that we have provided all the information requested by Bank in the format requested for. We also understand that Bank has the exclusive right to reject this offer in case Bank is of the opinion that the required information is not provided or is provided in a different format.

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

[Note: This letter should be on the letterhead of the Vendor duly signed by an authorized signatory]

Annexure - 11
Bidders Profile

SUB: RFP for Selection of System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Table 35:

Sl. No.	Particulars	Details
a)	Name of the Bidder Firm/Company	
b)	Proposed Solution Name with Name of OEM & OSD/ OSO	
c)	Constitution (Ltd./ Pvt. Ltd/Firm)	
d)	Date of Incorporation and / or Commencement of business	
e)	Certificate of Incorporation (CIN)	
f)	Whether registered as MSE for the item underthe RFP? (Proof of registration as MSE for the item underthe RFP)	
g)	Whether Recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Proof of such Recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity complies withStartup guidelines)	
h)	Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued thereunder? (Form PP-C or PP-D as applicable)	
i)	Address of Corporate Office	
j)	Address of the Registered Office	

k)	Particulars of the Primary Contact Person (Authorized Signatory of the Bidder)	Name	
		Designation	
		Address for Correspondence	
		Phone Number (Landline)	
		Mobile Number	
		Email address	
l)	Particulars of the Secondary Contact Person	Name	
		Designation	
		Mobile Number	
		Email address	
m)	Firm / Company Website address		
n)	Firm/Company PAN number Firm/Company GST Number <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Bank Account (Current/OD/OCC etc.) IFSC Code Beneficiary Bank Name &Branch address		

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

Annexure - 12
Service Support Details

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Table 36:

SI. No.	Location	Postal Address	Mobile No.	Landline No	Email-ID	No. of Engineers/ Service Staff
1.	Bengaluru					
2.	Mumbai					
3.						
4.						
5.						

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

Annexure - 13
Authorization Letter Format

(To be presented by the authorized person at the time of Opening of Part A-Conformity to Eligibility Criteria/Part B-Technical Proposal/ Part C - Commercial Bid on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No: Date:

To,
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru - 560004

Dear Sir,

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

This has reference to your above RFP.

Mr./Miss/Mrs._____is hereby authorized to attend the bid opening of the above RFP on _____on behalf of our organization. The specimen signature is attested below:

_____

Specimen Signature of Representative

_____

Signature of Authorizing Authority

_____

Name and Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person and shall not be placed inside any of the bid covers.

Annexure - 14
Track Record of Past Implementation of Cyber Security Operations Centre Solution

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Name of the bidder: _____

Table 37:

SI. No.	**Name of the Client/s where Solution has been delivered**	**Implemented Solution (Name & Version Details)**	**Sizing Parameters & Implementation Scope**	**Implementation timelines (Months from PO release date)**	**Contact details** **Name:** **Designation:** **Cell:** **Email:**
1.					
2.					
3.					
...					
....					

Note: To be submitted for each solution and necessary documentary proof to be enclosed

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

Annexure - 15
Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____, having Registered Office at , hereinafter referred to as the Bidder, are agreeable to provide IT Security/ Infrastructure services to Karnataka Gramin Bank, having its Head office at 32, Sanganakkal Road, Gandhinagar, Ballari and Kerala Gramin Bank having its Head Office and Malappuram, Kerala hereinafter referred to as the **BANK/S** and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the Bank in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for RFP Name and Number " **Your RFP ref no : KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021 for Selection of Security System Integrator to setup Cyber Security Operations Center in Karnataka Gramin Bank and Kerala Gramin Bank** and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the Bank's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the Bank's written authorization to do so. The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the Bank's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

Annexure - 16
Technical Bid Covering Letter Format

To,
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru - 560004

Dear Sir,

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Technical Bid/Specification.

Table 38:

SI. No.	Particulars	Details to be furnished by the Bidder
1	**Technical specification as per Annexure-2**	
2	Name of the Bidder	
3	E-mail address of contact persons	
4	Details of: Description of business and business background Service profile and client profile	
5	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
6	Details of inputs/ requirements required by the bidder to execute this assignment.	
7	Conformity to the obtaining of various certificates/benchmark testing standards for the items quoted to meet the intent of the RFP	
8	Conformity regarding back to back arrangements with third party hardware software for providing continuous and un-interrupted support to meet SLA obligations as per RFP Terms.	

Declaration:

a. **We confirm that we will abide by all the terms and conditions contained in the RFP.**

b. **We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.**

c. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.

d. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

Annexure - 17

Undertaking of Authenticity for Supply, Installation, Implementation, Commissioning, Monitoring and Maintenance of Cyber Security Operations Centre Solution in Karnataka Gramin Bank and Kerala Gramin Bank.

SUB: RFP for Selection of Security System Integrator to set up of Information Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

We hereby undertake that all the components/parts/assembly/software used in the **Cyber Security Operations Centre Solution** under the above shall be original new components /parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system/Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

We conform that the software is free from bugs, malware, covert channels in code etc.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM suppliers at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the **Cyber Security Operations Centre Solution** without demur, if already supplied and return the money if any paid to us by you in this regard.

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

Annexure - 18
Compliance Statement

SUB: RFP for Selection of Security System Integrator to set up of Information Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Declaration

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Table 39:

Compliance	Compliance (Yes/ No)	Remarks / Deviations
Terms and Conditions		
Functional & Technical Requirement for Cyber Security Operations Centre Solution As per Annexure-2		
Scope of Work as per Annexure-7		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax:

Annexure - 19
Undertaking Letter Format

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

a. We understand that Bank shall be placing order to the selected bidder exclusive of taxes only.

b. We also confirm that we have quoted the solution with GST only.

c. We also confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.

d. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

e. We hereby confirm to undertake the ownership of the subject RFP.

f. We also confirm that we have quoted for post warranty AMC rates (as per terms and conditions of the tender), giving the rates/price in Bill of Material (BOM).

g. We hereby undertake to provide necessary hardware with latest product and software with latest version and any third-party licenses with latest version required for the implementation of the Solution. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax

Annexure - 20
Escalation Matrix

SUB: RFP for Selection of Security System Integrator to set up of Information Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Name of the Company: Delivery Related Issues:

Table 40:

SI. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not received in 24 Hours)					
d.		Country Head (If response not received in 48 Hours)					

Name of the Company: Service Related Issues:

Table 41:

SI. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not received in 24 Hours)					
d.		Country Head (If response not received in 48 Hours)					

Any change in designation, substitution will be informed by us immediately.

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax

Annexure - 21
Manufacture / Authorized Distributor in India Authorization Form

[Note: This Format Letter should be on the letterhead of the manufacturing concern/Distributor and should be signed by an Authorized Signatory of the manufacturer/ Authorized Distributor. This Format is for reference only. However, should contain the Para 1, 2 and 3]

To,
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru - 560004

Dear Sir,

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

We_____who are established and reputed Owner/manufacturers of _____having factories/development facilities at 1)_____.and 2) _____do hereby authorize M/s_____(Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates for our products for a period of **Six (6) years** from the date of submission of this tender.

We (Manufacturer/Indian Distributor) also confirm that we will ensure all product upgrades (including management software upgrades and new product feature releases) are provided by M/s ..... for all the products quoted for and supplied to the bank during the three years product warranty period. In case this is not considered while quoting and in the event M/s ..... fail in their obligations to provide the upgrades within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and upgrades and any new product releases at the bank's premises.

Yours faithfully

(Name) For and on behalf of
M/s----------

Annexure - 22
Covering Letter format for Commercial Bid

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

To,
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru - 560004

Dear Sir,

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per **Annexure-5-Bill of Material** format of the subject RFP along with this covering letter.

We conform to the terms & conditions stipulated in the RFP document, subsequent Amendments, if any and replies to the Pre-Bid Queries. We also confirm that we are agreeable to the payment schedule mentioned in the subject RFP.

Date:

Signature with Seal
Name:
Designation:
Contact No /Email/Fax

Annexure - 23
Declaration/ Undertaking from bidder regarding restriction for procurement

[To be printed on the letter head of Bidder and should be signed by an authorized signatory with Name and Seal of Company]

To Date: DD/MM/YY

General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi,
Bengaluru - 560 004

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Sir,

We, M/s ---------- are a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at ----------
----------(referred to as the "Bidder") are desirous of participating in the Tender Process in response to your captioned RFP and in this connection we hereby declare, confirm and agree as under:

We, the Bidder have read and understood the contents of the RFP and Office Memorandum & the Order (Public Procurement No.1) both bearing no. F.No.6/18/2019/PPD of 23rd July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/procurement of goods and services, of any Bidder from a country which shares a land border with India and / or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we the Bidder hereby declare and confirm that:

Please strike off whichever is not applicable

1. "I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that _____ is not from such a country."

2. "I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that _____ is from such a country. I hereby certify that _____ fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached.]"

Further In case the work awarded to us, I/ we undertake that I/ we shall not subcontract any of assigned work under this engagement without the prior permission of bank. Further we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land

border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our subcontractor fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached herewith.]"

2. We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its right to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

3. This declaration cum undertaking is executed by us through our Authorized signatory/ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

Date: xx-xx-xxxx

Signature with Seal
Name
Designation

List of documents enclosed:

1. Copy of certificate of valid registration with the Competent Authority (strike off if not applicable)
2. …….
3. ……..
4. ……..

Appendix - A
Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

1) Index of all the documents submitted with page numbers.

2) Cost of Tender document by way of DD payable at Bengaluru.

3) Bid Security Declaration as per **Appendix - D**

4) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company *I* firm in the name of the person signing the tender documents.

5) Checklist as per **Annexure-9.**

6) Bid Covering letter as per **Annexure-10.**

7) Eligibility Criteria declaration as per **Annexure-1** with documentary proof in support of the Eligibility Criteria.

8) Bidder's Profile as per **Annexure-11.**

9) Service Support Details as per **Annexure-12.**

10) Track Record of Past Implementation as per **Annexure-14.**

11) Non-Disclosure Agreement as per **Annexure-15.**

12) Declaration on restriction for procurement **Annexure-23**

13) Write up on the Work Experience/ Expertise of setting up of Security Operations Centre Solution in Karnataka Gramin Bank and Kerala Gramin Bank.

14) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.

Appendix - B
Instructions to be noted while preparing/submitting Part B-Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. Technical Offer for this RFP shall be made as under:

1) Index of all the document submitted with page numbers.

2) Technical Bid Covering Letter as per **Annexure-16.**

3) Compliance to Technical & Functional requirement should be complete with all columns filled in as per **Annexure-2.**

4) Undertaking of Authenticity as per **Annexure-17.**

5) Compliance Statement as per **Annexure-18.**

6) Undertaking Letter as per **Annexure-19.**

7) Escalation Matrix as per **Annexure-20.**

8) Manufacturer/ Authorized Distributor in India Authorization Form as per **Annexure-21.**

9) SI capability evaluation questionnaire as per **Annexure-3**

10) Technical Bill of Material as per **Annexure-4**

11) Masked **Commercial** Bill of Material as per **Annexure-5.**

12) Resource Plan Matrix for CSOC Operations as per **Annexure-6.**

13) The Bidder to submit a certificate / letter from OEM/OSD that the proposed Solution and Other Items, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations.

14) The Bidder to submit a certificate/ letter from OEM/OSD that the proposed equipment for each of proposed Solution and Other Items, OS, any other related software are not impending End of Sale in 2 years from date of submission of bid.

15) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.

16) The Bidder to submit a certificate/letter from OEM/OSD that if the bidder showcases OEM/OSD references for implementation experience in any service/solution/product, OEM/OSD shall be responsible for the implementation of such services/solutions/products in Banks as per the terms and conditions of the RFP.

17) The bidder should provide the latest version of the Solution. The bidder would be responsible for replacing the out-of-support, out-of-service, end-of-life, undersized, infrastructure elements at no extra cost to the Bank during the entire contract period of 6 Years. Replacement to be done before due date of the product/service and the intimation to be given to Bank at least one month before in case of any of the above scenario.

18) The Bidder to submit a certificate / letter from OEM/OSD that the proposed equipment for each of

proposed Solution has a release date within the Period of one year prior to the submission of Bid.

19) The Bidder will prepare all documents related to deployment architecture, operation, maintenance including the Standard Operating Procedures (SOP) for all the processes, roles and responsibilities of the personnel. Provide the complete set of Operation and System Manuals in softcopies of all the systems/components provided as part of the project implementations.

20) The bidder should provide undertaking that all offered hardware / software are not End of Sale in next two years and End of Support till entire contract period.

Appendix - C
Instruction to be noted while preparing/submitting Part C-Commercial Bid

The Commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

The suggested format for submission of commercial Offer for this RFP is as follows:

1) Bidder's Covering letter as per **Annexure-22.**

2) Bill of Materials as per **Annexure-5.**

Appendix - D
Bid Security Declaration

To,
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru - 560004

Dear Sir,

SUB: RFP for Selection of Security System Integrator to set up of Cyber Security Operations Centre in Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

DECLARATION

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance bank guarantee before the deadline defined in the RFP, we note that we will be suspended for the period of 3 years from being eligible to submit Bids for contracts with Bank/s.

Signature of the Authorized Signatory with company seal

Place:
Date:

Name of the Authorized Signatory –
Company / Organization –
Designation within Company / Organization –
Address of Company / Organization –

Appendix - E

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To,
General Manager
Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru - 560004

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to Supply, Installation, Implementation, Commissioning and Maintenance of Security Operations Centre Solution in Banks as per their Contract dated____with you (hereinafter referred to as "the Contract")

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favor, as per Clause_of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE)".

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at,_____,and local office at_____,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at_____India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs_____(Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation

in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____(Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of___without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part of or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs _____(Rupees_____) as aforesaid or extend the period of the guarantee beyond the saidday of___unless expressly agreedto by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un- cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

i. Our liability under this guarantee shall not exceed Rs._____(Rupees_____only)

ii. This guarantee shall be valid up to_____and.

iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____(mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favor by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this_____day of_____2021. For and on behalf of

_____BRANCH MANAGER SEAL ADDRESS PLACE

SELECTION OF SECURITY SYSTEM INTEGRATOR TO SETUP CYBER SECURITY OPERATION CENTRE (C-SOC)

Appendix - F
Format for Sending Pre-Bid Queries

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2021-22 dated 18.10.2021

Bidder's Full Name				
Sl. No.	**Page No. of RFP**	**Clause No**	**RFP Clause**	**Bidder's Query**
1				
2				
3				
...				
...				