

## **Addendum and Responses to Pre-bid queries for RFP-052017**

### **(Implementation and Maintenance of Cyber Security Operations Center (CSOC) on Captive Model)**

#### **Addendum 1 – Clause 4.3 Project Schedule (Revised)**

<b>#Stage</b>	<b>Activity</b>	<b># Weeks</b>	<b>Project Duration (Weeks)</b>	<b>Time period for Completion</b>
1.	Submission of Detailed Project Plan including integrating all the present security solutions	2	2	2 Weeks of issuing the Purchase order to SI
2	Deployment of CSOC Resources at Bank's premises	3	3	3 Weeks of issuing the Purchase order to SI
3	Training for the Bank Team	1	4	4 Weeks of issuing the Purchase Order to SI
4	Prepare CSOC Processes	2	5	5 Weeks of issuing the Purchase Order to SI
5.	Delivery of CSOC Hardware/ Software and licenses and resources	1	6	6 Weeks of issuing the Purchase Order to SI
6	Installation & Configuration of SIEM including HA and DR setup.	4	10	4 Weeks after the delivery of SIEM & VA Components
7	Integration of various devices (servers, Network devices and Databases of the Bank) and various current and proposed security solutions	6	16	16 weeks from issuing purchase order
8	UAT and making the CSOC operational	2	18	18 weeks from issuing purchase order

## **Addendum 2 – Clause 6 – Evaluation Process (Revised)**

The competitive bids shall be submitted in three stages

Stage 1 – Eligibility criteria

Stage 2 – Technical Evaluation Criteria

Stage 3 – Commercial Bid evaluation

All bids shall be evaluated by Technical Evaluation Committee set up for this purpose by the Bank. The evaluation shall be on the basis of Eligibility criteria, Technical evaluation criteria and the commercial offer.

The bidder will have to pass eligibility criteria to get considered for technical evaluation. The marks obtained in technical evaluation will get 70% weightage while comparing the commercial offer.

Resultant score will be calculated for all qualified bidders using following formula:

$$\text{Score (S)} = [(C1 / C) \times 0.3] + [(T / T\text{Max}) \times 0.7]$$

S: Resultant Score

C1: Lowest Commercial Bid

C: Commercial Bid of bidder

T: Technical score of bidder

TMax: Highest Technical score

### **Illustrative Example:**

<b>Sr. No.</b>	<b>Bidder</b>	<b>Technical Evaluation Marks (T)</b>	<b>Commercial Bid (C)</b>	<b><math>[(C1 / C) \times 0.3]</math></b>	<b><math>[(T / T\text{Max}) \times 0.7]</math></b>	<b>Score (S)</b>
1	ABC	95	80	$(60 / 80) \times 0.3 = 0.225$	$(95 / 95) \times 0.7 = 0.7$	0.925
2	PQR	80	70	$(60 / 70) \times 0.3 = 0.257$	$(80 / 95) \times 0.7 = 0.589$	0.846
3	XYZ	75	60	$(60 / 60) \times 0.3 = 0.3$	$(75 / 95) \times 0.7 = 0.553$	0.853

In this above example bidder ABC, with highest score becomes the successful bidder.

The eligibility criteria, technical evaluation criteria and commercial bid formats are provided in annexure. The bidders will have to provide the information in the prescribed formats only. Any deviation from these formats may lead to disqualification of bidder.

## 6.1 Eligibility Criteria

Eligibility criteria for the bidder to qualify this stage is clearly mentioned in Annexure 6. Bidder meeting the eligibility criteria would only qualify for the second stage of evaluation. Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the bidder necessarily need to be relevant to the Indian market.

The decision of the bank shall be final and binding on all the bidders to this document. The bank may accept or reject an offer without assigning any reason whatsoever.

## 6.2 Technical Evaluation Criteria

Technical evaluation criteria for the bidder is clearly mentioned in Annexure 1. The technical evaluation would be carried out under 3 heads – Organization's credentials, Capability of the solution and Approach & Methodology and Site visit. The marks will be allocated based on the information provided in the proposal, client feedback and the outcome of presentation.

The technical team of the bidder shall demonstrate the usage of the solution and generating sample alerts. At a minimum, the bidder shall demonstrate

1. The use of the SIEM solution to demonstrate the ease with which L1 resource can operate the solution.
2. Demonstrate steps for writing a rule for generated events.
3. Demonstrate the alert generation for the generated events.
4. Demonstrate the alert classification and assignment.
5. Demonstrate the escalation flow of the incident.
6. Steps for integration of Anti-APT solution.
7. Demonstrate adaptive incident mechanism.
8. Demonstrate identification of IoC for generated alerts/ incidents.
9. Demonstrate the network mapping of any banking application using bandwidth monitoring and network traffic analysis
10. Demonstrate PCI-DSS compliance using FIM.
11. Demonstrate the data format of data provided by PIM solution.

The evaluation will be done on a total score of 500. The bidder needs to achieve a cut – off score of 400 marks in the technical bid evaluation to be qualified for commercial bid

opening. Only those bidders who achieve the specified cut – off scores would be short-listed for Phase 3 - commercial bid evaluation. In case none of the bidders score a minimum of 400 marks then the bidders who have achieved the top 4 scores will qualify for the commercial evaluation stage. In case only one bidder scores 400 points or above, the Bank reserves the right to select the lone successful bidder. The break-up of the scoring is mentioned in the bidder scoring chart; Annexure 7.

Technical scores will be declared before opening the commercial bids; at the time of commercial bid opening; in the presence of Bank's tender committee and the authorized representatives of the bidders (if present).

However, Bank reserves the right not to declare the technical evaluation scores to the bidders in case commercial evaluation takes place through Reverse Auction . But Bank will inform the bidders about their eligibility for reverse auction. The technical evaluation score may be declared only after receiving commercial offers through reverse auction.

### 6.3 Commercial Bid Evaluation

The commercial bid format is provided in Appendix 1 Form 02. The prices should be quoted strictly in the format provided.

The SEALED COMMERCIAL BIDS are to be submitted by all the bidders as described in the bid submission section. Technical scores will be declared before opening the commercial bids; at the time of commercial bid opening; in the presence of Bank's tender committee and the authorized representatives of the bidders (if present).

In case the Bank decides for conducting the REVERSE AUCTION for evaluation of commercial bids, the eligible bidders will be informed accordingly. In such scenario, the sealed commercial bids will be returned to the bidders. Bank reserves the right not to declare the technical evaluation scores to the bidders in case commercial evaluation takes place through Reverse Auction . But Bank will inform the bidders about their eligibility for reverse auction. The technical evaluation score may be declared only after receiving commercial offers through reverse auction.

The details of e-Procurement process are given in Annexure – 9. The bidder has to quote the total cost of items mentioned in Appendix 1 Form 02 of RFP (Total cost of the project for 5 Years). Bank will arrive at TCO as per the format mentioned in the Appendix 1 Form 02 after closure of bidding.

Only those bidders who have qualified in eligibility Criteria and scored more than 400 marks in technical evaluation would be eligible for further participation in commercial bid evaluation.

The amounts in commercial bid should be written in figures as well as in numbers. If there is any discrepancy between words and figures, the amount in words will prevail. If the successful Bidder does not accept the correction of the errors, it's Bid will be rejected, and it's Bid Security may be forfeited.

The bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

## **Addendum 2 – Clause 7 – Bid Submission (Revised)**

### **7.1 Bid Submission Details**

#### **1. Eligibility, Technical and Commercial Bids shall be submitted in separate sealed sub-envelopes super scribing**

a) “ELIGIBILITY BID FOR BANK OF MAHARASHTRA IMPLEMENTATION AND MAINTENANCE OF CYBER SECURITY OPERATIONS CENTER ON CAPTIVE MODEL BY M/S..... ON ..... AT PUNE, DUE DATE \_\_\_\_\_” on top of the sub-envelope containing the Eligibility bid

b) “TECHNICAL BID FOR BANK OF MAHARASHTRA IMPLEMENTATION AND MAINTENANCE OF CYBER SECURITY OPERATIONS CENTER ON CAPTIVE MODEL SUBMITTED BY M/s..... ON.....AT PUNE, DUE DATE \_\_\_\_\_” on top of the sub-envelope containing the technical bid.

c) “COMMERCIAL BID FOR BANK OF MAHARASHTRA IMPLEMENTATION AND MAINTENANCE OF CYBER SECURITY OPERATIONS CENTER ON CAPTIVE MODEL SUBMITTED BY M/s..... ON.....AT PUNE, DUE DATE \_\_\_\_\_” on top of the sub-envelope containing the commercial bid.

These three separate sealed sub-envelopes should be put together in another sealed master envelope super scribing

BID for BANK OF MAHARASHTRA - IMPLEMENTATION AND MAINTENANCE OF CYBER SECURITY OPERATIONS CENTER ON CAPTIVE MODEL REFERENCE NO 042011 SUBMITTED BY ..... ON ..... AT PUNE, DUE DATE \_\_\_\_\_”

The response should be organized and submitted in the following manner:

#### **i. Eligibility Bid**

- ▶ Covering letter certifying Eligibility criteria compliance (as given in Appendix 1 Form 01)
- ▶ Duly filled up Annexure 6 – Eligibility criteria compliance
- ▶ Integrity Pact (Annexure 10) duly signed on stamp paper of Rs.500/=
- ▶ Supporting credential letters or copies of documentation from clients or bidders certifying compliance

#### **ii. Technical Bid**

- ▶ Table of Contents (list of documents given in technical proposal format)
- ▶ One copy of the technical proposal with pages properly numbered. The technical proposal should be bound in such a way that the sections of the proposal could be removed and separated easily;
- ▶ One copy of the masked price bid (masked price bid is a copy of the price bid **without any prices.** Please note that the masked price bid should be an **exact**

**reflection of the commercial bid** submitted by the vendor as part of the commercial offer except that the masked price bid **should not contain any financial information.**)

- ▶ One compact disk (CD) containing the soft copy of technical proposal should be provided.

The BIDDER should certify that the contents of the CDs are the same as that provided by way of hard copy. In the event of a discrepancy, details provided in the hard copy will be true.

Copy of the tender document duly putting the seal and signature on all the pages of the document for having noted the contents and testifying conformance to the terms and conditions set out therein should also be enclosed in the Master Envelope.

The proposal should be prepared in English in MS Word / Excel / Power point format. The email address and phone / fax numbers of the bidder shall also be indicated on sealed envelopes.

### **iii. Commercial Bid**

The bidders are required to submit their commercial bid in the format as provided in Appendix 1 Form 02 in sealed cover.

Bidder should submit two separate demand drafts/banker's cheques / pay orders drawn in favor of Bank of Maharashtra payable at PUNE towards Application Money and Bid security as stated in section 1 of this document.

Paper copies of RFP response should be submitted along with Demand draft / Banker's cheque / Pay order for application money (which shall be non- refundable) and bid security deposit and electronic copy (Microsoft word and Excel on CD ROM) of technical bid submissions must be submitted to the bank at the following address:

Deputy General Manager  
Information Technology  
Bank of Maharashtra  
Head Office,  
Lokmangal, Shivaji Nagar,  
Pune - 411005

The sealed bid envelopes as mentioned above should be dropped in the Tender Box kept in the IT Department. Following officials shall be available for any assistance.

- i) Shri Sachin Shintre
- ii) Shri Vijayakumar C.

Senior Manager-IT  
Senior Manager-IT

Submission will be valid only if:

- ▶ Copies of the RFP response documents are submitted as per defined clauses in this section and before the mentioned RFP closing date and time
- ▶ Submission is not by Fax transmission

Only one Submission of response to RFP by each bidder will be permitted. In case of partnerships / consortium, only one submission is permitted through the lead bidder.

Last date for submission of the response to the tender document is mentioned in Section 1 of this document.

All responses would be deemed to be irrevocable offers / proposals from the bidders' and may if accepted by the Bank form part of the final contract between the Bank and the selected bidder. Bidder is requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses (Appendix 1 Form 01 – COVER TO). Unsigned responses would be treated as incomplete and are liable to be rejected.

Responses to Pre-bid Queries for RFP-052017 (Implementation and Maintenance of Cyber Security Operations Center on Captive Model)

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
1	85	C) Technical Eligibility Criteria	Bidder should have implemented captive SOC in at least 2 BFSI organizations/ Government Organizations in India in last 3 years OR Bidder should be providing Managed Security Services and VA services in at least 2 BFSI organizations/ Government Organizations in India in last 3 years.	Request bank to consider" Bidder should be providing managed Security Services <b>or</b> VA services in at least 2 BFSI organizations/ Government Organizations in India in last 3 years".	No change in the RFP
2	8	2. Introduction	The Period of Contract shall be for a period of five years. The contract period will start from the date of acceptance of the project by the Bank	Request bank to consider the warranty start date from the date of installation or 30 days from the date of delivery acceptance whichever is earlier.	No change in the RFP
3	11	3.3 RFP Validity period	RFP responses will remain valid and open for evaluation according to their terms for a period of at least six (6) months from the RFP closing date. The Bank / its subsidiaries shall have the right at its sole and absolute discretion to continue the assignment / contract on the selected bidder for future requirement on the rates finalized in this processing for various items / activities as described in the Price Bid after expiry of current assignment period.	Hope the price validity will be limited to 180 days from the date of e-procurement process as mentioned in clause "8.2.1 Price Bids". Also request bank to reduce the validity to 90 days since no OEM provides such long validity period.	No change in the RFP



Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
4	16	4.3	Delivery of CSOC Hardware/ Software and licenses and resources - 6 Weeks of issuing the Purchase Order to SI	request bank to provide 8 weeks for the delivery and change the project schedule accordingly	No change in the RFP
5	16	4.3	Installation & Configuration of SIEM including HA and DR setup. - 2 Weeks after the delivery of SIEM & VA Components	request bank to provide 4 weeks for the installation and configuration and change the project schedule accordingly	The revised RFP clause 4.3 is as under:  Installation & Configuration of SIEM including HA and DR setup. - 4 Weeks after the delivery of SIEM & VA Components
6	21	10	In case the bidder fails to replace/ upgrade the component within 3 months from the date of declaration by OEM (even when the Bank notices it later) then that will be considered as breach of contract and the bidder will be liable to legal prosecution including termination of the contract. Additionally, till the time the component is replaced, the bidder shall be liable for penalty as per SLA clause from the date of declaration by OEM.	Request bank to delete this clause against the submission of undertaking from OEM towards End of Sale/End of Support ( in Annexure 3 - which already is an part of technical bid response of this RFP).	The revised RFP clause is as under:  In case the bidder fails to replace/ upgrade the component within 3 months from the date of declaration by OEM (even when the Bank notices it later) then that will be considered as breach of contract and the bidder will be liable for LD and/ or forfeiture of EMD and/ or applicable penalty and/ or termination of contract.
7	31	1	High Risk observations = Penalty of 1% of billing cycle payment after 7 days, per week thereafter, till the full compliance	The applicable penalties are quiet high, we request bank to have a overall cap on all penalties i.e. LD, SLA etc to overall 10% of the project value.	No change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
8	39	6.3 Commercial Bid Evaluation	Only those bidders who have qualified in eligibility Criteria and scored more than <b>300 marks</b> in technical evaluation would be eligible further participation in e-procurement process	in 6.2 Technical Evaluation Criteria, in Page No 39, mentioned as "The bidder needs to achieve a cut – off score of <b>400 marks</b> in the technical bid evaluation to be qualified for commercial bid opening" which is contradicting . Request bank to clarify the required mark for the qualification	Clause 6.3 para 2 first line to be read as below:  Only those bidders who have qualified in eligibility Criteria and scored more than 400 marks in technical evaluation would be eligible for further participation in e-procurement process.
9	39	6.2	Bank reserves the right not to declare the technical evaluation score to the bidders before commercial evaluation (through reverse auction) takes place. But Bank will inform the bidders about their eligibility for reverse auction. The technical evaluation score may be declared only after receiving commercial offers through reverse auction.	We request bank to provide the information to all technical qualified bidders with their technical score before the Online Reverse Auction.	Commercial bid evaluation process has undergone modifications. Please refer addendum 2

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
10	93	5.1.2.	A Confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demure whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.	We request bank to accept the bank gurantee from any sheduled commercial bank also apart from nationalized bank.( Please confirm the acceptance of bank gurantee from Axis Bank or Yes Bank where we have bank accounts)	The RFP clause is revised as under:  Bank guarantee by shceduled commercial Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demure whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
11	46	8.2.1	The prices and other terms offered by the bidders must be firm for an acceptance period of 180 days from the date of e-procurement process	Request you to consider change in prices in case of major fluctuation in exchange rate i.e +/- 3%	The RFP clause is revised as under:  The prices and other terms offered by the bidders must be firm for an acceptance period of 180 days from the date of commercial bid evaluation process.
12	46	8.2.1	The prices quoted by the bidder shall include all costs such as, taxes, levies, cess, excise and custom duties wherever applicable that need to be incurred except Service Tax and VAT.	Not Mentioned about GST. We request bank to change the taxes to GST & we believe it will be exclusive too. Please clarify	The clause to be read as  The prices quoted by the bidder shall be excluding GST.

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
13	47	8.2.1	The Price offer shall be on a fixed price basis and should include: All taxes, duties and levies, Service Tax of whatsoever nature if any; and Services which are required to be extended by the bidder in accordance with the terms and conditions of the contract	If there is any change in Government levies and taxes, request bank to accommodate the changes in the taxation at the time of invoice submission and payment release.	The clause to be read as  The Price offer shall be on a fixed price basis excluding GST; and Services which are required to be extended by the bidder in accordance with the terms and conditions of the contract.
14	53	9.2	Hardware Payment – 75% of hardware payment will be done after delivery of hardware. For payment of delivery, complete set of hardware will be considered, partial delivery will not be considered for payment. Remaining 25% of hardware payment will be done after successful acceptance of the project by the Bank.	Request bank for more information - Whether the product cost will also include the 3 Year warranty cost & payment terms as mentioned in the RFP will be applicable on the product including 3 Year warranty	No change in the RFP
15	53	9.2	Additional Clause	Request bank to release the payment if the site is not ready for installation from bank side. Also expect bank to do the needful for the acceptance of material.	Not acceptable
16	53	9.2	Additional Clause	Request bank to release 90% payment on delivery & 10% after successful acceptance	Not acceptable
17	53	9.2	Cost of Licenses – 100% payment on delivery of evidence for License. All the licenses must be in the name of the Bank.	Request bank to clarify whether this similar payment term will be applicable on software component too	Please refer the RFP for clarity.

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
18	53	9.2	One Time Charges – One time charges for installation and configuration for all CSOC components will be paid on successful acceptance by the Bank.	Request bank to release this payment on installation sign off.	No change in the RFP
19	53	9.2	SOC Operation - The payment for CSOC Operations will be divided into 4 equal installments for the year and paid quarterly in arrears post the successful commissioning of the project and acceptance of all the relevant requirements under this tender.	Request bank provide the SOC Operation payment as quarterly in advance.	No change in the RFP
20	53	9.2	Annual Maintenance Charges - The payment for Annual Maintenance of hardware and software will be divided into 4 equal installments for the year and paid quarterly in arrears post the successful commissioning of the project and acceptance of all the relevant requirements under this tender.	Request bank provide the AMC payment as yearly in advance or atleast as quarterly in advance.	No change in the RFP
21	57		a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.	Request bank to change & charge the LD on the actual non delivered product, along with have a maximum deduction of 5% of contract value. As apart from Hardware, software, licenses - Support, AMC & operation will also be an part of TCO.	No change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
22	66	SIEM ,Page 66, point no.1	Log Management shall support at least 20000 EPS Log collector at DC - 20000 EPS Log Collector at DR - 10000 EPS Log Collector at HO - 5000 EPS Log Collector at PMO - 5000 EPS	The solution asked to support 20K EPS where as all four sites EPS requirement is about for 40K EPS. Kindly clarify what is minimum solution EPS support to be considered.	The RFP clause is revised as under:  Log Management shall support at least 40000 EPS Log collector at DC - 20000 EPS Log Collector at DR - 10000 EPS Log Collector at HO - 5000 EPS Log Collector at PMO - 5000 EPS
23	67	SIEM ,Page 67, point no. 11	All the log collectors shall be configured under health monitoring of Bank's Health monitoring tool.	What is the name of Health monitoring tool?	Will be informed to the successful bidder.
24		NBA	Additional Point	There is not any specific limit/capacity mentioned like Flow per second/minute OR bandwidth to be monitored by NBA solution. Please advise.	The information will be provided to the sucessful bidder
25		VA	Additional Point	For howmany IP Devices, the VA need to be considered?	Please refer the RFP for clarity.
26		NBA	Additional Point	We will need approx. Flows / Min (Or Flows/Sec) value for DC & DR network And for the Packet Capturing Sizing , Requesting Bank to Share packet storage period ( 15 days or 30 days) along with web- throughput (link size in DC & DR) considering the Web traffic capturing.	The information will be provided to the sucessful bidder

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
27	21	SIEM, Page 21, point no. 11	Bidder shall quote SIEM solution, which can support at least 20,000 EPS with all components in HA (High Availability) mode at the DC. The solution shall be scalable to support additional 5000 EPS if required by the Bank.	Does Bank want cost of additional 5K EPS to be quoted from Day one ? Wil it be counted for L1 selection ?	<p>The revised clause of the RFP is as under:</p> <p>Bidder shall quote SIEM solution, which can support at least 40,000 EPS with all components in HA (High Availability) mode at the DC. The solution shall be scalable to support additional 5000 EPS if required by the Bank.</p>
28	30	SIEM, Page 30 , Training	The training should be provided by the OEM employee and should be of five days, 8 hours a day. Pre implementation training must be provided before project implementation and post implementation training must be provided after successful implementation. At the end of training participants shall be given certificate of successful completion by the OEM.	<p>Request Bank to clearly specify the number of participants from Bank for the Training.</p> <p>Does Bank want OEM personal for training during pre and post implementation both ?</p> <p>Certificate given will be for participation</p> <p>Does five days include both Pre-implementation training and Post – implementation training considered together ? 1/2 days of Pre-implementation and 4/3 days of Post implementation training should be sufficient.</p>	<p>approximately 8-10</p> <p>Yes</p> <p>Yes</p> <p>5 days pre-implementation and 5 days for post implementation</p>
29	98	Commercial Format, Page 98, Commercial format	SIEM Database Management	Pls specify the term.	Please refer the RFP for clarity.

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
30	70	Anti APT, Page 70, point 36	The Anti-APT solution should be appliance based and should offer a minimum throughput of 10Gbps	10Gbps of throughput mentioned in the RFP is the Network throughput. Purpose built and dedicated Anti-APT appliance will not be able to comply to such high throughput ask. Hence requesting bank to re-validate the ideal anti-APT throughput which bank truly requires. What is current Internet BW and what is factored in YOY growth in BW	No change in the RFP
31	70	Anti APT, Page 70, point 37	Appliance should support 1G, 10G and 40GigE ports and shall have provision to add a maximum of 24 ports	Please specify the exact quantities of ports required by the solution	No change in the RFP
32	70	Anti APT, Page 70, point 40	Appliance should provide at least 500,000 new connections per second and 30 Million concurrent sessions	The New connections and Concurrent connections mentioned is very much on the higher side matching ISP gateway requirements, request bank to review the current connections and new connections on the existing perimeter devices and revise the figures to more realistic value What are the current security devices' & When is the solution due for renewal	The RFP clause is revised as under:  Appliance should provide at least 200,000 new connections per second and 5 Million concurrent sessions
33	71	Anti APT, Page 71, point 47	The proposed solution should also support both Layer 2 and Layer 3 deployment. In Layer 2 deployment, it should support virtual switch configuration where it provides packet switching and inspection between two or more network segments. In Layer 3 deployment, it should support virtual router configuration where it can route and inspect traffic between two or more	As per our understanding Layer 3 would require the device to act as a router and make changes in the existing architecture. This contradicts with point 69 where re-architecture of existing network is prohibited. Hence Requesting Bank to remove the L3 deployment clause as such the feature is not-required in Anti-APT solution	The clause of the RFP is removed



Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
			layer 3 interfaces.		
34	74	Anti APT, Page 74, point 63	<p>The solution should be capable of gathering Active Directory user identity information, mapping IP addresses to username and passively gathering information about network devices including but not limited to:</p> <ul style="list-style-type: none"> <li>● Operating system vendor</li> <li>● Operating system version</li> <li>● Network protocols used, e.g. IPv6, IPv4</li> <li>● Network services provided, e.g. HTTPS, SSH</li> <li>● Open ports, e.g. TCP:80</li> <li>● Client applications installed and type, e.g. Chrome - web browser <ul style="list-style-type: none"> <li>● Web applications access, e.g. Facebook, Gmail</li> </ul> </li> <li>● Risk and relevance ratings should be available for all applications</li> <li>● Potential vulnerabilities</li> <li>● Current User</li> <li>● Device type, e.g. Bridge, Mobile device</li> <li>● Files transferred by this device / user</li> </ul>	SIEM solution can provide more intuitive dashboards and comply to this requirement. Requesting Bank to please omit this point from Anti APT as this is a vendor specific point	The clause of the RFP is removed
35	75	Anti APT, Page 75, point 68	The Solution should provide visibility into how network bandwidth is consumed to aid in troubleshooting network outages and detecting Advanced Malware related DoS & DDoS activity from within the	Similar Information can be extracted from NBAD solution which is already part of RFP. Hence requesting Bank to exclude this point from Anti APT as it seems vendor specific point	No change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
			network		
36	75	Anti APT, Page 76, point 75	The maximum file size for inspection shall be 100MB	File of 100MB in Sandbox will cause heavy degradation of performance, request bank to re-consider the maximum size considering performance of the sandbox	No change in the RFP
37	77	PIM, Page 77, point 121	j) Personal owner, if applicable	This point is not clear wrt PIM	personal user using generic privilege account
38	77	PIM, Page 77, point 122	(k) Organizational or project association, in some cases	Need Clarification wrt PIM	user's association with the bank/vendor organisation
39		PIM,	Additional Point	Total count of devices and admin users will be required	The information will be provided to the successful bidder
40	20	Behaviour Learning, 5.2, Page 20: Point 6	Behavior Learning	Please share more details on the behavior learning point. There is no further mention or details As per of NABD and SIEM, User Behavior Learning can be achieved. Is the bank referring to the same?	The bidders are expected to provide network behaviour learning. The user behaviour learning is desired.
41	20	5.2.1 SIEM	Incident Analysis / Correlation in HA	Incident Analysis and Co-relation devices operate in Fail-over Mode. There is only one mother to which all the align Event collectors report.	Please refer the RFP for clarity.
42	27	Page 27: Tasks to be performed by the resources	Manage the resolution of computer security events through the use of an established ticketing system.	As part of the C-SOC, a vendor can only track and update the resolution of computer security events. Request you to change the first work from Manage to Track	No change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
43	31	Pg 31: Closure of Audit Observations for CSOC	Compliance to be submitted within 7 working days for all High Risk Observations.	For any compliance closure, if there is an OEM dependency (like upgrading or providing Patch or requesting for feature upgrade), Vendor should be excuse against this SLA.	No change in the RFP
44	31	Pg 31: Closure of Audit Observations for CSOC	For all other observations, compliance to be submitted within 1 month.	Audit and standards change over time to time and every OEM vendor have their own product engineering update cycles. As a vendor, we can push the OEM vendors, but we cannot own the change.	No change in the RFP
45	37	Page 37: Evaluation process	Score (S) = [(C1 / C) x 0.3] + [(T / TMax) x 0.7]	As per CVC guidelines, after Technical Qualification, only commercial qualification process needs to be evaluated. There can be no factor integrated with in-terms of weightages to the commercial offer. All Technically qualified bidders are treated on-par. Hence whoever is L1 in the reverse auction should be declared as winner Else: Request the bank to declare the Technical Evaluation Scope and Ranking as per the Technical Qualification Evaluation Process to the bidders before reverse Auction.	Please refer the addendum-2
46	32	Pg 32, Point 4, Patching/ loading latest versions of the software components in place	The latest software versions/ patches to be installed after testing within 1 month from release of the version/ patch.	This will be executed by concurrence of the OEM. For a live production solution like SIEM, OEM advises to be little cautious still the complete product stability is validated. Hence request the bank to remove this SLA. This is more applicable for off the shelf software like Operation System and common application like MS Office and Adobe.	No change in the RFP

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47	66	SOC, Pg 66, Bidder's Compliance to Technical requirement for Cyber Security Operations Center	SOC : Suggestion	For the SIEM solution, bank should clarify the no of concurrent analyst connections to the SOC/ SIEM portal. Ideally, apart from Analyst during day shift (4-7)   Bank's networking, server, security & ciso team will need access to run queries (if necessary) and validate the alerts. Hence a reasonable no of 15-20 concurrent licenses should be provisioned with all the rights (including console users, web users, etc for all the 20-25 users)	this may be checked at the time of implementation

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
48			Request for additional Point towards limitation of liability clause	<p>For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Bidder shall be liable for damages to the Bank arising under or in connection with this RFP or contract thereof for an amount exceeding the total Cost of the Project.</p> <p>The limitations set forth herein shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to IPR infringement,</p> <p>b) damage(s) occasioned by the gross negligence, fraud or willful misconduct of bidder,</p> <p>c) damage(s) occasioned by Bidder for breach of Confidentiality Obligations,</p> <p>d) When a dispute is settled by the Court of Law in India.</p> <p>e) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Bidder.</p>	No change in the RFP

<b>Sr. No.</b>	<b>Page #</b>	<b>Point / Section #</b>	<b>Clarification point as stated in the tender document</b>	<b>Comment/ Suggestion/ Deviation</b>	<b>Bank Of Maharashtra Response</b>
49	45	8.2 - Rules for responding to the tender document	The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the bidder and responded by the bidder have been quoted for by the SI, and there will be no extra cost associated with the same in case the bidder has not quoted for the same.	What does it mean and how it will be applicable on Bidder? Please explain.	the clause is self explanatory
50	45	8.2 - Rules for responding to the tender document	The bidder at no point in time can excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, time frame for site readiness and availability etc. as mentioned in the tender document circulated by the Bank. bidder shall be fully responsible for deviations to the terms & conditions, site readiness etc. as proposed in the tender document.	Does it mean that even if the Bidder has submitted deviations to the terms and conditions to RFP, Bidder will continue to remain responsible for all acts as specified in the RFP irrespective of submitted deviations. Please clarify.	No deviations are acceptable. Please refer various clauses in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
51	47	8.2.3 Performance Guarantee	The bidder must strictly adhere to the delivery dates or lead times identified in their proposal. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this tender document ) due to the bidder's inability to meet the established delivery dates, that bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the amount actually spent by the Bank for procuring similar deliverables and services or is limited to 10% on the total cost whichever is higher.	On failure of Bidder to supply the services Bank will charge liquidated damages/penalties from Bidder, then why such additional damages are being claimed from the Bidder. We request Bank to remove this portion of clause. Bank's sole remedy for any service failures shall remain limited to the service credits and no additional charges will be borne by Bidder.	no change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
52	47	8.2.3 Performance Guarantee	<p>The bidder represents that the proposed Solution and its documentation and/or use of the same by the Bank shall not violate or infringe the rights of any third party or the laws or regulations under any governmental or judicial authority. The bidder further represents that the documentation to be provided to the Bank shall contain a complete and accurate description of the proposed solution. The bidder represents and undertakes to obtain and maintain validity throughout the contract, of all appropriate registrations permissions and approvals, which are statutorily required to be obtained by the bidder for performance of the obligations of the bidder. The bidder further undertakes to inform and assist the Bank for procuring any registrations, permissions or approvals, which may at any time during the Contract Period be statutorily required to be obtained by the Bank for availing services from the bidder.</p>	Please read the response made against Section 9.6 for general and IPR indemnity.	No change in RFP Clause



Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
53	51	8.2.4 Changes to the tender document	There will be an acceptance inspection by the Bank or its nominated consultants for the Solution. In case of discrepancy in facilities /services provided, the Bank reserves the right to cancel the entire purchase contract. The inspection will be arranged by the bidder at the sites in the presence of the officials of the Bank and / or its consultants. The contract tenure for the Solution will commence after acceptance of the Solution by the Bank. The Bank will accept the solution on satisfactory completion of the above inspection. The Installation cum Acceptance Test & Check certificates jointly signed by bidder's representative and Bank's official or any consultant / auditor appointed by the Bank should be received at IT Department, Pune along with invoice etc. for scrutiny before taking up the request for consideration of payment.	Would this be applicable at the time of commencement of Services.	the clause is self explanatory

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
54	52	8.2.4 Changes to the tender document	The Bank shall inform the bidder all breaches and claims of indemnification and shall grant the bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the bidder). The written demand by the Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the bidder and bidder shall be liable to pay on demand the actual amount of such loss / damages caused to the Bank	Any cost arising hereof should be determined by the Court which will further be subject to the limitation set forth by Bidder in its proposal.	no change in the RFP
55	52	8.2.4 Changes to the tender document	Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities	This is an indirect damage claimed by Bank from Bidder. Bank must exclude such indirect damages and claims and omit this provision from the RFP, as this is not acceptable to the Bidder.	no change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
56	54	9.4 Compliance with all applicable laws	The bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	Bidder will comply with all applicable laws but doesn't assume any responsibility to intimate Bank regarding such compliance unless receive a request in writing from the Bank to get particular information regarding compliance with laws.	no change in the RFP
57	54	9.4	9.4: This indemnification is only a remedy for the Bank. The bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or regulatory authorities.	Please read the response made against Section 9.6.	No change in the RFP

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58	54	9.5 Order Cancellation	In case of order cancellation, any payments made by the Bank to the bidder would necessarily have to be returned to the Bank with interest @ 15% per annum, further the bidder would also be required to compensate the Bank for any direct loss incurred by the Bank due to the cancellation of the contract and any additional expenditure to be incurred by the Bank to appoint any other bidder. This is after repaying the original amount paid.	This is not acceptable. Payments are made by Bank in arrears and are released by Bank subject to its satisfaction for delivered services. In case of service failure appropriate amount could be deducted in the form of penalty from the legitimate due payments and the balance charges should be paid to the Bidder immediately.	no change in the RFP
59	55	9.6 Indemnity	9.6 Indemnity	Here the overall liability of Bidder is uncapped. We request Bank that the Bidder's liability for infringement of intellectual property rights (IPR) should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen. The Bidder will not be liable nor responsible for any loss of profit, loss of revenue, loss of data etc. further the Bidder shall not be liable for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc.	no change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
60	55	9.6 Indemnity	9.6 Indemnity	The Bidder hereby covenants and agrees to indemnify and shall at all times keep indemnified Bank against loss or damage that Bank may sustain as a result of third party claims arising from damage to tangible property , personal injury or death caused by Bidder's negligence. Bidder's overall liability shall be limited to immediately preceding 12 months of charges collected by the Bidder under the order in which the liability has arisen. Further Bank's sole remedy and the Bidder sole liability for any service related matters shall remain limited to applicable liquidated damages/penalties imposed by Bank under this RFP	no change in the RFP
61	62	9.14 Exit option and contract re-negotiation	Exit option and contract re-negotiation	<p>What will be the defect cure period notice for the Bidder to cure the defect? Can the Bidder assume it to be 30 days?</p> <p>Request bank to modify the clause as below: The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: a. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 30 days of receipt of purchase contract; b. Serious discrepancy in functionality of any service, which has an impact on the Bank's equipments in production environment;</p>	Please refer the RFP for clarity.

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62	62	9.14 Exit option and contract re-negotiation Point # 3	3. The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the bidder at more favorable terms in case such terms are offered in the industry at that time	We request Bank that such reduction in prices should not be considered as there can never be an effective way of measuring the reasonability of prices prevailing in the market. Even if any irregularity is observed that cannot be considered as breach of contract and Bidder will not be held liable for any form of actions by Bank. Every contract is executed under different circumstances with different service deliverables. Therefore, any such comparison of prices should not be made applicable on the Bidder.	no change in the RFP
63	64	9.18 Termination	1. The Bank shall be entitled to terminate the agreement with the bidder at any time by giving ninety (90) days prior written notice to the bidder	In such event of termination Bank 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 Bidder in respect of the terminated order (including any local loop charges).	no change in the RFP

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64	64	9.18 Termination Point # 2	<p>9.18: 2. The Bank shall be entitled to terminate the agreement at any time by giving notice if:</p> <p>a. The bidder breaches its obligations under the tender document or the subsequent agreement and if the breach is not cured within 15 days from the date of notice</p>	Bidder request to increase the defect cure period notice from 15 days to 30 days which shall be applicable in all events of failure by Bidder to cure the breach wherever mentioned in the RFP.	no change in the RFP
65	86	Section 7 - 7.1 - Fail Clause	<p>7. Fail Clause: 7.1. The Bidder undertakes that it has not supplied / is not supplying similar products/systems or subsystems/ services at a price lower than that offered in the present bid in respect of any other Ministry/department of the Government of India or PSU and if it is found at any stage that similar products/systems or sub systems was supplied by the Bidder to any other Ministry/Department of Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p>	<p>We request Bank that such reduction in prices should not be considered as there can never be an effective way of measuring the reasonability of prices prevailing in the market. Even if any irregularity is observed that cannot be considered as breach of contract and Bidder will not be held liable for any form of actions by Bank. Every contract is executed under different circumstances with different service deliverables. Therefore, any such comparison of prices should not be made applicable on the Bidder.</p> <p>Bidder cannot agree to the clause since the pricing of such HW/SW are market and economy dependent, they also depend on the duties/taxes imposed by govt. of India and can be different for a different period of similar service provided to any of the PSU.</p>	no change in the RFP

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66	85	Annexure 6 - Eligibility Criteria C) Technical Criteria (Experience and other Technical Requirements)	Bidder should have implemented captive SOC in at least 2 BFSI organizations/ Government Organizations in India in last 3 years OR Bidder should be providing Managed Security Services and VA services in at least 2 BFSI organizations/ Government Organizations in India in last 3 years. Copy of the Purchase Order & Signoff Document from the Customer	Please confirm if only customer satisfaction/reference letters can be submitted. We have NDA signed with customers under which we cannot share the PO copies.	The bidder may submit reference letter from the customer
67	85	Annexure 6 - Eligibility Criteria C) Technical Criteria (Experience and other Technical Requirements)	Bidder should have implemented captive SOC in at least 2 BFSI organizations / Govt. organizations in India in last 3 years.	Request Bank of Maharashtra to change the clause to "Bidder should have implemented or implementing captive SOC in at least 2 BFSI organizations / Govt. organizations in India in 3 years".	no change in the RFP
68	85	Annexure 6 - Eligibility Criteria B) Financial Criteria # 5	Shall have a minimum average annual Net Sales Turnover of Rs.100.00 crores (Rupees One Hundred Crores) during last three financial years viz. 2013-14, 2014-15 and 2015-16.	Request Bank of Maharashtra to change the clause to "Revenue of Information Security/Managed Services instead of generic turnover of Annual Net Sales Turnover."	no change in the RFP
69	19	1	CSOC shall conduct deep scan of packets including secure traffic passing through internet/ web gateway of the Bank and shall use the intelligence to correlate with other logs and generate meaningful reports	Need to understand how the encrypted traffic is handled and analyzed by the bank.	The information will be provided to the successful bidder.



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70	22	24. VA Management	Also, the VA Management Solution should periodically scan (monthly) all IT assets across the critical sites of bank for vulnerability scanner and report vulnerabilities as per SLA.	Does the bank have any VA appliance installed on the network, need more clarity on this.	no
71	22	5.2.1 / 24	The solution shall support the various Use Cases in order to provide log collection, event correlation, Alert Generation and escalation ii. Use Cases for ATM Transactions iii. Use Cases for CBS Transactions vii. Use Cases for Mobile / Phone /SMS Banking viii. Use Cases for Financial Inclusion Transactions ix. Use Cases for RTGS / NEFT Transactions x. Use Cases for SWIFT transactions xi. Use Cases for UPI/ IMPS Transactions	The use cases outlined are more towards Fraud Detection vs regular Security Event Monitoring platform. 1. Please confirm if Fraud Detection platform is also in scope for this RFP 2. Would Supplier be also responsible for monitoring and responding to Financial Fraud as detected by these use cases Please confirm 3. Please confirm the number of users which would be under the scope of these financial use cases	no change in the RFP
72	25	26. Resources	All the resources to be deployed by the bidder for monitoring of the product & administration of the solution should be OEM certified. Certificates have to be submitted at the time of bidding	Can the Service Provider propose Partner resources or do they need to be on roll employees of the bidder ?	Resources need to be on roll employees of the bidder
73	25	Resources	1. Minimum two L1 and one L2 resources during 7AM to 11PM. 2. Minimum One L1 resource during 11PM to 7AM. 3. One CSOC Manager during 9AM to 6PM	Can bidder extend health monitoring and critical incident support from bidder's SOC in additional to onsite resources. To manage from bidder's SOC , the Security Dashboard & critical components access will require to extend to bidder's SOC.	no

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74	16	4.3 Project Schedule	Prepare CSOC Processes	Please let us know if Bank of Maharashtra has an existing process for Event Monitoring, Categorization and Escalation. .	Yes. But the bidder has to prepare afresh.
75	16	4.3 Project Schedule	Integration of various devices (servers, Network devices and Databases of the Bank) and various current and proposed security solutions	Please let us know if Bank of Maharashtra has a existing Log aggregation technology such as Syslog which is already deployed within the environment and which can be used by Supplier for integrating various log sources	although bank is collecting logs from various devices bidder is expected to start afresh
76	16	4.3 Project Schedule	Integration of various devices (servers, Network devices and Databases of the Bank) and various current and proposed security solutions	Please confirm if all devices to be integrated are within the primary data centre or also contain devices at remote sites. Please provide number of such sites If applicable and existing connectivity model	majorly the devices are within dc, dr ho and pmo. Bidder may have to integrate some few devices in other locations in future
77	18	5.2 General	Bank has a list of identified Business Applications, which are dependent on IT. Bank expects the bidder to identify the data flow, the architecture, associated hardware/ software/ network devices, associated key persons (vender and Bank), the dependent services etc. so as to correlate and report possible security loop-holes, suggest the remedial measures, ensure that the security loopholes are closed and compliance is reported to the management	The stated requirement appears to be consulting requirement to identify security gaps within the Bank of Maharashtra business applications. Please provide below details: .Number and type of such applications .Existing level of documentation which can be used by supplier .Is the consulting scope to be executed as part of Service Setup or as part of subsequent operations	Some of the IT dependent business processes are given in rfp as "use cases". Bank has risk assessment document for some processes. Which is useful for bidder to understand the processes. Bidder is expected to use automated tools such as network mapping, flow analysis, network behavior etc to find security loopholes

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78	18	5.2 General	Bank has various security solutions in place as follows: 1. DLP 2. NAC 3. Patch Management Solution 4. Endpoint Encryption 5. Enterprise Antivirus 6. Web Filtering 7. Email Security 8. DDoS Mitigation Service 9. VPN 10. DAM 11. Server and Network Health Monitoring Tools 12. IDS, IPS, Firewalls etc.	Please let us know the Vendor / Number of devices/ Version information for each of the security solutions currently within the environment	Bank is using industry standard solutions of reputed vendors; the detailed information will be provided to the successful bidders.
79	18	5.2 Genaral	Bank has various security solutions in place as follows: 1. DLP 2. NAC 3. Patch Management Solution 4. Endpoint Encryption 5. Enterprise Antivirus 6. Web Filtering 7. Email Security 8. DDoS Mitigation Service 9. VPN 10. DAM 11. Server and Network Health Monitoring Tools 12. IDS, IPS, Firewalls etc.	Who is currently managing the existing Security Estate / Security Solution of BOM and will the same vendor continue to manage & Monitor the same in future as well ?	The information will be provided to the successful bidder.  Yes

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80	19	5.2 General	CSOC shall conduct deep scan of packets including secure traffic passing through internet/ web gateway of the Bank and shall use the intelligence to correlate with other logs and generate meaningful reports / alert	Please let us know the number of users being protected through the existing Web Gateway	All the branches and offices of the Bank are using web gateway for accessing internet
81	19	5.2 General	CSOC shall also be responsible for categorization of incidents and shall perform root cause analysis and come out with solutions to contain further incident of similar types.	For Categorization of Incidents, mapping of assets to there asset criticality would be required. Please do confirm if Bank of Maharashtra already has a Business criticality mapping of assets within its environment	Yes
82	7	1. Invitation to the Tender	The Bank reserves the right to reject any or all offers without assigning any reason.	In case of any cancellation of the RFP post awarding the contract at any point for reasons of convenience, bank will be charged an early termination charge equivalent to entire Total Contract Value of the RFP	not acceptable
83	10	2.9 Acceptance of terms	By responding to the Bank's RFP document, the Recipient will be deemed to have accepted the terms as stated in this RFP document.	Suggest bank to modify clause to include deviations for unavoidable non-compliances and amendments	no change in the RFP

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84	11	3.3 RFP Validity period	RFP responses will remain valid and open for evaluation according to their terms for a period of at least six (6) months from the RFP closing date. The Bank / its subsidiaries shall have the right at its sole and absolute discretion to continue the assignment / contract on the selected bidder for future requirement on the rates finalized in this processing for various items / activities as described in the Price Bid after expiry of current assignment period.	RFP response and prices will remain valid for a period of 30 days due to the nature of forex fluctuations and other uncertainties. Prices quoted will be valid for the current contract period and they will not be applicable for a future term as OEM prices are liable to change in future.	no change in the RFP
85	12	3.5 Notification	Bank will notify the Respondents in writing as soon as practicable, but not later than 10 working days from the RFP Evaluation Complete date, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. Bank is not obliged to provide any reasons for any such acceptance or rejection.	It is requested that bank provide a reason for rejection for every rejection	no change in the RFP

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86	31	5.3 Service Levels	The vendor shall ensure that the system gives minimum 99.95% uptime (Calculated on monthly basis, which includes servers, storage, switches, collectors, co-relation engine and solution as a whole). For every 0.10% or fraction thereof of additional downtime, Bank will impose a penalty of 1% of the monthly payment (subject to maximum of 10% of the contract value during warranty and AMC contract value during AMC period).	Request bank to modify the clause as below: The vendor shall ensure that the system gives minimum 99.90% uptime (Calculated on monthly basis, on individual component). For every 0.10% or fraction thereof of additional downtime, Bank will impose a penalty of 1% of the monthly payment (subject to maximum of 5% of the monthly value during warranty and AMC contract value during AMC period).	no change in the RFP
87	31	5.3 Service Levels - Closure of Audit Observations for CSOC	High Risk observations = Penalty of 1% of billing cycle payment after 7 days, per week thereafter, till the full compliance. Other Observations = Penalty of 1% of billing cycle payment after 1 month, per week thereafter, till the full compliance.	Request bank to modify the clause as below: High Risk observations = Penalty of 1% of monthly payment after 7 days, per week thereafter, till the full compliance capped to a maximum of 5%. Other Observations = Penalty of 1% of billing cycle payment after 1 month, per week thereafter, till the full compliance capped to a maximum of 5%.	no change in the RFP
88	32	5.3 Service Levels - End of sale/ end of support/ end of life of any component	Penalty of 1% of the cost of the component (as per bill of material submitted by the bidder) after 3 months from date of declaration, per week thereafter from billing cycle payment, till the replacement of the component.	Request bank to modify the clause as below: Penalty of 1% of the cost of the component (as per bill of material submitted by the bidder) subject to a maximum of 5%, after 3 months from date of declaration, per week thereafter from billing cycle payment, till the replacement of the component.	no change in the RFP

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89	32	5.3 Service Levels - Any component becoming faulty even though remaining solution is working	Penalty of 1% of the cost of the component (as per bill of material submitted by the bidder) after 7 days from date of device becoming faulty, per week thereafter from billing cycle payment, till the replacement of the component.	Request bank to modify the clause as below: Penalty of 1% of the cost of the component (as per bill of material submitted by the bidder) subject to a maximum of 5%, after 7 days from date of device becoming faulty, per week thereafter from billing cycle payment, till the replacement of the component.	no change in the RFP
90	32	5.3 Service Levels - Patching/ loading latest versions of the software components in place	Penalty of 1% of billing cycle payment after 1 month, per week thereafter, till the report of patching/ version upgrade is submitted to the Bank	Request bank to modify the clause as below: Penalty of 1% of monthly billing cycle payment after 1 month, per week thereafter, subject to a maximum of 5%, till the report of patching/ version upgrade is submitted to the Bank	no change in the RFP
91	32	5.3 Service Levels - Vulnerability Assessment	Penalty of 1% of billing cycle payment after 10th of the subsequent month, per week thereafter, till submission of the VA report.	Request bank to modify the clause as below: Penalty of 1% of monthly billing cycle payment after 10th of the subsequent month, per week thereafter, subject to a maximum of 5%, till submission of the VA report.	no change in the RFP
92	32	5.3 Service Levels - Incident Management	1% of the monthly billing payment after discovery of the performance lacunae per week thereafter, till the problem is resolved.	Request bank to modify the clause as below: 1% of the monthly billing payment after discovery of the performance lacunae per week thereafter, subject to a maximum of 5%, till the problem is resolved.	no change in the RFP

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93	33	5.3 Service Levels - Incident Management - False Negative Incident	1% of monthly billing payment in the affected quarter.	Request bank to modify the clause as below: 1% of monthly billing payment in the affected quarter, subject t a maximum of 5%	no change in the RFP
94	33	5.3 Service Levels - Anti Phishing and Anti-Trojan Services	Rs.1000/= per day after 24 hours from notification by the Bank	Request bank to modify the clause as below: Rs.1000/= per day after 24 hours, subject to a maximum of INR 10000, from notification by the Bank	no change in the RFP



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95	33	5.3 Service Levels - Attrition of Resources	<p>Bank will not leave the resource till 3 months are completed from date of notification. In case the resource leaves before that, then that will be considered as "Absent" till the completion of 3 months period.</p> <p>For absentee penalty is as follows:</p> <ol style="list-style-type: none"> <li>1. L1 Resource = Rs.500/= per day.</li> <li>2. L2 Resource = Rs.1000/= per day</li> <li>3. For CSOC Manager = Rs.3000/= per day.</li> </ol> <p>In case the replacement resource is not deployed within 3 months from notification, Bank will deduct penalty as follows:</p> <ol style="list-style-type: none"> <li>1. L1 Resource = Rs.500/= per day.</li> <li>2. L2 Resource = Rs.1000/= per day</li> <li>3. For CSOC Manager = Rs.3000/= per day.</li> </ol> <p>Penalty will be applied in quarterly billing cycle.</p> <p>In case the bidder fails to meet the resource requirement for any quarter, Bank shall impose penalty as mentioned above and would also not make payment for the absent resource.</p>	<p>Request bank to modify the clause as below:</p> <p>Bank will not leave the resource till 3 months are completed from date of notification. In case the resource leaves before that, then that will be considered as "Absent" till the completion of 3 months period.</p> <p>For absentee penalty is as follows:</p> <ol style="list-style-type: none"> <li>1. L1 Resource = Rs.500/= per day capped to INR 5000</li> <li>2. L2 Resource = Rs.1000/= per day capped to INR 10000</li> <li>3. For CSOC Manager = Rs.3000/= per day capped to INR 30000</li> </ol> <p>In case the replacement resource is not deployed within 3 months from notification, Bank will deduct penalty as follows:</p> <ol style="list-style-type: none"> <li>1. L1 Resource = Rs.500/= per day capped to INR 5000</li> <li>2. L2 Resource = Rs.1000/= per day capped to INR 10000</li> <li>3. For CSOC Manager = Rs.3000/= per day capped to INR 30000</li> </ol> <p>Penalty will be applied in quarterly billing cycle.</p> <p>In case the bidder fails to meet the resource requirement for any quarter, Bank shall impose penalty as mentioned above and would also not make payment for the absent resource.</p>	no change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
96	34	5.3 Service Levels - Quality Control Plan	The parameters are subjected to the values specified by the bidder in the Quality Control Map/ Quality Control Road Map subjected by the bidder. The deviation shall be subjected to penalty of 1% of quarterly billing cycle for every quarter, until the improvement is shown in quarterly review report.	Request bank to modify the clause as below: The parameters are subjected to the values specified by the bidder in the Quality Control Map/ Quality Control Road Map subjected by the bidder. The deviation shall be subjected to penalty of 1% of quarterly billing cycle for every quarter, subject to a maximum of 5%, until the improvement is shown in quarterly review report.	no change in the RFP
97	35	5.3 Service Levels - Reporting	Non-submission of daily and monthly reports will attract penalty of Rs.300 per report per day. Penalty will be calculated during quarterly payment cycle	Request bank to modify the clause as below: Non-submission of daily and monthly reports will attract penalty of Rs.50 per report per day, subject to a maximum of INR 1000. Penalty will be calculated during quarterly payment cycle	no change in the RFP
98	35	5.3 Service Levels - Threat Intelligence Feeds	1% of quarterly billing payment for the quarter till the problem is resolved.	Request bank to modify the clause as below: 1% of monthly billing payment for the quarter till the problem is resolved, subject to a maximum of 5%.	no change in the RFP
99	35	Training	1% of quarterly billing payment for each training missed.	Request bank to modify the clause as below: 1% of monthly billing payment for each training missed, subject to a maximum of 5%.	no change in the RFP
100	35	Database maintenance	The deviation shall be subjected to penalty of 1% of quarterly billing cycle for every quarter, until the improvement is shown in quarterly review report.	Request bank to modify the clause as below: The deviation shall be subjected to penalty of 1% of monthly billing cycle for every quarter, subject to a maximum 5%, until the improvement is shown in	no change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
				quarterly review report.	
101	47	8.2.3 Performance Guarantee	If the contract is awarded, the bidder should furnish a Performance Bank Guarantee in the format as required by the Bank to the extent of 10% of the value of the contract within 10 days of the date of receipt of the purchase contract.	Request bank to modify the clause as below: If the contract is awarded, the bidder should furnish a Performance Bank Guarantee in the format as required by the Bank to the extent of 10% of the value of the contract within 30 days of the date of receipt of the purchase contract.	no change in the RFP
102	47	8.2.3 Performance Guarantee	The bidder must strictly adhere to the delivery dates or lead times identified in their proposal. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this tender document ) due to the bidder's inability to meet the established delivery dates, that bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the amount actually spent by the Bank for procuring similar deliverables and services or is limited to 10% on the total cost whichever is higher.	Request bank to delete this clause as penalty on delayed delivery are applicable	no change in the RFP

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103	53	9.2 Payment terms	Hardware Payment – 75% of hardware payment will be done after delivery of hardware. For payment of delivery, complete set of hardware will be considered, partial delivery will not be considered for payment. Remaining 25% of hardware payment will be done after successful acceptance of the project by the Bank.	Request bank to modify the clause as below: Hardware Payment – 80% of hardware payment will be done after delivery of hardware. For payment on delivery, delivered appliances, sitewise to be considered. Remaining 10% of hardware payment will be done after installation and rest 10% on successful acceptance of the project by the Bank.	no change in the RFP
104	53	9.2 Payment terms	One Time Charges – One time charges for installation and configuration for all CSOC components will be paid on successful acceptance by the Bank.	Request bank to modify the clause as below: One Time Charges – One time charges for installation and configuration for all CSOC components will be paid in advance by the Bank.	no change in the RFP
105	53	9.2 Payment terms	SOC Operation - The payment for CSOC Operations will be divided into 4 equal installments for the year and paid quarterly in arrears post the successful commissioning of the project and acceptance of all the relevant requirements under this tender.	Request bank to modify the clause as below: SOC Operation - The payment for CSOC Operations will be divided into 4 equal installments for the year and paid quarterly in advance post the successful commissioning of the project and acceptance of all the relevant requirements under this tender.	no change in the RFP
106	53	9.2 Payment terms	Annual Maintenance Charges - The payment for Annual Maintenance of hardware and software will be divided into 4 equal installments for the year and paid quarterly in arrears post the successful commissioning of the project and acceptance of all the relevant requirements under this tender.	Request bank to modify the clause as below: Annual Maintenance Charges - The payment for Annual Maintenance of hardware and software will be paid yearly in advance post the successful commissioning of the project and acceptance of all the relevant requirements under this tender.	no change in the RFP

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Of Maharashtra Response
107	53	9.2 Payment terms	Training Charges – On successful completion of training.	Request bank to modify the clause as below: Training Charges – In advance	no change in the RFP
108	54	9.5 Order cancellation	The Bank reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone: 4 Delay in site readiness and handing over the site to the Bank. 4 Serious discrepancy in the quality of service / facility / security. 4 In case of order cancellation, any payments made by the Bank to the bidder would necessarily have to be returned to the Bank with interest @ 15% per annum, further the bidder would also be required to compensate the Bank for any direct loss incurred by the Bank due to the cancellation of the contract and any additional expenditure to be incurred by the Bank to appoint any other bidder. This is after repaying the original amount paid.	Request bank to modify the clause as below: The Bank reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone: 4 Serious discrepancy in the quality of service / facility / security. 4 In case of order cancellation, any payments made by the Bank to the bidder for undelivered/unserved items would necessarily have to be returned to the Bank.	no change in the RFP
109	56	9.10 Penalties and delays in bidder's performance	Overall cap for penalties will be 10% of the contract value	Request bank to modify the clause as below: Overall cap for penalties will be 5% of the quarterly billing value	no change in the RFP

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110	57	9.10 Penalties and delays in bidder's performance - LIQUIDATED DAMAGES	Installation will be treated as incomplete in one/all of the following situations: System operational, but unsatisfactory to the Bank	Request bank to modify the clause as below: Installation will be treated as incomplete in one/all of the following situations: System operational, but unsatisfactory to the Bank, and mutually agreed by bank and bidder	no change in the RFP
111	57	9.10 Penalties and delays in bidder's performance - LIQUIDATED DAMAGES	If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, the Bank may consider termination of the contract.	Request bank to modify the clause as below: If the bidder fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the price of the undelivered goods and services amount until actual delivery or performance, per week or part thereof, subject to a maximum of 5% (3 days will be treated as a week)	no change in the RFP
112	92	3. COMMITMENTS of BIDDERS	3.4. BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, In connection with bid/contract.	Bidder shall only disclose the prices to Bank and should not be liable to disclose the internal cost of procurement of the HW/SW via it's business partners	no change in the RFP

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113	95	9. Facilitation of Investigation	In case of any allegation of violation of an provisions of this Pact or payment of commission the BYUER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.	Bidder will only share publicly available financial statements in respect of this project and audited Annual reports, which are in public domain, of the Bidder	no change in the RFP
114	100	Appendix1 Form 02: Commercial Bid Format Part 2: Segment wise Detailed Commercial Proposal Format: Summary Sheet	Table E: Annual Maintenance Charges  Collector with minimum 5000 EPS SIEM Database Management SIEM Correlation/ Incident Analysis SIEM Reporting/ Dashbaord Storage for SIEM	Please recheck and confirm quantities for AMC for following items in Table E, as the appliance quantities are 2 for each: Collector with minimum 5000 EPS SIEM Database Management SIEM Correlation/ Incident Analysis SIEM Reporting/ Dashbaord Storage for SIEM	Please refer Addendum for revised commercial format
115	107	2. Terms and conditions of Reverse Auction:	d. Bank of Maharashtra reserves the right to reject any or all the bids without assigning any reason whatsoever.	In case of any cancellation of the RFP post awarding the contract at any point for reasons of convenience, bank will be charged an early termination charge equivalent to entire Total Contract Value of the RFP	no change in the RFP
116	21	5.2.1.5	For DC-DR replication, the solution should also have the capabilities to replicate it during non-business hours. The storage should have the option to support backup on tape library.	As per best practice, dual feeding of logs to DC & DR is done in real time. In case DC goes down then DR SIEM solution is in sync in real time. We request bank to have DC-DR replication or dual feeding of logs. Also this is specific to single vendor.	bidder may suggest best possible solution

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117	21	5.2.1.11	Bidder shall quote SIEM solution, which can support at least 20,000 EPS with all components in HA (High Availability) mode at the DC. The solution shall be scalable to support additional 5000 EPS if required by the Bank.	<p>Is Bank looking for Standalone in DR across all Components? As per best practice at Correlation layer ~50% of logs are forwarded so that real incidents are caught by doing cross device correlation of logs. This helps bank to catch real incidents.</p> <p>We request bank to change the clause to below:</p> <p>Bidder shall quote SIEM solution, which can support at least 20,000 EPS on Correlation Layer and Log Management Layer with all components in HA (High Availability) mode at the DC and ~50% i.e 10000 EPS on Correlation Layer. The solution shall be scalable to support additional 5000 EPS if required by the Bank.</p>	no change in the RFP. However EPS support is revised to 40000 EPS
118	85	Annexure 6 C. 10	SIEM solution provided by bidder shall be in Gartners Leaders Quadrant since last three years viz. 2014, 2015 & 2016)	We request bank to keep this clause mandatory as this is very important to have industry leading solutions implemented at large enterprises like Bank of Maharashtra	ok



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119	66	Annexure 1.1	Log Management shall support at least 20000 EPS Log collector at DC - 20000 EPS Log collector at DR - 10000 EPS Log collector at HO - 5000 EPS Log collector at PMO - 5000 EPS	Is Banks Looking for HA on Collector Layer in DC, DR, HO & PMO?  We request bank to have HA at collector layer and Log Management Layer and Correlation layer can be stand alone?  Also we would like to know what is the total EPS bank is looking for SIEM. As if we include all EPS required on log collection layer it becomes 40000 EPS but bank is asking for 20000 EPS Please clarify.	Please refer the RFP for clarity.
120	66	Annexure 1.3	Log Collector shall receive logs in its original form.	Log Collector Should receive logs in original formal and should maintian digital chain of custody by adding timestamp at each layer. We request bank to change it to as below:  Log Collector shall receive logs in its original form. Normalize, Categorize etc maintian raw logs also and then forward logs to Log Management Layer	No change in RFP Clause

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121	66	Annexure 1.5	The vendor solution shall handle surges in data events lasting up to 12 hours without interfering with its ability to operate. Any gaps in data events shall be noted along with the reason (for example, "data events are missing from 10:23:47 to 10:25:23 due to packet buffer overflow").	<p>Typically surges in data is minimum 50% of asked EPS. There should not be any way of lossing logs. SIEM should handle data burst/beyond peak EPS and should not drop packets. During attack the EPS count may shoot up exponentially and there should not be any packet drop/log loss. Missing logs can create audit issues for banks in-case of any fraud investigationWe request bank to ask change it to below:</p> <p>Everything sized on peak EPS +50% additional capacity without dropping events/loss of logs</p>	no change in the RFP

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122	67	Annexure 1.8	<p>The system shall provide filters options including the following that can be applied to all fields in the captured events.</p> <p>=</p> <p>!=</p> <p>&gt;</p> <p>AND</p> <p>OR</p> <p>NOT</p> <p>begins with</p> <p>ends with</p> <p>Contains</p> <p>starts with specified substring</p> <p>ends with specified substring</p>	<p>Filtering of logs feature should be available at all the layers. SIEM's log collection solution should have an option to filter or choose logs at collection layer to govern flexibility to forward security related events and filter for example ARP notifications from switches, routers etc...as they increase the EPS; which in-turn bring an impact log size and required storage + server cost significantly. On an average filtering can help reduce the logs to up-to 30% and is recommended as these logs are of not any signification value from security incident monitoring perspective. Also Filtering should be available on the Log Management Layer.</p> <p>We request bank to change to below:</p> <p>The system shall provide filters options on collection layer and log management layer including the following that can be applied to all fields in the captured events.</p> <p>=</p> <p>!=</p> <p>&gt;</p> <p>AND</p> <p>OR</p> <p>NOT</p> <p>begins with</p> <p>ends with</p> <p>Contains</p> <p>starts with specified substring</p> <p>ends with specified substring</p>	no change in the RFP

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123	67	Annexure 1.16	SIEM shall be able to leverage vulnerability data to integrate it with SIEM using API	<p>Some SIEM solutions has easier way of integrating with VA tools. API will need little programming expertise</p> <p>We request bank to change it to below:</p> <p>SIEM shall be able to leverage vulnerability data or all leading VA tools to integrate it with SIEM with or without API</p>	Please refer RFP for clarity
124	N.A.	General - Additional Recommended Specs	<p>Proposed Solution should have physical segregation of roles of Collector, Log Management and Correlation layer with some enhanced features of Log Management layer. Log Management solution should have separate UI for searching, reporting, basic dashboards etc even if Correlation layer is down or not available. i.e. Logs should be available for audit even if correlation is down.</p> <p>Proposed Solution should support forwarding of logs(raw or normalized) to any third party solution or to any big data platform like hadoop</p>	<p>This is very important feature as Correlation Layer is not available still bank can do collect logs, quick and fast search events, compliance reports etc. The searching should have google like search.</p>	The bidder may provide such a feature

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125	N.A.		Solution should support Filtering on Collection, Log Management.	<ul style="list-style-type: none"> <li>SIEM's log collection solution should have an option to filter or choose logs at collection layer to govern flexibility to forward security related events and filter for example ARP notifications from switches, routers etc...as they increase the EPS; which in-turn bring an impact log size and required storage + server cost significantly. On an average filtering can help reduce the logs to up-to 30% and is recommended as these logs are of not any signification value from security incident monitoring perspective. Also Filtering should be available on the Log Management Layer.</li> </ul>	The feature may be discussed at the time of implementation with successful bidder
126	N.A.		Proposed solution should support bandwidth throttling on Collection layer.	The vendor's product must provide the ability to limit bandwidth used for transmitting event data from remote sites. This is very important feature as this may cause congestion when there is link failure and collectors send all the log data at one shot.	The feature may be discussed at the time of implementation with successful bidder
127	N.A.		Caching (Minimum 2TB) at collection layer with multi-destination minimum 4 log forwarding (full redundancy)	It is very important to have caching functionality at collection level, as if there is connectivity/network issues from collection level to next level (log management or co-relation layer) bank will not lose logs. Also collection layer should be able to forward logs to multiple destinations(minimum 4) this will help bank to forward logs to other locations (full redundancy) without any additional configurations.	The feature may be discussed at the time of implementation with successful bidder

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128	N.A.		Stored logs should be hashed	SIEM should store logs in hashed – NIST compliance and no modification should be allowed by the SIEM. This help during audits or fraud investigations to confirm that data is not tempered by SIEM Admin managing/running the set-up.	The feature may be discussed at the time of implementation with successful bidder
129	N.A.		The proposed solution support Super Indexing & Google like Bloom Filters for Needle-in-the-Haystack Queries of both Online and Archived Data?	This is very important feature if bank is looking for super fast quick results on the search queries. Only Google kind of search will help bank to find real incidents in billions of events. Request bank to make this mandatory for banks benefit	The feature may be discussed at the time of implementation with successful bidder
130	31	5.3 Service Levels	SIEM shall be generating Alert within 15 minutes from occurrence of event. SIEM shall be logging ticket for each alert generated within 5 minutes from alert notification.	Bidder would request bank to provide below information: Please confirm the alerting mechanism required by the Bank i.e. Email, Console message etc. Does Bank require the SIEM to be integrated with it's own ITSM system for ticket generation. Please confirm.	This understanding is correct.
131	31	5.3 Service Levels	SIEM shall be generating Alert within 15 minutes from occurrence of event. SIEM shall be logging ticket for each alert generated within 5 minutes from alert notification	Bidder would request the statement to be modified as below: SIEM shall be generating Alert within 15 minutes from occurrence of a qualified and correlated event. Bidder would also request Bank to reconsider and remove the statement for logging ticket since all qualified alerts generate a unique case on automated basis within the SIEM system.	no change in the RFP

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132	84	Annexure 6	The bidder should not be a consultant / System Integrator/ Information Security Auditor in Bank of Maharashtra for Network Infrastructure/ CBS to avoid any conflict of interest	We request the bank to change this to - The bidder should not be a Consultant / System Integrator/ Network Infrastructure/ CBS service providers to avoid any conflict of interest	No change in the RFP clause