



# Karnataka Gramin Bank

(A scheduled Bank established by Govt of India- Sponsored by Canara Bank)

Head Office : Ballari

**AMENDMENT-1 to RFP NO: RFP: 02/2021-22 dated 18.10.2021 for “Selection of Security System Integrator to set up Cyber Security Operations Centre (C-SOC)”**

The amendments to the RFP are covered in this document.

All other instructions, terms & conditions of the above RFP remain unchanged other than the modifications / amendments done vide replies to Pre-bid queries to RFP NO: RFP: 02/2021-22 dated 18.10.2021. Please take note of the above amendments and also Replies to Pre-bid queries and the amendments thereon while submitting your response to subject RFP.

**Date: 12-11-2021**

**General Manager**

**Amendment No.-1**

**RFP NO: RFP: 02/2021-22 dated 18.10.2021 for “Selection of Security System Integrator to set up Cyber Security Operations Centre (C-SOC)”.**

It is decided to amend the following Clauses of RFP:

SI No	Clause No	Existing Clause	Amended Clause																				
1.	Page No.2 Bid Details in Brief Sr No.8	Last Date for Bid Submission 16.11.2021 at 03:00 PM	Last Date for Bid Submission <b><u>26.11.2021 at 03:00 PM</u></b>																				
2.	RFP Page No 14 Clause 8.5.4	The bidders are free to quote blade servers to meet the requirements of this RFP; however, the OEMs for these servers must be in the leader's quadrant for this year's or previous year (2021 or 2020) Gartner Magic Quadrant for Blade servers.	The bidders are free to quote <b>the best in the market solution to meet the requirements of this RFP.</b>																				
3	RFP Page No 15 Clause 8.5.5 (a)	Server family should have published benchmark SPECint rate and SPECfp rate benchmark (Supporting documents to be submitted).	<b>The bidders are free to quote the best in the market solution to meet the requirements of this RFP.</b>																				
4.	RFP Page No 15 Clause 8.5.5 (b)	Server family should have published benchmark TPC benchmark.	<b>The bidders are free to quote the best in the market solution to meet the requirements of this RFP.</b>																				
5.	RFP Page No 15 Clause 8.5.5 (c) Clause 8.5.5 (d)	c) Server should have 4*1G integrated on-board ports and should support two embedded 10 Gb Ethernet ports (10GBASE-T RJ-45 or 10GBASE-SR SFP+ based) without consuming PCIe slots.  d) Should be in the top 5 of IDC's latest worldwide server market review report.	c) Server should have 4*1G integrated on-board ports and should support two embedded 10 Gb Ethernet ports (10GBASE-T RJ-45 or 10GBASE-SR SFP+ based).  <b>d) Clause stands deleted.</b>																				
6.	Page No. 18 Clause No. 8.6.8 (f)	The solution should be able to send the incident report in various forms like e- mail, SMS etc.	<b>The solution should be able to send the incident report vide email and report submission notification vide SMS.</b>																				
7.	Page No.29 Clause 23.3 Project Time Lines	Table No: 5 Project Timelines <table border="1"> <thead> <tr> <th>Solution</th> <th>SIEM</th> <th>PIM</th> <th>Anti-APT</th> <th>VM</th> </tr> </thead> <tbody> <tr> <td>Timelines (in Weeks)</td> <td>T+24</td> <td>T+18</td> <td>T+12</td> <td>T+8</td> </tr> </tbody> </table> *T denoted date of acceptance of Purchase Order	Solution	SIEM	PIM	Anti-APT	VM	Timelines (in Weeks)	T+24	T+18	T+12	T+8	Table No: 5 Project Timelines <table border="1"> <thead> <tr> <th>Solution</th> <th>SIEM</th> <th>PIM</th> <th>Anti-APT</th> <th>VM</th> </tr> </thead> <tbody> <tr> <td>Timelines (in Weeks)</td> <td>T+26</td> <td>T+20</td> <td>T+14</td> <td>T+10</td> </tr> </tbody> </table> *T denoted date of acceptance of Purchase Order	Solution	SIEM	PIM	Anti-APT	VM	Timelines (in Weeks)	T+26	T+20	T+14	T+10
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8.	Page No.32 Clause No. 25.2 (e)	The percentage uptime is calculated on monthly basis as follows:	The percentage uptime is calculated on monthly basis as follows:																				

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		$\frac{(\text{Total contracted hours in a month} - \text{Downtime hours within contracted hours}) * 100}{\text{Total contracted hours in a month}}$	$\frac{(\text{Total contracted hours in a month} - \text{Downtime hours within contracted hours}) * 100}{\text{Total contracted hours in a month}}$ <p><b>Note: Planned Downtime approved by the Bank will not attract LD.</b></p>																														
<b>9.</b>	Page No.51 Clause No. 45.2 (a) Delivery, Installation, Integration and Commissioning	Supply of Hardware and Software items: Within 6 weeks from the date of acceptance of Purchase order.	Supply of Hardware and Software items: Within <b>8 weeks</b> from the date of acceptance of Purchase order																														
<b>10.</b>	Page No.53 Clause No.50.1	<p><b>Table 12: Payment Terms for SIEM</b></p> <table border="1"> <thead> <tr> <th>Sr No</th> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>a.</td> <td>Delivery</td> <td>30 %</td> </tr> <tr> <td>b.</td> <td>Integration &amp; Implementation</td> <td>60 %</td> </tr> <tr> <td>c.</td> <td>Warranty</td> <td>10 %</td> </tr> </tbody> </table>	Sr No	Payment Stages	Percentage of Payment	a.	Delivery	30 %	b.	Integration & Implementation	60 %	c.	Warranty	10 %	<p><b>Table 12: Payment Terms for SIEM</b></p> <table border="1"> <thead> <tr> <th>Sr No</th> <th>Payment Stages</th> <th>Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td><b>a.</b></td> <td><b>Delivery</b></td> <td><b>40 %</b></td> </tr> <tr> <td><b>b.</b></td> <td><b>Integration &amp; Implementation</b></td> <td><b>50 %</b></td> </tr> <tr> <td><b>C.</b></td> <td><b>Warranty</b></td> <td><b>10 %</b></td> </tr> </tbody> </table>	Sr No	Payment Stages	Percentage of Payment	<b>a.</b>	<b>Delivery</b>	<b>40 %</b>	<b>b.</b>	<b>Integration &amp; Implementation</b>	<b>50 %</b>	<b>C.</b>	<b>Warranty</b>	<b>10 %</b>						
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14.	Page No.71 Annexure -1 Table 16- Pre-Qualification criteria for Financial Compliance for SI  SI No.1	<p><b>Pre-qualification criteria :</b> The Bidder should be a registered company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013, providing information security services for the last three financial years: 2018-2019, 2019-2020 and 2020-2021</p>	<p><b>Pre-qualification criteria :</b> The <b>Bidder/Bidder’s Parent Company</b> should be a registered company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013, providing information security services for the last three financial years: 2018-2019, 2019-2020 and 2020-2021</p>																														
15.	Page No.71 Annexure -1 Table 16- Pre-Qualification criteria for Financial Compliance for SI  SI No.2	<p><b>Pre-qualification criteria :</b> The Bidder’s organization should have a minimum turnover of INR <u>Thirty (30) Crores</u> per annum from information security related services and products for each of the past Three (3) financial years: 2018-2019, 2019-2020 and 2020-2021.</p> <p><b>Document support :</b></p> <ul style="list-style-type: none"> <li>(i) Copy of the audited balance sheet for 2018-2019, 2019-2020 and 2020-2021.</li> <li>(ii) A certificate from chartered accountant to this effect with unique Document Identification Number (UDIN).</li> </ul>	<p><b>Pre-qualification criteria :</b> The <b>Bidder/Bidder’s Parent organization</b> should have a minimum turnover of INR <u>Twenty Five (25) Crores</u> per annum from information security related services and products for each of the past Three (3) financial years: 2018-2019, 2019-2020 and 2020-2021.</p> <p><b>Document support :</b></p> <ul style="list-style-type: none"> <li>(i) Copy of balance sheet for 2018-2019(<b>audited</b>), 2019-2020(<b>audited</b>) and 2020-2021(<b>audited/provisional</b>)</li> <li>(ii) A certificate from chartered accountant to this effect with Unique Document Identification number (UDIN)</li> </ul>																														
16.	Page No.71 Annexure -1 Table 16- Pre-Qualification criteria for Financial Compliance for SI  SI No.3	<p><b>Pre-qualification criteria :</b> The bidder should have executed the SOC project which includes implementation of proposed SIEM solution during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021 in any PSU/PSB/BFSI sector in India with the following conditions: a.) The TCO of the SOC project inclusive of</p>	<p><b>Pre-qualification criteria :</b> The <b>Bidder/Bidder’s Parent Company</b> should have executed the SOC project which includes implementation of proposed SIEM solution during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021 in any PSU/PSB/BFSI sector in India with the following condition: a.)The TCO of the SOC project inclusive of SIEM solution should be</p>																														

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		SIEM solution should be minimum of INR Five (5) Crores.  b.) The total business of the organization where the SOC project (Inclusive of SIEM solution) has been implemented should have a minimum business of INR Fifty Thousand (50,000) crore in any of the last three financial years 2018-2019, 2019-2020 and 2020-2021..	minimum of INR Five (5) Crores.  <b>b.) Clause stands deleted.</b>
<b>17.</b>	Page No.72 Annexure -1 Table 16- Pre- Qualification criteria for Financial Compliance for SI  SI No.4	<b>Pre-qualification criteria :</b> The bidder's organization should have positive net worth for the last three financial years: 2018-2019, 2019-2020 and 2020-2021 from their Indian operations.  <b>Document support :</b> (i) Copy of the audited balance sheet for 2018-2019, 2019-2020 and 2020-2021. (ii) A certificate from chartered accountant to this effect with unique Document Identification Number (UDIN).	<b>Pre-qualification criteria :</b> The <b>Bidder/ Bidder’s Parent organization</b> should have positive net worth for the last three financial years: 2018-2019, 2019-2020 and 2020-2021 from their Indian operations.  <b>Document support :</b> (i)Copy of balance sheet for 2018-2019( <b>audited</b> ), 2019-2020( <b>audited</b> ) and 2020-2021( <b>audited/provisional</b> ) (ii) A certificate from chartered accountant to this effect with Unique Document Identification number (UDIN)
<b>18.</b>	Page No.73 Annexure -1 Table 17- Pre- Qualification for Technical Compliance for SI criteria  SI No.1	<b>Pre-qualification criteria :</b>  <b>Category 1</b> a.) The bidder should be currently in the service of providing On-Premise Security Operation Centre (SOC) and facility management service for Security solutions in any PSU/PSB/BFSI sector in India  b.) The bidder should have successfully implemented proposed On-Premise SIEM solution during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021 in any two PSU/PSB/BFSI sector in India, out of which one should be a scheduled bank.	<b>Pre-qualification criteria :</b>  <b>Category 1</b> a.) The <b>bidder/bidder’s parent company</b> should be currently in the service of providing On-Premise Security Operation Centre (SOC) and facility management service for Security solutions in any PSU/PSB/BFSI sector in India  b.) The <b>bidder/bidder’s parent company</b> should have successfully implemented proposed On-Premise SIEM solution during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021 in any two PSU/PSB/BFSI sector in India, out of which one should be a scheduled bank <b>which is having a minimum total <u>business of Twenty Five Thousand(25000) Crores.</u></b>

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		<p><b>Category 2</b> - The bidder should have successfully implemented On-Premise Anti- APT, VM, and PIM in any PSU/PSB/BFSI sector in India, during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021.</p> <p>Note:</p> <p>a.) The Bidder should satisfy the eligibility criteria for both the <b>category 1</b> and <b>category 2</b> solutions.</p> <p>b.) The Bank will enter into contract with only the bidder and the responsibility of delivering the project as per SLAs defined in the RFP rests with the bidder. In case the bidder showcases the experience of the OEM, the responsibility for implementation shall be still with the bidder only.</p> <p><b>Document support :</b> Annexure-3 SI Capability Questionnaire.</p> <p><b>For Experience</b> the following documents need to be submitted:</p> <p><b>For Category 1.a:</b> Copies of reference letter provided by clients where bidder is currently providing On-Premise Security Operation Centre (SOC) and facility management service for Security solutions.</p> <p>(or)</p> <p>PO along with sign off for successful completion, providing C-SOC services and supporting documents</p>	<p><b>Category 2</b> - The <b>bidder/bidder’s parent company</b> should have successfully implemented On-Premise Anti- APT, VM, and PIM in any PSU/PSB/BFSI sector in India, during any of the last three financial years: 2018-2019, 2019-2020 and 2020-2021.</p> <p>Note:</p> <p>a.) The <b>Bidder/Bidder’s Parent Company</b> should satisfy the eligibility criteria for both the <b>category 1</b> and <b>category 2</b> solutions.</p> <p>b.) The Bank will enter into contract with only the bidder and the responsibility of delivering the project as per SLAs defined in the RFP rests with the bidder. In case the bidder showcases the experience of the OEM, the responsibility for implementation shall be still with the bidder only.</p> <p><b>Document support :</b> Annexure-3 SI Capability Questionnaire.</p> <p><b>For Experience</b> the following documents need to be submitted:</p> <p><b>For Category 1.a:</b> Copies of reference letter provided by clients where bidder is currently providing On-Premise Security Operation Centre (SOC) and facility management service for Security solutions.</p> <p>(or)</p> <p>PO along with sign off for successful completion, providing C-SOC services and supporting documents</p>
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		<p><b>For Category 1.b &amp; 2:</b> Copies of reference letter provided by clients where solution is successfully implemented On-Premise along with relevant completion certificates. The details are to be submitted as per <b>Annexure-14</b></p> <p>(or)</p> <p>PO along with sign off for successful completion, providing C-SOC services and supporting documents</p>	<p><b>For Category 1.b &amp; 2:</b> 1. Copies of reference letter provided by clients where solution is successfully implemented On-Premise along with relevant completion certificates. The details are to be submitted as per <b>Annexure-14</b></p> <p>(or)</p> <p>PO along with sign off for successful completion, providing C-SOC services and supporting documents 2. <b>Self-declaration signed by the authorized signatory of the bidder on their letterhead mentioning the total business of the scheduled Bank where the solution has been implemented.</b></p>
<b>19.</b>	Page No.74 Annexure -1 Table 17- Pre- Qualification criteria for Technical Compliance for SI  SI No.4	The bidders should ensure all the proposed OEM products (wherever applicable) in the bid for each of the in-scope security solutions should satisfy at least one of the following conditions: i. The product should be in Gartner's Leader or challenger magic quadrant for any of the last three years: 2019, 2020, and 2021. ii. The product should be in Forrester's wave under Leader or strong performer for any of the last three years: 2019, 2020, and 2021."	<b>Clause stands deleted.</b>
<b>20.</b>	Annexure -2 Technical requirements SIEM SI No.68	The proposed solution should be possible to automatically create incidents and track their closure	The proposed solution should be <b>able to manage the workflow and create incidents. Bidder needs to track the incidents either through automated process or manually till the closure.</b>
<b>21.</b>	Annexure -2 Technical requirements SIEM SI No.70	Pre-defined parsers are available for parsing logs for Bank's Core Banking Solution (Finacle v7.0.18)	Pre-defined parsers <b>or custom parsers can be created</b> for parsing logs for Bank's Core Banking Solution (Finacle v7.0.18 <b>or higher</b> )
<b>22.</b>	Annexure 2 Technical	The solution should be able to detect and prevent bot outbreaks (via multiple channels like SMTP,	The solution should be able to detect and prevent bot outbreaks (via multiple <b>channels like HTTP, HTTPS etc.)</b> including identification of

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	Requirements Anti – APT SI No. 7	HTTP, HTTPS etc.) including identification of infected machines	infected machines
<b>23.</b>	Annexure 2 Technical Requirements Anti – APT SI No. 20	The solution should be able to integrate with the Active Directory / ICAP to enforce user-based policies.	<b>This clause stands deleted.</b>
<b>24.</b>	Annexure -2 Technical requirements Other General Requirements SI No.25	All solutions should be saleable as per Banks future requirements.	All solutions should be <b>scalable</b> as per Banks future requirements.