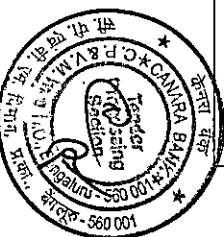


Pre bid queries replies for Gem bid ref.no. GEM/2024/B/5406710 dated 17/09/2024 for Selection of System Integrator for End-to-End Implementation of Next Generation Security Operations Center (NGSOC) in Canara Bank. }

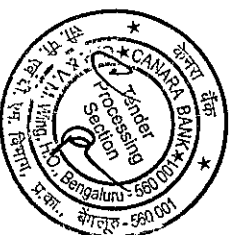
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
1	132	13	Solutions under tech refresh		<p>As you would appreciate that the OEMs providing renewal/upgrade will drive the RFP result, as all the participating SIs will have to go to them for the prices. They will provide the better prices to SIs would quote other solutions also from them in their bid.</p> <p>In the spirit of fairness, and to provide other OEMs also an opportunity to participate in this RFP, we would request you to have a separate RFP for Upgrades/Renewal or to give an option to propose fresh solutions for the renewal technologies. Availability of competition will also fetch better commercials and best of breed solution for the Bank.</p> <p>We understand that there is a huge thrust from the Bank for "Make in India" products, which is also evident from Clause No :3; Page No 67 of the RFP" Procurement through Local Suppliers (Make in India). This will also give opportunity to Make in India OEMs to position their solutions.</p>	Bidder to comply with RFP terms and conditions.
2	102	Corrigendum -2, Annexure-9/ Functional and Technical Requirements Packet Capture-Pg 174	SIEM-Packet capture/137	Packet Capture Specification under the heading of SIEM  Intentai	<p>Packet Capture must be a dedicated solution and not a subset capability of SIEM or any other solution. A dedicated solution can leverage specialized algorithms and techniques for deep packet inspection, anomaly detection, and forensic analysis, providing more accurate insights than a general-purpose tool.</p> <p>In integrated solutions, the PCAP capabilities will be overshadowed by the functionalities of SIEM. A dedicated solution ensures that packet capture remains the focal point, thus improving visibility and utility. Kindly request bank to ask for a dedicated PCAP solution and not a subset of SIEM or any other solution</p>	Bidder to comply with RFP terms and conditions.
3	67	Clause No :3; Page No 67		Procurement through Local Suppliers (Make in India)	<p>We understand that there is a huge thrust from the Bank for "Make in India" products, which is also evident from Clause No :3; Page No 67 of the RFP" Procurement through Local Suppliers (Make in India). Clubbing the specifications under SIEM heading is restricting Make in India vendors to participate in this RFP. Kindly remove Packet Capture solution as part of SIEM to give opportunity to Make in India OEMs to have a fair playing field</p>	Bidder to comply with RFP terms and conditions.



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
4	102	Corrigendum -2, Annexure-9/ Functional and Technical Requirements Packet Capture-Pg 174	SIEM-Packet capture/136	The proposed packet capture solution should be able to perform Real time monitoring fo Network traffic analysis to identify threats. Solution should have Deep Packet Inspection (DPI) to provide visibility in all layers of the OSI stack L2 to L7 layer conversations including application payload data in the network and should be a native feature of SIEM for sharing of network data (Packet + Meta data) in real time .	Packet Capture must be a dedicated solution and not a subset capability of SIEM or any other solution. A dedicated solution can leverage specialized algorithms and techniques for deep packet inspection, anomaly detection, and forensic analysis, providing more accurate insights than a general-purpose tool.  In integrated solutions, the PCAP capabilities will be overshadowed by the functionalities of SIEM. A dedicated solution ensures that packet capture remains the focal point, thus improving visibility and utility.  Kindly request bank to rephrase the clause as " The proposed packet capture solution should be able to perform Real time monitoring fo Network traffic analysis to identify threats. Solution should have Deep Packet Inspection (DPI) to provide visibility in all layers of the OSI stack L2 to L7 layer conversations including application payload data in the network and should be a dedicated PCAP solution and should support integration with any SIEM for sharing of network data (Packet + Meta data) in real time ."	The clause stands modified as : The proposed packet capture solution should be able to perform Real time monitoring fo Network traffic analysis to identify threats. Solution should have Deep Packet Inspection (DPI) to provide visibility in all layers of the OSI stack L2 to L7 layer conversations including application payload data in the network and sharing of network data (Packet + Meta data) in real time
5	159	Corrigendum -2, Annexure-17(A)	Optional Cost for the NGSOC Solutions/ Services	Optional Cost for PCAP.	Please note as per Annexure 17; Page 147; The prices for PCAP have been asked separately as an independent item. However, at page 159 i.e. mentioned the expansion cost for expansion of all the items, it does not the RFP specs it is mentioned that PCAP is to be expanded to 20Gbps. Kindly request bank to make necessary amendment in the format.	Bidder to refer Corrigendum-4
6	157	Corrigendum -2, Annexure-17	Table 8) NGSOC OEM Training Charges	Training charges for PCAP	Please note as per page 157; the price bid asks for training charges of all the items. However, it does not include PCAP. Request you to please include PCAP training in the table.	Bidder to refer Corrigendum-4



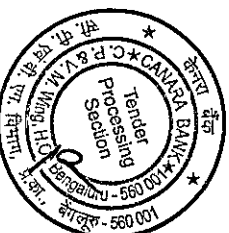
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
7	Corrigendum Page 13		Payment term:AMC/ATS, Hardware cost.	AMC/ATS: Payment will be made Quarterly in arrears after deducting applicable penalties and liquidated damages. Hardware cost: 20%-After completion of training, Warranty period, on submission of invoices duly acknowledge by the Bank's Officials & Submission of Bank Guarantee of equivalent amount. Penalty Types are capped to overall/cumulative Limit of 15% of monthly SOC Operation Charges. Penalties/liquidated damages for delay in One-time Implementation, UAT and GO-live - 10% of the total value mentioned in TCO of the respective solution of Annexure-17.	Our recommendation: AMC/ATS:- to make payment annually in advance. Hardware: 20%-completion of training warranty (or) released against advance Bank Guarantee. In corrigendum you have mentioned as "and " instead of "or" request to clarify same.	Bidder to refer Corrigendum-4
8	Corrigendum Page 11		Penalty & Liquidated damages	Bidder would like to propose Penalty /LD to be capped against respective cost charges as below:- Implementation: "The implementation phases penalty shall be capped to 10% of the delayed/affected implementation charges and will exclude price of application software, hardware, OS, Database, tools and peripheral applications" Run Phase/Support & managed services: During the Run phase period (steady state), the SLA/Penalties applicable shall be capped at 10% of the monthly invoice value.	Bidder to refer Corrigendum-4	





Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
9	Corrigendum Page 16		Pre- Qualification Criteria, Point no4 & point no 22	<p>Point no 4: Bidder should be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of Solution. (OR) An authorized dealer/distributor of the proposed Solution. Point no 22: The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid. Validity of same should cover contract period from date of sign-off</p>	Please clarify:- MAF from OEM should suffice as supporting for Point no 4 & point no 22 both and no other supporting & declarations are required.	Procurement has to answer
10	Corrigendum Page 1		Bid End Date/Time	05/11/2024, 15:00:00	We propose Bid submission date as <u>25th November @ 3pm.</u>	Bidder to refer Corrigendum-4
11					Requesting a reduction in the number of references from 2 to 1 of 1 Lakh EPS/MP5.	Bidder to refer Corrigendum-4
12					Requesting the removal of the specified number of branches, currently listed as 200.	Bidder to refer Corrigendum-4
13				The proposed Packet capture solution shall have capabilities to integrate with proposed SIEM solution in DC and DR. OEM shall have the capacity to capture 10 gbps and retain the packets and logs for 7 days. Adequate storage shall be factored for the same	The proposed Packet capture solution shall have capabilities to integrate with proposed SIEM solution in DC and DR. OEM shall have the capacity to capture 10 gbps and retain the smart capture based on application or packet content and logs for 7 days. Adequate storage shall be factored for the same	Bidder to comply with RFP terms and conditions.

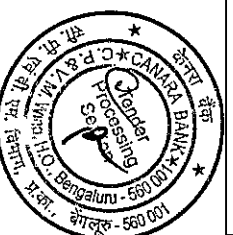
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
14	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7.1. Payment Terms for Solutions and Hardware:	<p>7.1.1 Hardware Cost (Including OS &amp; associated Software)</p> <p>50% - After complete delivery of all hardware and its related software. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.</p> <p>30% - After successful installation, configuration &amp; commissioning of all Hardware &amp; Software items supplied as per Scope of Work. The Bidder has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>20% - After completion of training, Warranty period, on submission of</p>	<p>Bidder requests change as follows:</p> <p>7.1.1 Hardware Cost (including OS &amp; associated Software)</p> <p>60% - After complete delivery of all hardware and its related software. Please note that Originals of invoices (plus One Copy) reflecting Taxes &amp; Duties, Proof of delivery duly signed by Bank officials of the respective Branch/ office should be submitted while claiming payment in respect of orders placed.</p> <p>30% - After successful installation, configuration &amp; commissioning of all Hardware &amp; Software items supplied as per Scope of Work. The Bidder has to submit installation reports duly signed by the Bank officials of the respective Branch/ offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>10% - After completion of training, Warranty period, on submission of invoices duly acknowledge by the Bank's Officials &amp; Submission of Bank Guarantee of equivalent amount.</p> <p>Or</p> <p>On submission of a bank guarantee of equivalent amount.</p>	Bidder to refer Corrigendum-4
15	18	Annexure-2	Pre-Qualification Criteria	<p>13. OEM should have provided on-prem SIEM solution with active implementation of at least 80,000 EPs in single entity of Government Organizations/ BFSI/ PSU/ RBI/ NPCL/ NSE/ BSE/ SEBI in India, during last 5 financial years as on date submission of Bids.</p> <p>Provide copies of completion certificate/reference letter email from client along with copy of purchase order/ contract agreement/ work order/ engagement letter/invoices.</p>	<p>While this is an OEM qualification clause, effectively it becomes a qualification clause for OEM + Bidder qualification. This will be favoring to certain bidders who has reservation in sharing their end customer PO's. Hence, bidder requests to modify the clause as below:</p> <p>Provide copies of completion certificate/ reference letter email from client/ purchase order/ contract agreement/ work order/ engagement letter/ invoices.</p>	Bidder to comply with RFP terms and conditions.

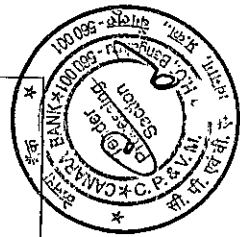


Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
16	18	Annexure-2	Pre-Qualification Criteria	18. The bidder should have implemented/ managed proposed on prem PIM solution in one Government Organizations/ BFSI/ Private Sector/ PSU/ RBI/ NPCI/ NSE/ BSE/ SEBI in India, during last 5 financial years as on date submission of Bids.	Request Bank to change from PIM to PIM/ PAM solution as these terminologies are interchangeably used across OEM's. This is inline with the PIM/ PAM qualification criterion in PQ clause #8 and TQ clause #9.	Bidder to refer Corrigendum-4
17	95	Annexure-9	Log Storage	28. The bidder shall provision hardware to retain six months events online and 1 year Archival (Six months + 12 months). The online storage shall be stored in SAN and NAS can be considered for Archival. 29. SAN storage Systems should support Native Storage virtualization of 3rd party storage system for centralized management and SAN Storage systems should support 100% Data Availability guarantee 30. SAN Storages must Scale-Up & Scale out with support for intermix of different type of drives (NVMe SSDs, NL SAS, SAS). Data tiering (Auto sub-LUN tiering) should be supported. 31. No single point of failure, The SAN system should deliver industry leading Performance of up to 2M+ IOPS	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements.	Bidder to comply with RFP terms and conditions.
18	95	Annexure-9	Log Storage	28. The bidder shall provision hardware to retain six months events online and 1 year Archival (Six months + 12 months). The online storage shall be stored in SAN and NAS can be considered for Archival.	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Bidder requests bank to allow SAN and/ or NAS to be used as online storage. Hence, bidder requests to modify the clause as below: The bidder shall provision hardware to retain six months events online and 1 year Archival (Six months + 12 months). SAN/ NAS can be considered for Archival for online storage.	Bidder to comply with RFP terms and conditions.



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
19	95	Annexure-9	Log Storage	29. SAN storage Systems should support Native Storage virtualization support 3rd party storage system for centralized management and SAN Storage systems should support 100 % Data Availability guarantee	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please remove 3rd party storage as it is limited to very few OEMs. Hence, bidder requests to modify the clause as below: SAN storage systems should support Native Storage virtualization and SAN Storage systems should support 99% Availability guarantee.	Bidder to refer Corrigendum-4
20	95	Annexure-9	Log Storage	30. SAN Storages must Scale-Up & Scale out with support for Inter-mix of different type of drives (NVMe SSDs, NL SAS, SAS), Data tiering (Auto sub-LUN tiering) should be supported.	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please remove scale-out and NVMe as N/A can not be intermixed with NL-SAS drives. Hence, bidder requests to modify the clause as below: SAN Storages must Scale-Up with support for Inter-mix of different type of drives (SSDs, NL SAS, SAS).	Bidder to comply with RFP terms and conditions.
21	95	Annexure-9	Log Storage	31. No single point of failure, The SAN system should deliver Industry leading Performance of up to 2M+ IOPS	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please remove 2M+ IOPS and allow proposed solution performance approach. Hence, bidder requests to modify the clause as below: No single point of failure, the SAN system should deliver Industry leading Performance as required by proposed Solution.	Bidder to refer Corrigendum-4
22	95	Annexure-9	Log Storage	33. SAN system should support native remote replication both synch & Async replication for backup/DR purposes. The storage system should support Zero RTO natively.	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please allow to have only Async replication as sync replication is not viable between DC and DR location due to distance. Hence, bidder requests to modify the clause as below: SAN system should support native remote replication Async replication for backup/ DR purposes.	Bidder to refer Corrigendum-4

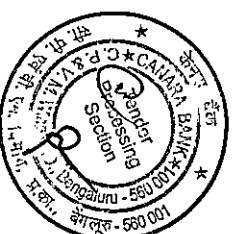




Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
23	95	Annexure-9	Log Storage	34. SAN system should allow intelligent compression & de-duplication per workload and can be disabled on non-compressible workloads.	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please allow to have proposed solution based compression or deduplication. Hence, bidder requests to modify the clause as below: <b>Proposed solution should allow intelligent compression or de-duplication per workload and can be disabled on non-compressible workloads.</b>	Bidder to comply with RFP terms and conditions.
24	95	Annexure-9	Log Storage	35. The NAS system should be symmetric active-active architecture and should have unified capability i.e., should support block and file access with host connectivity for FC, iSCSI, CIFS and NFS. If external appliance required, it should be proposed with necessary licenses.	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please allow to have File Gateway based solution. Hence, bidder requests to modify the clause as below: <b>The NAS system should be in active-active architecture and should have unified capability i.e., should support block and file access with host connectivity for FC/ iSCSI, CIFS and NFS. If external appliance/ Gateway is required, it should be proposed with necessary licenses.</b>	Bidder to comply with RFP terms and conditions.
25	96	Annexure-9	Log Storage	36. The NAS serving node should be purpose built appliance and should not be a host based or running on general purpose OS or a simple SMB/ NFS configured file server.	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please allow to have File Gateway based solution. Hence, bidder requests to modify the clause as below: <b>The NAS serving node should be purpose built appliance or a host based or running on general purpose OS or a simple SMB/ NFS configured file server.</b>	Bidder to comply with RFP terms and conditions.
26	95	Annexure-9	Log Storage	37. Proposed NAS system should have purpose built hardware acceleration through specialized hardware such as FPGA for superior performance.	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please allow to have software based superior performance. Hence, bidder requests to modify the clause as below: <b>Proposed NAS system should have purpose built hardware/ software acceleration through specialized hardware/ software such as FPGA or equivalent for superior performance.</b>	Bidder to refer Corrigendum-4



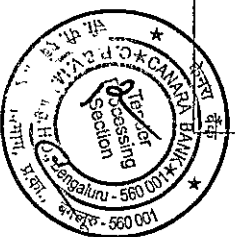
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
27	95	Annexure-9	Log Storage	38. The system must be dedicated appliance with specifically optimized OS to provide both flash and NAS functionalities. The architecture should allow modular upgrades of hardware and software. The system should be suitably configured for achieving enhanced performance and throughput	Since the storage to be offered would need to be sized in line with the performance requirements of the SIEM solution to be proposed, bidder requests deletion of storage specification clauses and mention that the offered storage should be able to deliver the required performance in line with the SIEM solution requirements. Please allow to have File Gateway based solution. Hence, bidder requests to modify the clause as below: The system must be a dedicated appliance with specifically optimized OS or File Gateway based to provide both flash and NAS functionalities. The architecture should allow modular upgrades of hardware and software. The system should be suitably configured for achieving enhanced performance and throughput.	Bidder to comply with RFP terms and conditions.
28	120	Annexure-9	Sandbox	132. The AI-ML model-based or sandboxing should be able to overcome malware evasion techniques like staking code, blind spot, and environmental checks.	To detect advanced threat techniques and zero day malwares Sandboxing is very important solution. AI/ ML model based detection used by XDR does not have zero day detection capability. Requesting bank to mention that all the bidders must consider either dedicated hardware or Cloud based sandboxing solution as part of the EDR solution and quote the price in bill of material.	Bidder to comply with RFP terms and conditions.
29	132	Annexure-9	VIII. Anti-APT	9. The proposed Anti-APT appliance must have built-in scalability where the appliance has TLS Inspection Throughput with all features enabled of 10 Gbps, TLS Concurrent connections of 5 Lakhs and appliance hardware scalable to accommodate future requirements up to 20 Gbps on the same hardware appliance on day 1.	In the bank's environment both TLS and non-TLS traffic would be flowing hence the Anti-APT solution must consider both TLS and non-TLS concurrent sessions. Requesting bank to modify the clause as below: The proposed Anti-APT appliance must have built-in scalability where the appliance has TLS Inspection Throughput with all features enabled of 10 Gbps, TLS and Non-TLS Concurrent connections of 5 Lakhs and appliance hardware scalable to accommodate future requirements up to 20 Gbps on the same hardware appliance on day 1.	Bidder to comply with RFP terms and conditions.



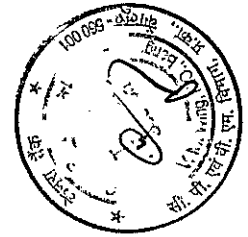


Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
30	144	Annexure-10	Technical Evaluation Criteria	<p>6. The Bidder must have implemented/ supplied EDR/ XDR solution in BFSI/ PSU/ Government/ Private entities in India. Implementation/ Supply Experience For 3 clients of SaaS EDR/ XDR with minimum 20,000 endpoints - 5 Marks For 2 clients of SaaS or On Prem EDR/ XDR with minimum 15,000 endpoints - 4 Marks For 2 clients of SaaS or On Prem EDR/ XDR with minimum 10,000 endpoints - 2 Marks For 1 client of SaaS or On Prem EDR/ XDR with minimum 10,000 endpoints - 1 Mark</p>	<p>On-premises EDR solution and SaaS EDR are fundamentally similar technology, with the primary difference being that telemetry data is sent to OEM cloud in the latter. Bank's EDR sizing is for 85,000 Endpoint licenses &amp; 5,000 Server licenses, thus instead of asking for implementation of any EDR solution, bidder suggests scale of proposed EDR deployment with minimum number of endpoints to demonstrate necessary experience and expertise of the bidder with the proposed EDR solution at sufficient scale of rollout. Also, this clause is favoring bidders who've only supplied but not implemented the EDR solution. Hence, bidder requests to modify the clause as below: The Bidder must have implemented/ managed proposed EDR solution in BFSI/ PSU/ Government/ Private entities in India for a minimum endpoint count of:</p> <ul style="list-style-type: none"> <li>• Greater than or equal to 15,000 endpoints -&gt; 5 Marks</li> <li>• Greater than or equal to 10,000 endpoints -&gt; 3 Marks</li> <li>• Greater than or equal to 5,000 endpoints -&gt; 2 Marks</li> </ul>	Bidder to refer Corrigendum-4
31	144	Annexure-10	Technical Evaluation Criteria	<p>9. The Bidder should have implemented or managed PIM/ PAM Solution in Organization(s) in India</p> <ul style="list-style-type: none"> <li>• 400 privileged users or 4000 servers with more than 5 clients - Score of 5</li> <li>• 400 privileged users or 4000 servers with 3 clients and up to 5 clients - Score of 4</li> <li>• 400 privileged users or 4000 servers with 2 clients - Score of 3</li> </ul>	<p>Bidder requests to modify the clause as below: The Bidder should have implemented or managed PIM/ PAM Solution within Organization(s) in India</p> <ul style="list-style-type: none"> <li>• 250 privileged users or 4000 servers with 4 clients - Score of 5</li> <li>• 250 privileged users or 4000 servers with 3 clients - Score of 3</li> <li>• 250 privileged users or 4000 servers with 2 clients - Score of 2</li> </ul>	Bidder to refer Corrigendum-4
32	147	Annexure-17	Table 1) Cost of Hardware, Software other items for implementation of NGSOC and Solutions	<p>9. Anti-APT Sandboxing Hardware for DC &amp; DR including</p>	<p>As bank has modified all the Anti-APT sandboxing requirement to Appliance/ Cloud, requesting to make the necessary changes in the Bill Of Material table as below - "Sandboxing Hardware for DC &amp; DR including/Cloud Sandboxing"</p>	Bidder to refer Corrigendum-4
33	889	Section B - Introduction	6. Participation Methodology	<p>6.1 In this RFP, either the authorized bidder on behalf of the Principal/ OEM/ OSD or Principal/ OEM/ OSD itself can bid but both cannot bid simultaneously for the same item/ product. If participated, the bids of Principal/ OEM/ OSD and the authorized bidder/ s are liable for rejection.</p>	<p>Since this is a security bid and infra is only supporting the overall solution, bidder requests infra OEM to be exempted from compliance to this clause.</p>	Bidder to submit the MAF as per RFP format.

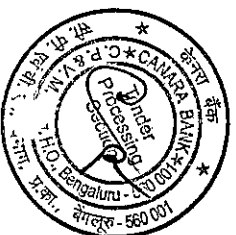
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's query	Bank's Response
34	909	Section C - Deliverable And Service Level Agreements	16. Subcontracting	16.1 Principle bidder only can participate, and bidder should not sub-contract to any other company/ firm/ trust/ Proprietorship/ partnership. After Selection process of the bidder and order placement, resources deployed should be employed with the selected bidder and they should be on the payroll of the selected bidder.	With role-wise minimum qualifications, experience and cost already called out, mandatory bidder payroll condition may not be needed. Also, clause 16.4 clearly states that "Even if the selected bidder gets into subcontracting, accountability and responsibility of the resource provided shall lie with selected bidder only". Hence, bidder requests modification of this clause as below: All resources must be bidder/ OEM/ OEM Authorized Partner resources and must have the required qualifications and experience for the role. Key resources like SOC Manager/ Project Manager (1 no.) and 1.3 Engineer for SIEM, SOAR and UEBA (2 nos.) must mandatorily be on the payroll of the selected bidder.	Bidder to comply with RFP terms and conditions.
35					We request you to accept global credentials and not just India credentials	Bidder to comply with RFP terms and conditions.
36					We would also request you to accept the work done for the MSP/ Bidder organization as an acceptable credential.	Bidder to comply with RFP terms and conditions.
37					The Liquidated damages are not capped at an aggregate level. We request you to cap the liquidated damages to 10% of the TCY. Please note this is a standard stance in most Government and PSU RFP.	Bidder to comply with RFP terms and conditions.
38					MSP/ bidder should have CMMi Level 5 certification	Bidder to comply with RFP terms and conditions.
39			IX. Breach and Attack Simulation	Solution should have integrated Email phishing simulation module with the capability of accessing the responses.	As an SI, we request your permission to combine our BAS vendor product with a third party Phishing Simulation vendor product to offer you the whole solution to match the requirements of the above clause. This would help us position a very competitive response to your RFP.	Bidder to comply with RFP terms and conditions.
40	103	1. Technical Specifications of each SOC Solutions	II. Security Orchestration and Automation (SOAR):	5. The solution should auto replicate all the rules, data, etc., to DR site and vice versa for continuing the operations without any loss in data	Replication of rules/playbook requires minimum manual intervention / process(importing the content) between DC & DR with minimum configuration changes required as the assets/IP/User Creds may be different in DC & DR. This process is recommended as the best practice for the bank to avoid any automated response resulting into potential downtime. Kindly modify clause as following "The solution should auto/manual replicate all the rules, data, etc., to DR site and vice versa for continuing the operations without any loss in data"	Bidder to comply with RFP terms and conditions.
41	103	1. Technical Specifications of each SOC Solutions	II. Security Orchestration and Automation (SOAR):	9. The solution shall have 400+ out of the box integration available from day one. SI to develop any new integration as and when required by the Bank with no extra cost.	Different OEMs have different count of OOB integrations available. putting such a high number will make it a very limited OEM participation(might be only one) in the bid. We request the bank to modify the clause as The solution shall have 120+ out of the box integration available from day one. SI to develop any new integration as and when required by the Bank with no extra cost.	Bidder to comply with RFP terms and conditions.



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
42	103	1. Technical Specifications of each SOC Solutions	II. Security Orchestration and Automation (SOAR):	10. Solution should include 100+ out-of-the-box playbooks for incidents like Ransomware Attack, Data Leakage, Malware Attack, DoS and DDoS attack, Phishing Attack, etc. and should support creation of multiple playbooks without any additional cost to Bank	Different OEMs have different count of OOB playbooks. putting such a high number will make it a very limited OEM participation (might be only one/two oem) in the bid. We request the bank to modify the clause as "Solution should include 50+ out-of-the-box playbooks for incidents like Ransomware Attack, Data Leakage, Malware Attack, DoS and DDoS attack, Phishing Attack, etc. and should support creation of multiple playbooks without any additional cost to Bank"	Bidder to comply with RFP terms and conditions.
43	2	Annexure 10, Point no.6	The OEM must have supplied on-prem PIM solution with 1000 privileged users in Banking segment in India. 10 Marks		This gives undue advantage to one specific technology OEM (PIM Vendor). For all other technologies, the highest scoring is capped at 5 marks, However in case of PIM, the marking is very high. We highly recommend to reduce from 10 to 5 marks & provision the remaining 5 marks for other technologies which bank intends to procure. (Example: DAST/ TIP)	Bidder to comply with RFP terms and conditions.
44	142	Sl. No :2, Corrigendum -2, Annexure-:10	Pre-Qualification Criteria	The OEM for SIEM must have supplied on-prem SIEM solution in BFSI/ PSU/ Government/ Private entities in India. Supply Experience <ul style="list-style-type: none"> <li>Each reference of 100,000 EPS and above with minimum 400 branches/ offices - 5 marks.</li> <li>Each reference of 75,000 EPS and above with minimum 400 branches/ offices - 4 marks.</li> <li>Each reference of 50,000 EPS and above with minimum 400 branches/ offices - 3 marks.</li> </ul> Note: Max. 2 references will be considered.	Kindly request you to do the relaxation for the below points to: The OEM for SIEM must have supplied on-prem SIEM solution in BFSI/ PSU/ Government/ Private entities in India. Supply Experience <ul style="list-style-type: none"> <li>Each reference of 70,000 EPS and above with minimum 200 branches/ offices - 5 marks.</li> <li>Each reference of 60,000 EPS and above with minimum 200 branches/ offices - 4 marks.</li> <li>Each reference of 50,000 EPS and above with minimum 200 branches/ offices - 3 marks.</li> </ul> Note: Max. 2 references will be considered.	Bidder to refer Corrigendum-4



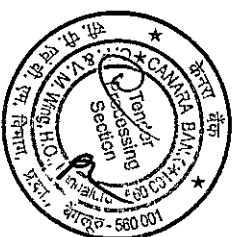
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
45	143	Slo No :6,Corrigendum -2, Annexure-10	Pre-Qualification Criteria	The bidder must have implemented/ supplied EDR/ XDR solution in BFSI/ PSU/ Government/ Private entities in India. Implementation/ Supply Experience • For 3 clients of Saas EDR/ XDR with minimum 20,000 endpoints - 5 Marks • For 2 clients of Saas or On Prem EDR/ XDR with minimum 15,000 endpoints - 4 Marks • For 2 clients of Saas or On Prem EDR/ XDR with minimum 10,000 endpoints - 2 Marks. • For 1 client of Saas or On Prem EDR/ XDR with minimum 10,000 endpoints - 1 Mark	Kindly request you to do the relaxation for the below points to:-The Bidder must have implemented/ supplied EDR/ XDR solution in BFSI/ PSU/ Government/ Private entities in India. Implementation/ Supply Experience • For 1 clients of Saas EDR/ XDR with minimum 3,000 endpoints - 5 Marks • For 1 clients of Saas or On Prem EDR/ XDR with minimum 2,000 endpoints - 4 Marks • For 1 clients of Saas or On Prem EDR/ XDR with minimum 1,000 endpoints - 2 Marks. • For 1 client of Saas or On Prem EDR/ XDR with minimum 10,000 endpoints - 1 Mark	Bidder to refer Corrigendum-4
46	143	Slo No :8,Corrigendum -2, Annexure-10	Pre-Qualification Criteria	The Bidder should have the experience in implementing or managing SIEM Solution in Organization(s) in India • 1 lakh EPS with 2 clients - Score of 5 • 1 lakh EPS with 1 client - Score of 2	Kindly request you to do the relaxation for the below points to:-The Bidder should have the experience in implementing or managing SIEM Solution in Organization(s) in India • 70,000 thousand EPS with 1 clients - Score of 5 • 50,000 thousand EPS with 1 client - Score of 2	Bidder to refer Corrigendum-4
47	143	Slo No :9,Corrigendum -2, Annexure-10	Pre-Qualification Criteria	The Bidder should have implemented or managed PIM/ PAM Solution in Organization(s) in India, • 400 privileged users or 4000 servers with more than 5 clients - Score of 5 • 400 privileged users or 4000 servers with 3 clients and up to 5 clients - Score of 4 • 400 privileged users or 4000 servers with 2 clients - Score of 3	Kindly request you to do the relaxation for the below points to:-The Bidder should have implemented or managed PIM/ PAM Solution in Organization(s) in India, • 200 privileged users or 2000 servers with more than 1 clients - Score of 5 • 150 privileged users or 2000 servers with 1 clients and up to 5 clients - Score of 4 • 100 privileged users or 2000 servers with 1 clients - Score of 3	Bidder to refer Corrigendum-4
48				The solution offered as Saas platform with DC and redundant site shall be hosted in India to ensure data localization	The solution proposed must provide all services from the Indian subcontinent with 99.9% uptime along with applicable penalty provisions for any downtime beyond SLA.	Bidder to comply with RFP terms and conditions.



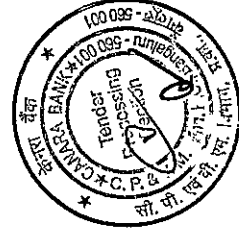
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
49				The proposed solution should be hosted in the India region to address the data sovereignty and localization. OEM and Bidder should have alternate infrastructure support arrangements available in India in case primary facilities are not available.	The solution must support the data sovereignty requirements as laid out by the Reserve Bank of India	Bidder to comply with RFP terms and conditions.
50				The solution should be able to perform device control on endpoints by assigning rights to allow or deny the Read, Read/ Write, and block for USB and allow/block Bluetooth peripherals for Windows and Mac OS.	The solution must provide support for endpoint device visibility and control including control over USB devices that are connected to the endpoint.	Bidder to comply with RFP terms and conditions.
51				The solution must provide long term trend analysis of incidents. Please describe how this requirement is met by the solution.	Request bank to elaborate the requirement as we need clarity, is this Alert trend, True Positive / False positive ??	Bidder to comply with RFP terms and conditions.
52				The solution must be able to detect redundant alerts and hence, aggregate duplicates in one and only ticket (Number of aggregated tickets must be displayed)	SIEM Vendor specific clause, Request bank to remove this clause as alert aggregation and redundant alerts reduction will be performed at SIEM Layer.	Bidder to comply with RFP terms and conditions.
53				The proposed solution has Rules feature to match keywords in Observables, Sandbox, Bulletins, Vulnerabilities and Signatures and will be able to trigger various actions.	Request to amend as " The proposed solution should be able to match keywords in Observables, Sandbox, Bulletins, Vulnerabilities and Signatures and will be able to trigger various actions in SIEM/SOAR Solution.	Bidder to comply with RFP terms and conditions.
54				Proposed appliance should have below hardware requirements: Anti APT appliances should be supplied with minimum below port requirements with a separate dedicated management and IPMI port with 10/100/1000GBASE-T 4 X 1G/10G RJ45 4 X 10G SFP+ (With Bypass) 8 X 10G SFP+ or (6 x 10G SFP+ and 2 x 40G QSFP+)	Proposed solution should have below hardware requirements: Anti APT solution should be supplied with minimum below port requirements with a separate dedicated management and IPMI port with 10/100/1000GBASE-T 4 X 1G/10G RJ45 4 X 10G SFP+ (With Bypass) 8 X 10G SFP+ or (6 x 10G SFP+ and 2 x 40G QSFP+)	Bidder to refer Corrigendum-4



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
55	144	Corrigendum RFP	Technical Qualification Criteria	<p>The OEM must have supplied on-prem UEBA solution in BFSI/ PSU/ Government/ Private entities having minimum 200 branches in India.</p> <p>Supply Experience</p> <ul style="list-style-type: none"> <li>• Each reference of 15,000 endpoints - 5 marks</li> <li>• Each reference of 10,000 endpoints - 3 marks</li> </ul> <p>Note: Max. 2 references will be considered.</p>	<p>If 2 references considered with first option of supply experience, bidder can score 10Marks. With second option of supply experience, bidder can score 6 Marks. However, the maximum score for this clause is 5 Marks. Kindly Clarity.</p>	Bidder to refer Corrigendum-4
56	865	Corrigendum RFP	Query No 1498	<p>Bank must adopt best in breed technology for SIEM and UEBA. Not all SIEM vendors provide Best in class UEBA and not all UEBA vendors provides Best in class SIEM. Also, today's Standalone UEBA solutions provides bidirectional integration by collecting logs from SIEM and sending alerts to SIEM. Hence please relax this point by allowing 3rd party standalone UEBA vendors to participate in this RFP.</p>	<p>Request for Clarification: In response to the pre-bid queries, the bank replied "yes" and indicated in section XII for User Entity Behavioral Analysis (UEBA) that "The proposed UEBA should be from the same OEM as the SIEM solution." This has created some ambiguity.</p> <p>Could you please confirm if the bank requires both UEBA and SIEM from the same OEM to ensure seamless integration, analytics, and correlation support for incident management?</p>	<p>Yes, Bank must adopt best in breed technology for SIEM and UEBA.</p> <p>Proposed UEBA solution should be from the same OEM of the proposed SIEM solution.</p>
57	13	Corrigendum RFP	7.1. Payment Terms for Solutions and Hardware:	<p>20% - After completion of training, Warranty period, on submission of invoices duly acknowledged by the Bank's Officials &amp; Submission of Bank Guarantee of equivalent amount.</p>	<p>The bank's standard payment terms is 60% against delivery, 30% against installation and Balance 10% against completion or submission of Bank guarantee of Equivalent amount. However, in the current RFP clause, final 20% will be released "After completion of training, Warranty period, on submission of invoices duly acknowledged by the Bank's Officials &amp; Submission of Bank Guarantee of equivalent amount".</p> <p>We kindly request bank to consider the standard payment terms of final 10% payment will be against completion of warranty <u>or</u> submission of BG of equivalent amount</p>	Bidder to refer Corrigendum-4



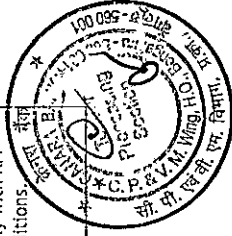
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
58	73,	Point no 11 Annexure -2	The bidder should have its own/ Captive New Generation SOC Setup in India (technology and customer logs should be stored in Indian jurisdiction only) providing SOC as a service/ managed SOC services including remote log monitoring, correlation and analysis and security incident management services, etc.	Undertaking with details of location with copy of work orders.	Services will be delivered through a separate organization which is part of the same parent group. Hence, the references will be part of the group companies. Request bank to accept the same.	Bidder to comply with RFP terms and conditions.
59	234, Point no 8	Annexure -10	The Bidder should have the experience in implementing or managing SIEM Solution in Organization(s) in India. 1 lakh EPS with 2 clients - Score of 5 1 lakh EPS with 1 client - Score of 2	Bidder should provide the completion certificate/ reference letter email from client along with copy of purchase order/ contract agreement/ work order/ engagement letter/ invoices.	Considering the solution is to be deployed in banking sector request bank to consider bidder experience in implementing or managing SIEM in BFSI segment. This will help bank to give scoring to bidder who understand the challenges and regulation in banks. Request bank to change this to either to The Bidder should have the experience in implementing or managing SIEM Solution in banking sector(s) in India 50000 EPS with 2 clients in Banking Segment - Score of 5 50000 EPS with 1 client Banking Segment - Score of 2 or Maximum Two Project of: Cumulative EPS 100001 EPS: 5 Marks Cumulative EPS 60000 to 100000 EPS: 2 Marks	Bidder to refer Corrigendum-4





Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
60	234 , Point no 9	Annexure -10	<p>The Bidder should have implemented or managed PIM Solution with minimum of 500 privileged users in Organization(s) in India</p> <ul style="list-style-type: none"> <li>• 400 privileged users or 4000 servers with more than 3 clients - Score of 5</li> <li>• 400 privileged users or 4000 servers with 3 clients and up to 5 clients - Score of 4</li> <li>• 400 privileged users or 4000 servers with 2 clients - Score of 3</li> </ul>	<p>Bidder should provide the completion certificate/reference letter email from client along with copy of purchase order/ contract agreement/ work order/ engagement letter/ invoices.</p>	<p>Considering the solution is to be deployed in banking sector request bank to consider bidder experience in implementing or managing PIM in BFSI segment. This will help bank to give scoring to bidder who understand the challenges and regulation in banks. Request bank to change this as below for larger participation</p> <p>100 privileged users with more than 5 clients - Score of 5</p> <p>100 privileged users with more than 2 clients and upto and including 5 clients - Score of 2</p> <p>or</p> <p>Maximum Two Project of: Each reference of 700 users - 2.5 marks Each reference of 100 users - 1 marks</p>	<p>Bidder to refer Corrigendum-4</p>
61	9	6.9 to 6.12	<p>6.9. Penalties/ Liquidated damages on failure to resolve incidents like Phishing, Pharming, Brand Abuse, Malware etc. (calculated on quarterly average basis for all incidents): The selected bidder should resolve the incidents reported. The selected bidder shall be liable to pay liquidated damages at the rates specified below subject to a cap of 15% of quarterly payment of in scope service.</p> <p>Resolution time Penalty Amount</p> <p>Within 480 minutes No Penalty</p> <p>480 to &lt; 540 minutes 3.00% on basic invoice value of Quarterly payment</p> <p>540 to &lt; 600 minutes</p>		<p>Considering the dependency &amp; the legal challenges on different countries, request the bank to relax the penalty or change the capping to 5% of quarterly payment of in scope.</p>	<p>Bidder to comply with RFP terms and conditions.</p>

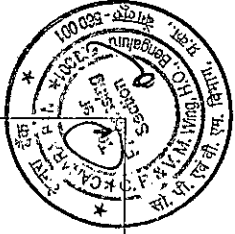




Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
62	22	SOW, point 3	Inventory management of all assets (Hardware and Software etc.) supplied as part of the RFP.		Will bank provide the inventory mgmt tool or bidder to factor	Bank will provide inventory management tool.
63	46	7, SoW for bidder	The Bidder should ensure the proposed solutions should be compatible with or able to integrate with quantum-resistant technologies and encryption methods		The solutions proposed should have the integration capabilities with quantum-resistance technologies, subject to the feasibility of the solution. Kindly confirm our understanding	Bidder to comply with RFP terms and conditions.
64	46	7, SoW for bidder	NGSOC and other solutions should be scalable and user configurable to cater to the future requirement of the Bank with a projection for next 5 years		Scalability of 10% YoY is only asked for solution such as PIM, DLP, and Tenable VM. Bank to confirm if scalability is required for other solutions as asked in the RFP.	Bidder to comply with RFP terms and conditions.
65	46	7, SoW for bidder	The Bidder shall maintain comprehensive backup and Disaster recovery plan, including (a) regular backups of all data configurations software's etc. (b) regular testing of backups and DR failures.		For SIEM, the hardware and storage has been asked for 3L ac:EPS at DC and DR, whether 10% YoY is also expected here as well.	Bidder has to scope same.
66	47	7, SoW for bidder	Adherence to agreed SLA and periodic monitoring and reporting of the same to the bank through a portal, which should be accessible to the Bank officials over -intranet		Bank to confirm whether the existing tool's can be utilized for monitoring or bidders are expected to provide additional tool.	Bidder to comply with RFP terms and conditions.
67	90	16. SIT & UAT	There will be a UAT by the Bank for the tools deployed and NGSOC and other security solution operations wherever applicable		Kindly provide what is UAT criteria details or clarify whether it will be decided during the project kick-off	Bidder to comply with RFP terms and conditions.

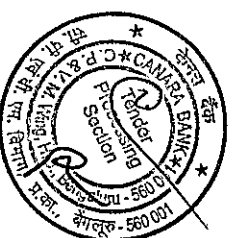
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
68	43	Manpower Roles and Responsibilities	Vulnerability Management & DAST Specialist	Deployed resource shall ensure regular remote backups with retention capabilities, ensuring data restoration for at least the past 3 years	Does Canara bank provide storage or bidder needs to consider for 3 year retention?	Bidder has to provision.
69	Annexure - 8	Scope of Work for Bidder/ System Integrator (SI)	Bidder shall provide required load balancers for the NSGOC.	The Load Balancers mentioned are only in the SIEM architecture mentioned in the RFP. Can bank provide the sizing details.	As per the pre-bid response, load balancer is required for SIEM and PIM solutions, request bank to clarify whether bank is expecting bidder to provide dedicated Load Balancers or can it be combined for both the solutions.	Bidder has to provide dedicated Load Balancer which can be combined for proposed SOG solutions.
70	RFP	Annexure-10	The bidder should have a minimum of 50 cyber security resources, having graduation or higher on their payroll, with certification in CISSP/ GCFPA/ GCIH/ GCFE/ CHFI/ ECSA/ CREST/ CISM/ CISA/ OSCP/ CEH (a) >=75 - Score of 10 (b) > 50 and <75 - Score of 5 Note: For CEH maximum 5 number of certified resources will be considered	Certifications mentioned in this point such as CISSP and other are more focused on the governance and architecture roles. Whereas the CEH is predominantly will be on the hands on for threat hunting, forensic analysis and etc. Hence, request bank not to restrict CEH certification or increase the certification count.	As per the pre-bid response, it is mentioned to refer the Corrigendum-2, but this remains the same as per the original RFP. Please clarify if there is any change in the certification count.	Bidder to comply with RFP terms and conditions.
71	60	XV. Privileged Identity Management (PIM)	The bidder would install the solution in test environment, train the Bank's personnel for independent operation, creation of policies/rules, generation of reports, analysis of the reports, correlation with other relevant security related applications/events, familiarization of features and functionalities.	Does bank wants to build a separate setup as well or is it UAT environment for PIM Solution.	UAT environment for PIM solution.	



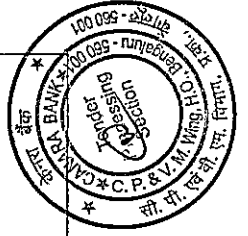


Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
72	74	Annexure-2 - Pre-Qualification Criteria	OEM for any technology / security solution / solution for NGSOC and other security solutions should have support center in India with availability of 24x7 onsite, telephonic, and remote support (Preferably in Mumbai, Bengaluru)		Request to exclude SaaS solution such as Threat Intel Services from this eligibility.	Bidder to comply with RFP terms and conditions.
73	18	Pre-Qualification Criteria	OEM for any technology / security solution / solution for NGSOC and other security solutions should have support center in India with availability of 24x7 onsite, telephonic, and remote support (Preferably in Mumbai, Bengaluru).	An undertaking should be submitted in a letterhead with complete postal address and contact details of such OEMs	Request bank to relax this clause by removing "India based support center"	Bidder to comply with RFP terms and conditions.
74		OEM SoW			Bank requires compliance of the OEM SoW, please clarify if the compliance is required for the new solutions only or even the renewal solutions	Compliance required for all proposed and retained solutions/ services mentioned in RFP.
75		7. Payment Terms	3. One time implementation cost	30% on successful implementation in UAT	Request the bank to provide the user acceptance criteria for all the solutions.	Bidder to comply with RFP terms and conditions.
76	112	EDR	The solution offered as SaaS platform with DC and redundant site shall be hosted in India to ensure data localization		The solution proposed must provide all services from the Indian subcontinent with 99.9% uptime along with applicable penalty provisions for any downtime beyond SLA.	Bidder to comply with RFP terms and conditions.
77	112	EDR	The proposed solution should be hosted in the India region to address the data sovereignty and localization. OEM and Bidder should have alternate infrastructure support arrangements available in India in case primary facilities are not available.		The solution must support the data sovereignty requirements as laid out by the Reserve Bank of India	Bidder to comply with RFP terms and conditions.

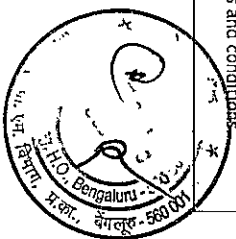
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's query	Bank's Response
78	116	EDR	The solution should be able to perform device control on endpoints by assigning rights to allow or deny the Read, Read/Write, and block for USB and allow/block Bluetooth peripherals for Windows and Mac OS.		The solution must provide support for endpoint device visibility and control including control over USB devices that are connected to the endpoint.	Bidder to comply with RFP terms and conditions.
79	108	SOAR	The solution must provide long term trend analysis of incidents. Please describe how this requirement is met by the solution.		Request bank to elaborate the requirement as we need clarity, is this Alert trend, True Positive / False positive ??	Bidder to comply with RFP terms and conditions.
80	109	SOAR	The solution must be able to detect redundant alerts and hence, aggregate duplicates in one and only ticket (Number of aggregated tickets must be displayed)		SIEM Vendor specific clause, Request bank to remove this clause as alert aggregation and redundant alerts reduction will be performed at SIEM Layer.	Bidder to comply with RFP terms and conditions.
81	126	TIP	The proposed solution has Rules feature to match keywords in Observables, Sandbox, Bulletins, Vulnerabilities and Signatures and will be able to trigger various actions.		Request to amend as " The proposed solution should be able to match keywords in Observables, Sandbox, bulletins, Vulnerabilities and Signatures and will be able to trigger various actions in SIEM/SOAR Solution.	Bidder to refer Corrigendum-4



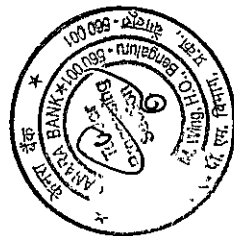
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
82	132	Anti-Apt	Requirement Proposed appliance should have below hardware requirements: Anti APT appliances should be supplied with minimum below port requirements with a separate dedicated management and IPMI port with 10/100/1000GBASE-T 4 X 1G/10G RJ45 4 X 10G SFP+ (With Bypass) 8 X 10G SFP+ or (6 x 10G SFP+ and 2 x 40G QSFP+)		Suggested Change: Proposed appliance should have below hardware requirements: Anti APT solution should be supplied with minimum below port requirements with a separate dedicated management port with 10/100/1000GBASE-T 4 X 1G/10G RJ45 4 X 10G SFP+ (With Bypass) 8 X 10G SFP+ or (6 x 10G SFP+ and 2 x 40G QSFP+)	Bidder to refer Corrigendum-4
83	143	Technical Evaluation Criteria	The OEM for SIEM must have supplied on-prem SIEM solution in BFSI/ PSU/ Government/ Private entities in India. Supply Experience <ul style="list-style-type: none"> <li>Each reference of 100,000 EPS and above with minimum 400 branches/ offices - 5 marks</li> <li>Each reference of 75,000 EPS and above with minimum 400 branches/ offices - 4 marks</li> <li>Each reference of 50,000 EPS and above with minimum 400 branches/ offices - 3 marks</li> </ul> Note: Max. 2 references will be considered.		Requesting a reduction in the number of references from 2 to 1 of 1 Lakh E Bidder to refer Corrigendum-4	



Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
84	143	Technical Evaluation Criteria	The OEM for SOAR must have supplied on-prem SOAR solution with minimum 5 Analyst/ User licenses in BFSI/ PSU/ Government entities having minimum 200 branches in India. Supply Experience • For 4 or more clients - 5 marks • For 2 clients - 2 marks		Requesting the removal of the specified number of branches, currently listed.	Bidder to comply with RFP terms and conditions.
85	224	PCAP	The proposed Packet capture solution shall have capabilities to integrate with proposed SIEM solution in DC and DR. OEM shall have the capacity to capture 10 gbps and retain the packets and logs for 7 days. Adequate storage shall be factored for the same		Suggested Change The proposed Packet capture solution shall have capabilities to integrate with proposed SIEM solution in DC and DR. OEM shall have the capacity to capture 10 gbps and retain the smart capture based on application or packet content and logs for 7 days. Adequate storage shall be factored for the same"	Bidder to comply with RFP terms and conditions.
86	18	20 Pre-Qualification Criteria	OEM for any technology / security solution/ solution for NGSOC and other security solutions should have support center in India with availability of 24x7 onsite, telephonic, and remote support (Preferably in Mumbai, Bengaluru).		Request to exclude Saas solution such as Threat intel Services from this eligibility.	Bidder to comply with RFP terms and conditions.
87	75	Threat Intel Services	Dark Web/ Deep Web scanning for sensitive information pertaining to Bank:	m) Vendor has to recover all dark/ deep web sensitive information pertaining to bank.	Vendor can recover only those data that is available in the forums. Vendor can't pay money to Threat Actors to recover the data, hence Bank should consider this point.	Bidder to comply with RFP terms and conditions.

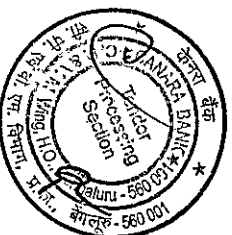


Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
88	77	Threat Intel Services	Web Site / Web App related Monitoring:	a) The successful bidder should detect/ identify defacement of Bank website and corresponding Webpages through a combination of automated scans and manual analysis and reported immediately before anyone notices.	Automated scans requires additional tool, hence request Bank to change the statement as below - a) The successful bidder should detect/ identify defacement of Bank website and corresponding Webpages through manual analysis and monitoring of forums where site defacements are reported and alert immediately	Bidder to comply with RFP terms and conditions.
89	77	Threat Intel Services	Web Site / Web App related Monitoring:	c) The solution should support Authenticated scanning with different authentication methods.	Request to remove this since it requires additional tools for authenticated scans	Bidder to comply with RFP terms and conditions.
90	77	Threat Intel Services	Web Site / Web App related Monitoring:	e) The solution should be able to provide website page scanning without skipping (No skipping of page scanning)	Request to remove this since it requires additional tools for authenticated scans	Bidder to comply with RFP terms and conditions.
91	78	Threat Intel Services	Attack Surface Monitoring:	k) The solution should provide the rescanned report within 24hours for any observation upon requested.	Different checks have different scan frequency and doesn't need to be rescanned every 24 hours. Hence requesting Bank to relax this statement to 24-72 hours	Bidder to comply with RFP terms and conditions.
92	78	Threat Intel Services	Attack Surface Monitoring:	p) The proposed solution shall discover exposed Database Servers & Cloud Buckets (due to misconfigurations, etc.) before the attackers do.	Request to the Bank to relax the clause by removing the statement - "before the attackers do." Since it is near impossible to guarantee that.	Bidder to comply with RFP terms and conditions.
93	79	Threat Intel Services	Attack Surface Monitoring:	z) Any query/ticket should be resolved within 24 hours and a Single Point of contact should be available for faster response/escalation.	Since the issue resolution depends upon the type of issue hence it is impossible to confirm that all query or tickets can be solved within 24 hours.	Bidder to comply with RFP terms and conditions.
94	79	Threat Intel Services	Attack Surface Monitoring:	gg) The proposed solution must have the Basic Web Application Scanning such as: i. Black-box Dynamic Application Security Testing (DAST) on the web applications from the internet mimicking an attacker or hacker.	Request to remove this clause since performing Black box testing will defeat the purpose of running stealthy scans. Such DAST Black box testing should be done by dedicated solutions such as CART (Continuous Automated Red Teaming) solutions.	Bidder to comply with RFP terms and conditions.
95			Bid Submission Timelines	Bid Submission Timelines	Requesting Bank to kindly extend the Bid Submission timelines to at least end of November due to festive season	Bidder to refer Corrigendum-4





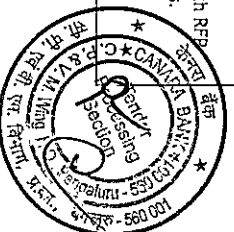
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
96	13 of corrigendum	Payment Terms	1. Hardware - 20% , After completion of training, Warranty period, on submission of Invoices duly acknowledge by the Bank's Officials & Submission of Bank Guarantee of equivalent amount.		we understand the BG should be submitted before the warranty period to claim this money	Bidder to refer Corrigendum-4
97	14 of corrigendum	Payment Terms	Payment Terms for Services	7.2.1 - 7.2.1: Payment schedule will be for each of the in-scope services (Threat Intel Services + ASM, Breach Attack Simulation, Cyber Range, DDOS Drill). 7.2.2: Payment shall be released quarterly in arrears after completion of implementation of the SOC Services mentioned in the RFP and acceptance of the same by the Bank Officials for the respective Assignment.	These are all OEM related solution and should be treated as Software payment terms of 100% on Delivery / Go Live, these cannot be on dry bases, or else we can submit the PBG and collect the money annually advance , same for ATS also	Bidder to comply with RFP terms and conditions.
98	45 of corrigendum	scope of work	7 scope to work for bidder / SI	Bidder should involve respective OEM/ PS to carry out seamless migration of existing configuration, policies, data, and backup without affecting Bank's operations	OEMs will not do the migration , this will be done by SI , wherever required we will seek OEM support	Bidder to comply with RFP terms and conditions.
99	155 of corrigendum	Cost of FMS	There are a total of 50 resources as per revised table		The commercial table only captures the required resources in individual shift. Since one resource cannot work for all 7 days, we need to factor more resources and the same needs to be considered in the commercial table.	Bidder to comply with RFP terms and conditions.
100	144 of corrigendum	Technical Evaluation Criteria	The Bidder must have Implemented/ supplied EDR/ XDR solution in BFSI/ PSU/ Government/ Private entities in India.		Requesting Bank to amend this clause as "The Bidder must have implemented/ managed EDR/ XDR solution in BFSI/ PSU/ Government/ Private entities in India."	Bidder to refer Corrigendum-4





Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
101	955 of corrigendum	Pre- Qualification Criteria	22. List of resources with employment details (Employee number, Designation, Qualification, certification (with number) & experience (in number of years) in the relevant field) in company letter head shall be submitted		There are certain OSCF and other certificates where the certificate number will not be there, but there might be a QR code , for those certificates we will submit the hard copy for validation for rest we will submit the list of employees with certificate number. Requesting Bank to kindly accept the same.	Bidder to comply with RFP terms and conditions.
102	23 of corrigendum	Scope of work	q. The proposed solutions implemented by the Bidder should adopt evolving threats and technological advancements, including quantum computing.		Quantum computing is still evolving and is covered in multiple phases like Discovery and then QKD solution , we request bank to keep the clause out of the current scope	Bidder to comply with RFP terms and conditions.
103		Penalties/ Liquidated Damages	Additional		Requesting Bank to cap the overall penalty to 10% of the monthly NGSOC Operational Services billing.	Bidder to comply with RFP terms and conditions.
104		7. Payment Terms	7.1 Payment Terms for Solutions and Hardware	7.1.1	We propose the Bank to pay the full GST to be paid upfront upon the delivery of Hardware / Software delivery.	Bidder to comply with RFP terms and conditions..
105	Page 945 of corrigendum	SECTION G - GENERAL CONDITIONS	35. Bidder Confirmity	35.2 Bidder should ensure to adhere applicable regulatory guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor will be liable to bank for any event for security breach and leakage of data/information.	Requesting Bank to amend this clause to include "for the reasons attributable to the Bidder", as this clause is too broad & hence we request to limit it to the reasons attributable to the Bidder.	Bidder to comply with RFP terms and conditions..

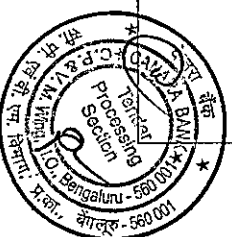
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
106	48 of corrigendum	7. Scope of Work for Bidder/ System Integrator (SI)		Bidder and OEMs should ensure close collaboration with all necessary third parties & other OEMs. Any requirements from the Bank for customization, enhancement and other device/solution administration-related activity required in the supplied solutions to deliver seamless, fully functional integration, custom and native parsers, connectors, incidents management and related workflows, native and custom playbooks, alerts fine-tuning, notifications, dashboards, reporting, customization of default templates, additional remediation efforts etc. shall be undertaken by the Bidder at no cost to the Bank during the Contract period, even in case of extension of timelines for the commission of NGSOC due to any reason and such extension would be at the sole discretion of the Bank.	Requesting Bank to have a mutual agreement on this clause with the Bidder as the scope for this is very broad.  As long as it does not require additional softwares / modification efforts by OEM & to the extent the customizations are feasible, and not involving customizations on the legacy / unsupported systems by the respective OEMs.	Bidder to comply with RFP terms and conditions.
107			Additional	The aggregate liability of the Bidder to indemnify Bank shall be capped to the total cost of the project.		Bidder to comply with RFP terms and conditions..
108			Additional Query		is Active-Active configuration across DC DR limited to SIEM solution or is it applicable for all tools?	Active-Active configuration is application where ever mentioned in RFP.
109			Additional Query		Clarify required on the number of concurrent users /licenses to be provided for SOAR solution	Bidder to comply with RFP terms and conditions.
110			Additional Query	Failed hardware replacement in 12 hours in case of no service downtime is unrealistic expectation.	Replacement of the failed hardware within 12 hours is not feasible for many of the In-scope services. Hence requesting Bank to extend this timeline of replacing the failed hardware to the next business day.	Bidder to comply with RFP terms and conditions.
111				Scope for change of ITSM or any other tool should be outside the scope of RFP.	Requesting Bank to limit the scope of ITSM only to the NGSOC tools that are in scope of the Bidder.	Bidder to comply with RFP terms and conditions.
112			Additional Query	Penalty on Takedown of phishing sites and fraudulent mobile/Web apps within 12 and 24 hours respectively. As the takedown process is dependent on international laws, this should not be applicable.	As there will be distinctive cases where there will be unforeseen delays working with the respective 3rd party hosting providers to takedown the content, requesting Bank to consider such exception cases to be not accounted for the SLA calculations.	Bidder to comply with RFP terms and conditions.

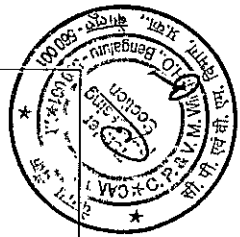




Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
113			Additional Query		Bidder should not be penalized for resolution time as it is dependent on Bank's IT and other teams.	Bidder to comply with RFP terms and conditions.
114			Additional Query		Manpower has not factored resources for 24x7 infra management	Bidder to comply with RFP terms and conditions.
115			Additional Query		Threat management Project Manager shifts not mentioned (is it 8 X 6 or 24 X 7)	Project Manager is for overall SOC management in General shift On call support whenever required to handle High and Critical issues
116	108 of corrigendum	Annexure-9 Functional and Technical Requirements	II. Security Orchestration and Automation (SOAR)	81. The solution must provide long term trend analysis of incidents. Please describe how this requirement is met by the solution.	Request bank to elaborate the requirement as we need clarity, is this Alert trend, True Positive / False positive ?	Bidder to comply with RFP terms and conditions.
117	109 of corrigendum	Annexure-9 Functional and Technical Requirements	II. Security Orchestration and Automation (SOAR)	107. The solution must be able to detect redundant alerts and hence, aggregate duplicates in one and only ticket (Number of aggregated tickets must be displayed)	SIEM Vendor specific clause, Request bank to remove this clause as alert aggregation and redundant alerts reduction will be performed at SIEM Layer	Bidder to comply with RFP terms and conditions.
118	112 of corrigendum	Annexure-9 Functional and Technical Requirements	IV. Endpoint Detection and Response (EDR)	1. The solution offered as SaaS platform with DC and redundant site shall be hosted in India to ensure data localization	The solution proposed must provide all services from the Indian subcontinent with 99.9% uptime along with applicable penalty provisions for any downtime beyond SLA.	Bidder to comply with RFP terms and conditions.
119	113 of corrigendum	Annexure-9 Functional and Technical Requirements	IV. Endpoint Detection and Response (EDR)	12. The proposed solution should be hosted in India region to address the data sovereignty and localization. OEM and Bidder should have alternate infrastructure support arrangements available in India in case primary facilities are not available.	The solution must support the data sovereignty requirements as laid out by the Reserve Bank of India.	Bidder to comply with RFP terms and conditions.
120	116 of corrigendum	Annexure-9 Functional and Technical Requirements	IV. Endpoint Detection and Response (EDR)	60. The solution should be able to perform device control on endpoints by assigning rights to allow or deny the Read, Read/ Write, and block for USB and allow/block Bluetooth peripherals for Windows and Mac OS.	The solution must provide support for endpoint device visibility and control including control over USB devices that are connected to the endpoint.	Bidder to comply with RFP terms and conditions.
121	126 of corrigendum	Annexure-9 Functional and Technical Requirements	VI. Threat Intelligence Platform (TIP)	8. The proposed solution has Rules feature to match keywords in Observables, Sandbox, Bulletins, Vulnerabilities and Signatures and will be able to trigger various actions	Request to amend as "The proposed solution should be able to match keywords in Observables, Sandbox, Bulletins, Vulnerabilities and Signatures and will be able to trigger various actions in SIEM/SOAR Solution."	Bidder to refer Corrigendum-4

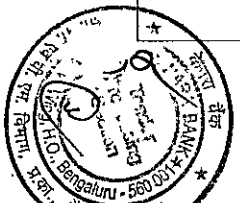
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
122	132 of corrigendum	Annexure-9 Functional and Technical Requirements	Anti - APT	12. Proposed appliance should have below hardware requirements: Anti APT appliances should be supplied with minimum below port requirements with a separate dedicated management and IPMI port with 10/100/1000GBASE-T 4 X 1G/10G RJ45 4 X 10G SFP+ (With Bypass) 8 X 10G SFP+ or (6 x 10G SFP+ and 2 x 40G QSFP+)	Proposed appliance should have below hardware requirements: Anti APT solution should be supplied with minimum below port requirements with a separate dedicated management port with 10/100/1000GBASE-T 4 X 1G/10G RJ45 4 X 10G SFP+ (With Bypass) 8 X 10G SFP+ or (6 x 10G SFP+ and 2 x 40G QSFP+)	Bidder to refer Corrigendum-4
123	132 of corrigendum	Annexure-9 Functional and Technical Requirements	VIII. Anti - APT	9. The proposed Anti-APT appliance must have built-in scalability where the appliance has TLS Inspection Throughput with all features enabled of 10 Gbps, TLS Concurrent connections of 5 Lakhs and appliance hardware scalable to accommodate future requirements up to 20 Gbps on the same hardware appliance on day 1.	In the bank's environment both TLS and Non-TLS traffic would be flowing hence the Anti-APT solution must consider both TLS and Non-TLS concurrent sessions. Requesting bank to modify the clause as below - "The proposed Anti-APT appliance must have built-in scalability where the appliance has TLS Inspection Throughput with all features enabled of 10 Gbps, TLS and Non-TLS Concurrent connections of 5 Lakhs and appliance hardware scalable to accommodate future requirements up to 20 Gbps on the same hardware appliance on day 1."	Bidder to comply with RFP terms and conditions.
124	147 of corrigendum	Annexure-17 - Bill of Material Table 1) Cost of other items for implementation of NGSOC and Solutions	9. Anti-APT	Sandboxing Hardware for DC & DR including	As bank has modified all the Anti-APT sandboxing requirement to Appliance/Cloud, requesting to make the necessary changes in the Bill Of Material table as below - "Sandboxing Hardware for DC & DR including/Cloud Sandboxing"	Bidder to refer Corrigendum-4
125	76 of corrigendum	Threat Intelligence Services	Dark Web/ Deep Web scanning for sensitive information pertaining to Bank	(m) Vendor has to recover all dark/deep web sensitive information pertaining to bank	Recovery of data from Dark Web/Deep Web may involve Payment of Ransome and/or Payment to Threat Actor for Procurement of Data. This is an additional cost and will have to born by the Bank. However, this doesn't guarantee that the Hacker/Threat Actor will take down the deep web/dark web post or won't republish the data on another forum/blog or publish the data for free after the recovery post payment. There is also the probability that the Threat Actor claim might be false/fraudulent and post purchase lead to Financial Loss. We request the bank to remove this clause as it doesn't fulfill the purpose of the action.	Bidder to comply with RFP terms and conditions.





Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
126	77 of corrigendum	Threat intelligence Services	Brand Protection and Monitoring	<p>c) Search engines (like Google, Yahoo, Bing etc.) and Generative AI (like chat GPT, Open Ai, Gemini etc.) listing frauds where the customer care number &amp; branch address of banks is changed/ modified should be continuously tracked and the same should be brought down immediately including but not limited to Truecaller and JustDial.</p>	<p>Generative AI LLMs are trained on specific datasets (not publically known) and are susceptible to poisoning as well. The technology is still in the early days and each Generative AI platform provides unique answers for every query. We request this to be removed from the scope as there isn't a reliable method to monitor GenAI platforms.</p> <p>Tracking of Branch Addresses when the Bank has over 9,000+ branches is not technically feasible and Google Maps enables any user to place a location marker and register a business. Post merger with Syndicate Bank, there are thousands of Canara Bank's Nitya Nidhi Deposit (NND) Scheme Collection agents who would have registered their business. An army of manual analysts would be needed to verify and takedown these addresses.</p> <p>This use case is challenging to address and beyond automation or AI capabilities to monitor.</p> <p>Monitoring for False Customer Care Numbers/Branch Addresses on Social Media Platforms and YouTube is more relevant as these are the platforms used by Fraudsters/Criminals to spread misinformation and defraud innocent bystanders impersonating Bank Employees/Authorised Agents.</p>	<p>Bidder to comply with RFP terms and conditions.</p>
127	Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria for OEM	Technical Evaluation Criteria for OEM	<p>2. The OEM for SIEM must have supplied on-prem SIEM solution in BFSI/ PSU/Government/ Private entities in India.</p> <p><b>Supply Experience</b></p> <p>Each reference of 100,000 EPS and above - 5 marks            Each reference of 75,000 EPS and above - 4 marks            Each reference of 50,000 EPS and above - 3 marks</p> <p>Note: Max. 2 references will be considered.</p> <p>Keeping the branch numbers as 400 branches is restricting major MII Indian companies from participating. We have deployed our solutions in Multi-locations and Multi-sites which includes large scale deployment in critical organizations. So kindly request you to remove the statement "400 branches" that will allow a healthy participation and also helps more Technical Qualified Indian Make in India Startups such as ours to participate in this opportunity</p>	<p>"We request you to amend the clause As ""The OEM for SIEM must have supplied on-prem SIEM solution in BFSI/ PSU/Government/ Private entities in India.</p> <p><b>Supply Experience</b></p> <p>Each reference of 100,000 EPS and above - 5 marks            Each reference of 75,000 EPS and above - 4 marks            Each reference of 50,000 EPS and above - 3 marks</p> <p>Note: Max. 2 references will be considered.</p>	<p>Bidder to refer Corrigendum-4</p>

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
128		Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria for OEM	<p>3. The OEM for SOAR must have supplied on-prem SOAR solution with minimum 5 Analyst/ User licenses in BFSI/ PSU/ Government entities having minimum 200 branches in India.</p> <p>Supply Experience</p> <p>For 4 or more clients - 5 marks For 2 clients - 2 marks*</p>	<p>We kindly requesting to modify the clause as "The OEM for SOAR must have supplied on-prem SOAR solution in BFSI/ PSU/ Government entities".</p> <p>Supply Experience</p> <p>For 4 or more clients - 5 marks For 2 clients - 2 marks"</p> <p>As SOAR Solution comes as a Unified platform, Kindly requesting you to consider equivalent EPS also, as different OEMs may propose different licensing models ( if procured as a bundled solution along with SIEM, the licensing factor will be EPS ) and the licensing parameters may vary. Hence kindly requesting to consider the EPS also.</p> <p>Also keeping the branch numbers as 200 branches, It is restricting major MNC Indian companies from participating. We have deployed our solutions in Multi-locations and Multi-sites which includes large scale deployment in critical organisations. So we kindly request you to remove the statement "200 branches" that will allow a healthy participation and also helps more Technical Qualified Indian Make in India Startups such as ours to participate in this opportunity</p>	Bidder to refer Corrigendum-4
129		Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria for OEM	<p>4. The OEM must have supplied on-prem UEBA solution in BFSI/ PSU/ Government/ Private entities having minimum 200 branches in India.</p> <p>Supply Experience</p> <p>Each reference of 15,000 endpoints - 5 marks Each reference of 10,000 endpoints - 3 marks</p> <p>Note: Max. 2 references will be considered."</p>	<p>As UEBA Solution comes as a Unified platform, Kindly requesting you to consider equivalent EPS also, as different OEMs may propose different licensing models ( if procured as a bundled solution along with SIEM, the licensing factor will be EPS ) and the licensing parameters may vary. Hence kindly requesting to consider the EPS also.</p> <p>Also keeping the branch numbers as 200 branches, It is restricting major MNC Indian companies from participating. We have deployed our solutions in Multi-locations and Multi-sites which includes large scale deployment in critical organisations. So kindly request you to remove the statement "200 branches" that will allow a healthy participation and also helps more Technical Qualified Indian Make in India Startups such as ours to participate in this opportunity</p>	Bidder to refer Corrigendum-4
130		Annexure-9, Functional and Technical Requirements	<p>1. Technical Specifications of each SOC Solutions.</p> <p>II. Security Orchestration and Automation (SOAR), Analysis and Incident Management</p>	<p>49. The solution must include a in-product script editor with run buttons to facilitates debug and perform tests on scripts.</p>	<p>The requested functionalities can be achieved through other methods such as GUI driven test labs which will ease the analysts to debug easily without depending on any custom scripts. Hence we request not to limit achieving this requested functionality only via scripts and accept the Test Lab debugging and automation workflows.</p>	Bidder to comply with RFP terms and conditions.

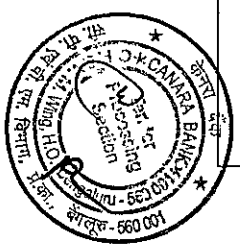


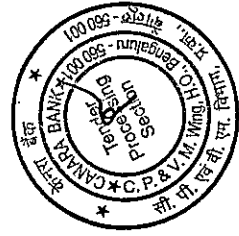


Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
131		Annexure-9, Functional and Technical Requirements	1. Technical Specifications of each SOC Solutions, II. Security Orchestration and Automation (SOAR), Analysis and Incident Management	48. The solution must include a in-product script editor with autocomplete and syntax highlighting, to support automation of Incident response workflow.	The requested functionalities can be achieved through other methods such as through system UI, with a playbook editor canvas. Hence we request not to limit achieving this requested functionality only via scripts and accept the GUI driven automation workflows.	Bidder to comply with RFP terms and conditions.
132	NA	General	General		We request Canara Bank to kindly consider and add the following clause:  "In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria / Financial Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring / Financial criteria and any other criteria requiring bidder's credentials to qualify."	Bidder to comply with RFP terms and conditions.
133	NA	General	General		Request Consortium/Joint Venture/Sub-contracting in the tender	Bidder to comply with RFP terms and conditions.
134		Annexure-10 Technical Evaluation Criteria	Resources: The bidder should have a minimum of 50 cyber security resources, having graduation or higher on their payroll, with certification in CISSP/ GCFA/ GCIH/ GCFE/ CHFI/ ECSA/ CREST/ CISM/ CISA/ OSCP/ CompTIA Security+/ CCNP Security/ CEH. (a) >=75 - Score of 10 (b) > 50 and <75 - Score of 5  Note: For CEH maximum 5 number of certified resources will be considered		In current scoring criteria, only selected bidders will be able to meet the scoring requirement. We request to amend the clause as:  (a) >=75 - Score of 10 (b) > 50 and <75 - Score of 7 (c) >2.5 and < 50 - 5 marks (d) < 25 - 3 marks Note: For CEH maximum 10 number of certified resources will be considered	Bidder to refer Corrigendum-4



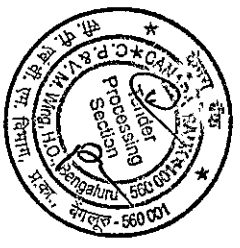
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
135		Annexure-10 Technical Evaluation Criteria	Resources: The bidder should have a minimum of 50 cyber security resources, having graduation or higher on their payroll, with certification in CISSP/ GCFEA/ GCIH/ GCFE/ CHFI/ ECSA/ GREST/ CISM/ CISA/ OSCP/ CompTIA Security+/ CCNP Security/ CEH. (a) >=75 - Score of 10 (b) > 50 and <75 - Score of 5  Note: For CEH maximum 5 number of certified resources will be considered	Point 11	We request to consider additional certificates and amend the clause as:  Resources: The bidder should have a minimum of 50 cyber security resources, having graduation or higher on their payroll, with certification in CISSP/ GCFEA/ GCIH/ GCFE/ CHFI/ ECSA/ GREST/ CISM/ CISA/ OSCP/ CompTIA Security+/ CCNP/CCNA / CEH/ OEM certified SIEM resources /OEM certified PIM resources / OEM certified SOAR resources / OEM certified EDR resources	Bidder to refer Corrigendum-4
136		Annexure-10 Technical Evaluation Criteria	The bidder should have the following OEM certification to get 5 marks for the below mentioned proposed solutions SIEM - 10 Proposed OEM certified resources PIM - 5 Proposed OEM certified resources SOAR - 5 Proposed OEM certified resources EDR - 5 Proposed OEM certified resources Note: All respective certified resources must be on direct payroll of Bidder.	Point 12	We request to bank to retain the earlier clause. The bidder should have the following OEM certification to get 5 marks for the below mentioned proposed solutions SIEM - 10 OEM certified resources PIM - 5 OEM certified resources SOAR - 5 OEM certified resources EDR - 5 OEM certified resources	Bidder to comply with RFP terms and conditions.

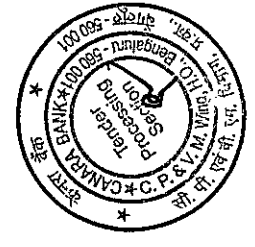




Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
137		Annexure-10 Technical Evaluation Criteria	<p>The Bidder should have implemented or managed PIM/ PAM Solution in Organization(s) in India</p> <ul style="list-style-type: none"> <li>• 400 privileged users or 4000 servers with more than 5 clients - Score of 5</li> <li>• 100 privileged users or 500 servers with 3 clients and up to 5 clients - Score of 3</li> <li>• 100 privileged users or 500 servers 2 clients and up to 5 clients - Score of 2</li> </ul>	Point 9	<p>The Bidder should have implemented or managed PIM/ PAM Solution in Organization(s) in India</p> <ul style="list-style-type: none"> <li>• 200 privileged users or 1000 servers with more than 5 clients - Score of 5</li> <li>• 100 privileged users or 500 servers with more than 5 clients - Score of 4</li> <li>• 100 privileged users or 500 servers with 3 clients and up to 5 clients - Score of 3</li> <li>• 100 privileged users or 500 servers 2 clients and up to 5 clients - Score of 2</li> </ul>	<p>Bidder to refer Corrigendum-4</p>
138		Annexure-10 Technical Evaluation Criteria	<p>The Bidder must have implemented/ supplied EDR/ XDR solution in BFSI/ PSU/ Government/ Private entities in India.</p> <p>Implementation/ Supply Experience</p> <ul style="list-style-type: none"> <li>• For 3 clients of SaaS or EDR/ XDR with minimum 20,000 endpoints - 5 Marks</li> <li>• For 2 clients of SaaS or On Prem EDR/ XDR with minimum 15,000 endpoints - 4 Marks</li> <li>• For 2 clients of SaaS or On Prem EDR/ XDR with minimum 10,000 endpoints - 2 Marks</li> <li>• For 1 client of SaaS or On Prem EDR/ XDR with minimum 10,000 endpoints - 1 Mark</li> </ul>	Point 6	<p>The Bidder must have implemented/ supplied EDR/ XDR solution in BFSI/ PSU/ Government/ Private entities in India.</p> <p>Implementation/ Supply Experience</p> <ul style="list-style-type: none"> <li>• Each SaaS or On Prem EDR/ XDR with minimum 20,000 endpoints - 3 Marks</li> <li>• Each SaaS or On Prem EDR/ XDR with minimum 10,000 endpoints - 2 Marks</li> </ul> <p>Note: Max. 2 references will be considered.</p>	<p>Bidder to refer Corrigendum-4</p>

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
139		Annexure-9	Technical Specifications of each SOC Solutions: PIM	The solution should have MFA capabilities of SMS, Email or Application based authenticator (TOTP). If the solution does not have in-built feature, then the OEM should provide additional tool to meet the objective without any additional cost. It should have an inbuilt authentication for Biometrics and must integrate with Bank's existing biometric solution	Kindly provide details on Bank's existing biometrics solution? Is it FIDO compliant and which is the OEM?	Bidder to comply with RFP terms and conditions.
140		Annexure-9	Technical Specifications of each SOC Solutions: PIM	The solution should be able to provide rotation capabilities at scale (across technologies)	Kindly provide the list of technologies for which require credentials rotation capabilities	The details will be shared with selected SI.
141		Annexure-9	Technical Specifications of each SOC Solutions: PIM	The solution must enforce auto-rotation for each password/ key before the default expiry of custom expiry date of the keys/ certificate.	Kindly mention the type of keys/certificates. Kindly clarify the count of such certificates to arrive at BOQ.	Bidder to comply with RFP terms and conditions.
142		Annexure-9	Technical Specifications of each SOC Solutions: PIM	The solution shall have feature to manage system and application-level privilege accounts. OEM to support application integration	Kindly provide list of applications for Integrations to PAM	The details will be shared with selected SI.
143		Annexure 17	Bill of Material	User Licenses Cost	For PIM Solution which its subscription based, how do we represent costing in the table	Bidder to comply with RFP terms and conditions.
144		Annexure 17		Table 5) AMC/ATS Cost for items mentioned in Table- 1 and Table- 2	For PIM solution which is subscription based, it will be spread across all the 5 years and there is no separate licenses and AMC costing how do we represent the 4th and 5th year costing in this table?	Bidder to refer Corrigendum-4
145		Annexure 17A	Optional cost for PIM Solution - Cost per Additional 100 IDs (in bundles)		The cost for additional 100 IDs meaning cost for additional users? Also is this licenses cost per year?	yes. This is for 100 additional user per year
146		Payment terms	License cost	100% After complete delivery of license and on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied duly approved by the Bank Officials while claiming the payment	Kindly consider license cost from date of delivery as the start of the term of contract period	Bidder to comply with RFP terms and conditions.





Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query\	Bank's Response
147		Payment terms	License cost	100% After complete delivery of license and on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied duly approved by the Bank Officials while claiming the payment	Kindly consider US \$ fluctuation variation factor for yearly annual invoicing	Bidder to comply with RFP terms and conditions.
148		Annexure 8 - SOW	3. Sizing and scalability requirement	12. PIM - 1500 users licenses requirement	Pls share the profiles of these 1500 users - are they all Bank's internal employees, or vendor resources, What other profiling details can you share of these 1500 users - Network team, DB team, App team, admins, super admins, approvers, etc	The details will be shared with selected SI.
149		Annexure-9	Technical Specifications of each SOC Solutions: (V) PIM	The solution shall have redundancy to failover in DC and DR both in HA in case the primary solution goes down. All the required hardware, software, OS, storage and required licenses shall be provided by the bidder.	Kindly provide the maximum concurrent sessions required in order to recommend appropriate hardware requirement.	Bidder to comply with RFP terms and conditions.
150		Annexure-2	Pre-Qualification Criteria	Additional PQ Criterion	Bidder requests the bank to ask for atleast one reference on Saas EDR implementation along with sign off letter or email since last 5 years in one PSU BFSI in India. Or atleast one reference of OEM with 85K nodes in a bank in India. This will help the bank to get such an OEM who has a track record of performing and protecting a bank of your size.	Bidder to comply with RFP terms and conditions.
151		Annexure-8	Dark Web/ Deep Web scanning for sensitive information pertaining to Bank	m) Vendor has to recover all dark/ deep web sensitive information pertaining to bank.	Recovery of data from Dark web/ Deep web may involve payment of ransom and/ or payment to threat actor for procurement of data. This is an additional cost and will have to borne by the bank. However, this doesn't guarantee that the hacker/ threat actor will take down the Deep web/ Dark web post or won't republish the data on another forum/ blog or publish the data for free after the recovery post payment. There is also the probability that the threat actor claim might be false/ fraudulent and post purchase lead to financial loss. Hence, bidder requests the bank to remove this clause as it doesn't fulfill the purpose of the action.	Bidder to comply with RFP terms and conditions.

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's query	Bank's Response
152		Annexure-8	Brand Protection and Monitoring	(c) Search engines (like Google, Yahoo, Bing etc.) and Generative AI (like chat GPT, Open AI, Gemini etc.) listing frauds where the customer care number & branch address of banks is changed/ modified should be continuously tracked and the same should be brought down immediately including but not limited to Truecaller and JustDial.	Generative AI LLMs are trained on specific datasets (not publically known) and are susceptible to poisoning as well. The technology is still in the early days and each Generative AI platform provides unique answers for every query. We request this to be removed from the scope as there isn't a reliable method to monitor GenAI platforms. Tracking of branch addresses when the bank has over 9,000+ branches is not technically feasible and Google Maps enables any user to place a location marker and register a business. Post merger with Syndicate Bank, there are thousands of Canara Bank's Nitya Nidhi Deposit (NND) Scheme Collection agents who would have registered their business. An army of manual analysts would be needed to verify and takedown these addresses. This use case is challenging to address and beyond automation or AI capabilities to monitor. Monitoring for false Customer Care numbers/ Branch addresses on social media platforms and YouTube is more relevant as these are the platforms used by fraudsters/ criminals to spread misinformation and defraud innocent bystanders impersonating as bank employees/ authorised agents.	Bidder to comply with RFP terms and conditions.
153		Annexure-10	Technical Evaluation Criteria	3) The OEM for SOAR must have supplied on-prem SOAR solution with minimum 5 Analyst/ User licenses in BFSI/ PSU/ Government entities having minimum 200 branches in India. Supply Experience •For 4 or more clients - 5 marks •For 2 clients - 2 marks	Can you please remove the requirement for minimum 200 branches and 5 user/analyst count and go with the original clause which is only for 4 references in Govt/PSU/BFSI	Bidder to comply with RFP terms and conditions.
154		Annexure-17 Bill Of Material	Table 2) Price for NGSOC Services	2) Threat Intel Services + Attack Surface Monitoring (ASM)- Monitoring of unlimited Domains and unlimited takedowns	Can you please define an upper limit here to the number of domains and sub-domains to be monitored and also the maximum takedowns that's anticipated per year. This will help us to license accordingly	Bidder to comply with RFP terms and conditions.

Date: 06/11/2024  
Place: Bengaluru

Deputy General Manager

*Monti*  
*B*

