

## Prebid Responses dated 26-08-2020

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion
1	10	2.2	The Selection of vendor for Managed Security Detection and Response (MDR) should be in English. However it should have the capability to support certain communication templates in Hindi language. This capability shall be a part of standard offering of the Selection of vendor for Managed Security Detection and Response (MDR) including report printing by the Company users. The data in the database will be stored in English language.	Can you please elaborate on what kind of communication templates are expected in Hindi.	Not Required, this is general term in RFP
2	35	6.9	The hard copy of the technical proposal should be bound in such a way that the sections of the proposal can be removed and separated easily. Signed copy of the RFP, all annexure and appendices fully filled up need to be submitted	Is it acceptable if we submit the Bid Response via email instead of Hard Copy. Please confirm	OK for both approach. Procurement will share the process for electronic submission.
3	51	5	The maximum amount that may be levied by way of penalty pursuant to clause above shall not exceed 10% of the Total Contract value.	Can we rephrase it to "Total cumulative penalty for a quarter shall not exceed 3% of total contract value"	No Change
4	1	1	Appendix – 02: Commercial Bid.	Can you please provide split of 110 devices as per the "Scope Count Sheet"	The device excel sheet attached herewith for reference.
5	10	3.0. Scope of Work	Detect threats across the IT environment including data center, users, endpoints and network	Please clarify : 1. How many Data centers in scope 2. How many Servers, Network Devices, Applications, Databases, end points, Users etc.. Are in scope . Please help us with the entire IT Landscape details	2 datacenter , All required device excell will be uploaded
6	11	Requirements	Endpoint Detection & Response	Commercial bid does not have column for EDR solution, please clarify if EDR solution is in scope	Currentl we are looking only MDR , EDR will be integrated with MDR to have Management View . Already EDR
7	21	3.2 Project Scope	The Bidder will be required to fix any vulnerability in the Selection of vendor for Managed Security Detection and Response (MDR) at no additional cost during the entire tenure of the contract.	Please clarify that the vulnerability remediation is limited to the MDR solution suite only.	Under standing is correct
8	21	3.2 Project Scope	the Bidder will have to upgrade, modify or replace the Selection of vendor for Managed Security Detection and Response (MDR) at no additional cost to the Company.	Request for change in the clause: In case change in the IT landscape or any issues caused by BoB financial dependent IT components the replacement or change in the MDR solutions will go through the "change request" to the SLA contract.	Any addition and deletion on device will be o actual cost and I don't see any challenges , The Bidder is responsible for ensureee compliance as per regulatory and available threat in the market and customized or configure there tools and technology .
9	25	5.2. Price	There will be no price escalation during the contract period and any extension thereof.	Request for change in the clause: Price escalation is not permitted within the contract period.	There will fix cost per given Device list , post that Bidder has to share Per device cost , In case additional Device License require will be paid by BFSL at additional
10	36	commercial bid, point III	Post the commercial evaluation process the L1 bidder would be required to submit their final commercial as per Appendix 02	please clarify, whether bidder with lowest bid will be selected or selection process is techno-commercial (70-30) mentioned in page 39	Techno Commercial -L1H1 , Please check RFP
11	34	6.9 - Submission of Bids	All envelopes with RFP response should be submitted to the authorized person at the address given in Section 1.4–Important Details (Schedule of Events, contact & communication details etc.)	We request BoB Financial to consider online submission keeping in mind current situation prevailing due to covid19	Yes. Please refer Addendum.
12			Kindly provide Annexure -1 (Eligibility Criteria) and other appendix (1-8) documents for Managed Detect and Response RFP	Kindly provide Annexure -1 (Eligibility Criteria) and other appendix (1-8) documents for Managed Detect and Response RFP	Please refer wesite/tendor session
13	6	BID cost and EMD	10, 11	if the BID cost and EMD needs to be submitted together while submitting the RFP	Yes
14	6	NEFT	10, 11	Also please let us know , if there any options to make payment for BID cost through NEFT	Yes
15	10	2.3 Data Integration	2.3 Data Integration 1. The selected vendor will be responsible for successful data integration with existing customer data available with the Company. 2. The selected vendor will be responsible for developing integration scripts, upload scripts, testing, and rectification with the electronic data available in the Company's system.s	Since their will be interoperability dependencies between different make and model of SIEM. Therefore Bidder request BOB to remove migration of existing logs to new SIEM from the scope.	As suggested Data will be copied and Kept on Drive with CEF format ... Bidder should help to BFSL for to export exitnsting SIEM logs in CEF format.
16	10	2.3 Data Integration	2.3 Data Integration 1. The selected vendor will be responsible for successful data integration with existing customer data available with the Company. 2. The selected vendor will be responsible for developing integration scripts, upload scripts, testing, and rectification with the electronic data available in the Company's system.s	Please let us know the which script and usecase BOB is referring to here. Request to share detailed understanding and expected usecase	As suggested Data will be copied and Kept on Drive with CEF format ... Bidder should help to BFSL for to export exitnsting SIEM logs in CEF format.

17	10	2.4 Training	2.4 Training The Vendor is required to provide training to the Company's Technology teams on the proposed Selection of vendor for Managed Security Detection and Response (MDR), provide a training schedule and furnish training details as per the RFP requirements at all major locations.	Please confirm number of personnel, number of days and training location.	The personal will be from operation and support teams. The approx count will be 20, which may vary. Location will be at BKC or Jogeswari. The training will be toward understanding of Product , Seeing Dashboard , Support staff in Heldesk
18	10	3.0. Scope of Work	6. Complete analysis and correlation of logs from all the devices/solutions under scopes	Please let us know the list of log sources which will be part of scope	The devices details will provided in addendum
19	11	3.0. Scope of Work	14.Provision to capture netflow to detect threats at the network level	UBA	Approx 50 numbers of user will provided initially for UBA., Bidder need to share Per user cost of UBA
20	11	3.0. Scope of Work	Requirements The model to be proposed by Service Provider should cater to following requirements: 1. The solution should consist of security monitoring, incident response, security analytics, proactive threat hunting, threat Intelligence consisting of Indicators of Compromise (IOC) and other threat intel (vulnerabilities, strategic, tactical etc.), SIEM engineering, Endpoint Detection & Response, User Behavioural Anomaly detection, vulnerability scanning and network threat detection.	Does the Banks wants bidder to proposed EDR also or it is desired to integrate SOAR with existing EDR for incident response? Please confirm the expectation here.	SOAR is part of it but EDR already available with BFSL which required integration with MDR for single Dashboard
21	11	Requirements	Vendor should monitor, detect and manage incidents for the following minimum set of database security events. This is an indicative list and is not a comprehensive/complete set of events. Vendors should indicate their event list in proposal response. - Monitor Access to Sensitive Data (e.g. show all access to account balance / debit card table) - Database access including logins, client IP, server IP and source program information. - Track and audit administrative commands	Bidder can create all use case mention for Database event by integrating DAM With SIEM. Please let us know DAM solution used by BOB	We don't have any DAM solution ,
22	16	Incident Response	Ability to integrate with EDR solutions to take containment action on the end point such as killing a malicious process, isolating the end point etc.	Which EDR solution Bank is using?	CrowdStrike
23	16	Incident Response	Solution should integrate with external service desks such as BMC Remedy, ServiceNow for leveraging existing service desk platform.	Please let us know make of ITSM used by Banks	Sapphire
24	18	User Behaviour Analysis	User Behaviour Analysis	How many users are required to be consider for UBA	Approx 50 numbers of user will provided initially for UBA.
25	20	Vulnerability Management	Monthly Vulnerability scanning should be conducted for assets under scope of security monitoring	Please let us know number of IP's and device/applications under scope for Vulnerability Scanning	Vulnerability scanning will be different scope and will done by any one of empanned third party vendors.
26	23	4.0. Service Levels	Vendor to provide access to their platform and associated	Does the BOB wants MSSP platform to be proposed from the Bidder's cloud.	It is opex model and vendor to provide access to their platform and associated
27	23	4.0. Service Levels	Vendor to provide access to their platform and associated	Bidder will provide read only access to MSSP platform. Please confirm if we share the same understanding	Understanding is correct, also the customize dashboard as per mutual understanding and approved by BFSL
28	10	3.0. Scope of Work	1.Detect threats across the IT environment including data centre, users, endpoints and network	Please let us know DC and DR location or sub locations where are log sources are residing.	At present DC is in Mumbai and DR is in Banglore, in future it count may increases. Solution should be capable to integrate cloud solutions like SAS etc.
29	10	3.0. Scope of Work	1.Detect threats across the IT environment including data centre, users, endpoints and network	1. Request your to share log source geographic wise which help us provide the right computing requirement as well as building up right architecture.  2. Is a DR setup to be considered? If yes, please share the log sources list to be considered?	Main sources are DC and DR, infuture will be more location Solution should be capable enough to integrate SAAS based applications
30	10	3.0. Scope of Work	1.Detect threats across the IT environment including data centre, users, endpoints and network	Please let us know the Network schematic indicating the locations where these data sources are deployed ?	Main sources are DC and DR, infuture will be more location Solution should be capable enough to integrate SAAS based applications
31	10	3.0. Scope of Work	6. Complete analysis and correlation of logs from all the devices/solutions under scope	How long must the event logs be kept online(in days) & offline (days) for retention reasons? Please let us know the online and offline Log retention	Six months online and then archive.
32	10	3.0. Scope of Work	6. Complete analysis and correlation of logs from all the devices/solutions under scope	Is access to logs in raw format a requirement? If so, please provide details as to why?	The IPSec tunnel access will be provided to vendor over logs.
33	10	3.0. Scope of Work	1.Detect threats across the IT environment including data centre, users, endpoints and network	How is your data network distributed geographically? How many main data centres are there & how many remote sites connect back to each DC? A network drawing would assist.	Main sources are DC and DR, infuture will be more location Solution should be capable enough to integrate SAAS based applications

34	10	3.0. Scope of Work	1. Detect threats across the IT environment including data centre, users, endpoints and network	What is the total number of log generating devices to be monitored with the solution?	The devices details will be provided in addendum
35	10	3.0. Scope of Work	6. Complete analysis and correlation of logs from all the devices/solutions under scope	What is the estimated consolidated log volume from all devices (events per second (eps)	Bidder to take care as per devices details provided in annexure, and should cater future growth through out contract as per discussion with BFSI on time to time.
36	16	Incident Response	Solution should integrate with external service desks such as BMC Remedy, ServiceNow for leveraging existing service desk platform.	Please indicate any additional systems that you would like to have interoperability with (i.e. Ticketing Systems, etc.).	sapphire
37	11	Device Support Requirements	The solution should have extensive support for cloud infrastructure and should support multi-cloud environments such as AWS, Azure and Google cloud	Since there will be interoperability dependencies between different make and model of SIEM. Therefore Bidder request BOB to remove migration of existing logs to new SIEM from the scope.	As suggested Data will be copied and Kept on Drive with CEF format ... Bidder should help to BFSI for to export existing SIEM logs in CEF format.
38	22	3.2. Project Scope	4. The Bidder is required to note the following points: a) The Bidder has to size the Selection of vendor for Managed Security Detection and Response (MDR) covering hardware, software & services to ensure availability, scalability, redundancy and performance of the Selection of vendor for Managed Security Detection and Response (MDR), and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company.	Does the BOB will provide Connector hardware required at their premises to integrate with the log sources.	BFSI will provide only required VM with OS. The required connector needs to be provided and integrated by vendor, connector and its related all configurations are in vendor scope.
39	22	3.2. Project Scope	Requirements The model to be proposed by Service Provider should cater to following requirements: 1. The solution should consist of security monitoring, incident response, security analytics, proactive threat hunting, threat Intelligence consisting of Indicators of Compromise (IOC) and other threat intel (vulnerabilities, strategic, tactical etc.), SIEM engineering, Endpoint Detection & Response, User Behavioural Anomaly detection, vulnerability scanning and network threat detection.	Please elaborate on SIEM Engineering expectation?	Detect, remediate and respond to all IT correlated logs and threat intelligence.
40		Appendix 02 - Commercial Bid	Automated Containment	Please elaborate on use case and expectation	Ability of tools to integrate with our Security tools through API so as to provide first level of containment of breach in case any critical incident
41	23	4.0. Service Levels	4.0. Service Levels	Request BOB to consider below Service SLA for incident Management. Security Event Notification P1 – 30 Minutes P2 – 60 Minutes P3 – 120 Minutes Security Event Updates P1 – 2 Hours P2 – 4 Hours P3 – 8 Hours	Request BOB to consider below Service SLA for incident Management. Security Event Notification P1 – 30 Minutes P2 – 45 Minutes P3 – 60 Minutes Security Event Updates & resolution P1 – 1 Hours P2 – 2 Hours P3 – 3 Hours
42	Eligibility Criteria Doc. Page no-2	B-4	The Vendor should have in minimum 2 BFSI existing customers in India who are using SOC services from the Vendor for at least last 5 years	Request the bank to amend the clause as: The Vendor should have in minimum 2 BFSI existing customers in India who are using SOC services from the Vendor within last 5 years with at least 1 SOC service in the PSU or regulatory authority. OR The Vendor should have in minimum 2 BFSI existing customers in India who are using SOC services from the Vendor for at least last 2 years	The Vendor should have in minimum 2 BFSI existing customers in India who are using SOC /MDR services from the Vendor within last 3 years .
43	Eligibility Criteria Doc. Page no-2	B-5	Bidder should be providing NGSOC services to 3 BFSI Customers using proposed SIEM solution which leverages Big Data analytical platform that is capable of detecting anomalies in the network over and above rule/ use case-based technologies can detect.	Request the bank to amend the clause as: OEM /Bidder should be providing NGSOC services to 1 BFSI Customers outside India share either reference letter or PO / contract document of the same. OR Request the bank to amend the clause as: The Vendor should have in minimum 2 BFSI existing customers in India who are using SOC services from the Vendor within last 5 years with at least 1 SOC service in the PSU or regulatory authority. OR The Vendor should have in minimum 2 BFSI existing customers in India who are using SOC services from the Vendor for at least last 2 years	The Vendor should have in minimum 2 BFSI existing customers in India who are using SOC /MDR services from the Vendor within last 3 years

44	Eligibility Criteria Doc. Page no-2	B-6	The Vendors SOC service should be recognized by leading analyst's like Gartner & Forrester.	Please confirm for the same Managed Security Service provider can provide self certification for it.	Accepted
45	Eligibility Criteria Doc. Page no-2	B-7	The service provider shall not assign or sub-contract the assignment or any part thereof to any other person/firm	Request the bank to allow sub-contracting.	No change
46	Eligibility Criteria Doc. Page no-2	B-10	The bidder should have a minimum average annual turnover of at least Rs.50 Lacs over the last three (3) years.	Request the bank to amend the clause as below: The bidder should have a minimum average annual turnover of at least Rs.50 Crores over the last three (3) years. Bidder should have a positive Profit for at least 2 of the last 3 years OR Bidder should have positive net worth for last 3 years.	The bidder should have a minimum average annual turnover of at least Rs.25 Crores over the last three (3) years.
47	23	4	SLA	P1 Incident Response 30 mins; Incident Detail sharing 60 minutes P2 Incident Response 240 mins; Incident Detail sharing 480 minutes P3 Incident Response 24Hrs; Incident Detail sharing 24Hrs Note: Time for detail sharing will start from the time stamp of the incident response.	Request BOB to consider below Service SLA for incident Management. Security Event Notification P1 – 30 Minutes P2 – 45 Minutes P3 – 60 Minutes Security Event Updates& resolution P1 – 1 Hours P2 – 2 Hours P3 – 3 Hours
48	8	1.16	Liabilities of the Company	Will the Purchase Orders make reference to/be issued on the basis of the terms of this RFP?	No change in RFP
49	31	11 and 12	The Bidder shall perform its obligations under this RFP as an independent contractor, and may engage subcontractors (with requisite prior permission from bob card applicable, if any) to perform any of the deliverables or services. It is clarified that the selected bidder will not subcontract primary functions stipulated in this RFP and notwithstanding the use of subcontractors by the selected Bidder for purposes other than main functions, the selected Bidder shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the subcontractor chosen by the selected Bidder to perform its obligations	Sub-Contracting is permitted however there is an undertaking that Bidder will not engage any sub-contractors. Is Sub-Contracting allowed	No Change
50	41	9.2	Indemnity	Bidder can only indemnify Company from and against any claim by third parties arising from damage to tangible property, personal injury or death caused by negligence or wilful misconduct. Bidder cannot be made liable for any indirect or consequential damages. Overall total liability of the Bidder under the RFP shall be limited to twelve month charges collected by the Bidder from the Company immediately preceding the day giving rise to such liability.	Liability against the IPR, Fraud , Gross negligence and Misconduct, and Data Confidentiality will be unlimited, for rest of the liability will be on actuals and max capping of one year invoice amount
51	42	9.3	No Liability	Bidder cannot be made liable for any indirect or consequential damages. Overall total liability of the Bidder under the RFP shall be limited to twelve month charges collected by the Bidder from the Company immediately preceding the day giving rise to such liability	Liability against the IPR, Fraud , Gross negligence and Misconduct, and Data Confidentiality will be unlimited, for rest of the liability will be on actuals and max capping of one year invoice amount
52	45	9.6		Clause to be made mutual	no clause mentioned hence cannot be commented
53	46	9.7(1)	Assignment	Clause to be made mutual	Considering we are wholly owned subsidiary of BOB, and having direct control by BOB, being a govt entity , mutual assignement clause cannot be accepted.
54		9.15	Force Majeur	Force Majeur events shall not prohibit the Company from making any payments to Bidder	Not accepted.
55	25	5.2.II	The prices and other terms offered by vendors must be firm for an acceptance period of 180 days from the opening of the commercial bid.	The prices and other terms offered by vendors must be firm for an acceptance period of 60 days from the opening of the commercial bid.	No change in RFP

56	25	5.2.IV	In case of any variation (upward or down ward) in Government levies / taxes / cess / excise / custom duty etc. which has been included as part of the price will be borne by the Vendor. Variation would also include the introduction of any new tax / cess/ excise, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of Service tax, VAT and levies associated to Service Tax, VAT or any new taxes (other than excise, custom duties, other duties and associated government levies) introduced after the submission of vendor's proposal shall be passed on or adjusted to the Company. Local entry tax and octroi will be paid on actuals based on receipt provided. If the Vendor makes any conditional or vague offers, without conforming to these guidelines, the company will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Local entry taxes / octroi whichever is applicable, if any, will be paid by the Bank on production of relative invoices / payment receipts / documents. Necessary documentary evidence should be produced for having paid the customs / excise duty, sales tax, if applicable, and or other applicable levies	For any variation of taxes as per government guidelines will be passed to the customer at actuals at any time of the contract	Clause is mostly related in reference to procurement of goods. While the clause already equipped with such provision.
57	25	4	1. If vendor does not meet an SLA in each month, BOB Financial will be eligible for a 2% of equivalent monthly fees as SLA credit 2. In any given year, SLA credits will be limited to a maximum of 5% of the annual fees	1. If vendor does not meet an SLA in each month, BOB Financial will be eligible for a 0.5% of equivalent monthly fees as SLA credit 2. In any given year, SLA credits will be limited to a maximum of 2% of the annual fees	No change
58	28	5.5.II	By submitting a proposal, the Bidder agrees to promptly contract with Company for any work awarded to the Bidder, if any. Failure on the part of the selected Bidder to execute a valid contract with Company within 45 days from the date of Purchase order herein will relieve Company of any obligation to the Bidder, and a different Bidder may be selected based on the selection process of Company.	Need clarity on the term "execution of valid contract".	Post acceptance of RFP , formal agreement based on the T& C of RFP in standard format of BFSL will be executed.
59	40	8.2	The Company will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Company shall make payment within 15 days from the date the dispute stands resolved.	It is assumed that the invoices will be raised monthly in advance. Please clarify.	Invoices will be raised quarterly in advance.
60	43	9.5.I	Such breach is not cured within thirty (30) Working Days after the Company gives written notice; or if such breach is not of the type that could be cured within thirty (30) Working Days, failure by Vendor to provide the Company, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Company.	Change the cure period to 90 days	No change in RFP
61	43	9.5.II	In the event of a termination of the Contract by the Company, the Bidder shall do all such acts or deeds as may be required to fully compensate the Company for all expenditure incurred by the Company in executing or obtaining the execution of the Project, till such time of termination and for any removal and/or relocation that may be required by the Company following such termination. The Company shall not bear any liability in this regard. The company shall recover all the cost of replacing vendor and or the company shall impose the liquidated damages.	Please remove the first half of the clause as bidder should not be liable to pay any cost to the Company in the event of termination.	No change in RFP

62	43	9.5.IV	Any other reason.	Please remove this clause. This amounts to termination for convenience and shall not be acceptable. In the event of termination for convenience by the company, company shall pay the service fees in respect of the services delivered up to the effective date of termination and the following amounts: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated order(s), (ii) an amount equal to one hundred percent (100%) of the service fees payable for the unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are incurred by Service Provider in respect of the terminated order (including any local loop charges).	Termination at Convenience needs to be retained, however the business will give confirmation on the set up cost incurred by the vendor as per the industry practice.
63		General		Appendix 2 is referred to as "Bill of Material" in the RFP document, but is named as "Commercial bid". Would request confirmation if these are the same documents.	Both are same documents.
64		General	General	The prices to be mentioned in the commercial bid format are to be inclusive or exclusive of taxes?	Exclusive of Tax, Tax will be paid extra as applicable.
65		General		What are the delivery timelines for the project?	Post PO 8 to 10 Week













