

Corrigendum - 2 dated 13th September 2022, Central Bank of India, Tender Reference Number: CO:DIT:PUR:2022-23:360
Request for Proposal for Procurement of SECURITY ORCHESTRATION AUTOMATION AND RESPONSE (SOAR)

Sl. No.	Page No of RFP	Clause No./ Page No.	Existing Clause	Type of Change	Revised Clause / Addition / Clarification / Deletion
1	8	2.3	The bidder must have average turnover of minimum ₹50 crores in the last three financial years (i.e. 2019-20, 2020-21, 2021-22) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies.	Amendment	Clause Amended as : The bidder must have average turnover of minimum ₹50 crores in the last three financial years (i.e. 2019-20, 2020-21, 2021-22) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies. For FY 21-22 if audited figures are not available with bidder then certificate from CA should be submitted mentioning the reason along with 2018-19 audited balance sheet.
2	8	2.4	The bidder should have made operating profits in each of last three financial years (i.e. 2019-20, 2020-21, 2021-22).	Amendment	Clause Amended as : "The bidder should have made operating profits in each of last three financial years (i.e. 2019-20, 2020-21, 2021-22). For FY 21-22 if audited figures are not available with bidder then certificate from CA should be submitted mentioning the reason along with 2018-19 audited balance sheet."
3	8	2.6	Bidder should have implemented proposed SOAR solution in at-least two projects as an Authorized Vendor/Partner of the OEM in last five years.	Amendment	Clause Amended as : Bidder should have implemented any SOAR solution completely in two projects or one project completed and one under implementation as an Authorized Vendor/Partner of the respective OEMs in last five years. The eligibility criteria mentioned here is for bidders. Certificate of proof should be submitted by bidder.
4	11	7.1	The Bidder shall be responsible for supply, implementation, maintenance and support of SOAR Solution at Bank's Data Centre & Disaster Recovery Centre. The SOAR Solution must be deployed on premise and should be software based and should comply with the technical specifications as specified in Annexure-1A of this RFP.	Amendment	Clause amended as : The Bidder shall be responsible for supply, implementation, maintenance and support of SOAR Solution at Bank's Data Centre & Disaster Recovery Centre. The SOAR Solution must be deployed on premise and should be software based and should comply with the technical specifications as specified in this RFP. To achieve scope of the RFP, if bidder requires to provide any additional solution/s along with SOAR then it should be integrated internally properly to achieve the scope. Commercial if any for such additional solutions will be part of overall TCO for comparison purpose.
5	11	7.3	The complete implementation of the SOAR solution, including integration with all existing security devices/solution, is to be done by the OEMs. Bidder has to arrange for OEM's resources and the bidder will be responsible for all co-ordination with the OEM and for completion of the implementation, within the timelines. Opinion and advice of Bank's official is to be taken into consideration during implementation. At the end of the implementation, the bidder has to arrange for a Certificate from the OEM, certifying that the implementation has been done by OEM's Resources and the deployed solution meets all the technical/functional specification of the solution as specified in Annexure-1A of this RFP.	Amendment	Clause Amended as: The complete implementation of the SOAR solution, including integration with all existing security devices/solution, is to be done by the OEMs or OEM Authorized Partner. Bidder has to arrange for OEM's resources / OEM Authorized Partner's resources and the bidder will be responsible for all co-ordination with the OEM / Authorized Partner and for completion of the implementation, within the timelines. Opinion and advice of Bank's official is to be taken into consideration during implementation. At the end of the implementation, the bidder has to arrange for a Certificate from the OEM, certifying that the implementation has been done by OEM's Resources / OEM Authorized Partner's resources and the deployed solution meets all the technical/functional specification of the solution as specified in this RFP / subsequent corrigendums.
6	11	7.6	The solution should have the capability of supporting at least 10 Analysts. SOAR licenses should be on the basis of number of active users/ analysts as defined in the scope of work.	Amendment	Clause amended as : The solution should have the capability of supporting at least 5 concurrent analysts at DC and 5 at DR. SOAR licenses should be on the basis of number of active users/ analysts accounts as defined in the scope of work. However idle licenses at DC and DR can be used interchangeably after implementation. Solution should also support minimum 10 read/view only users at DC and DR separately.

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7	13	8	<p>☑ Delivery of Complete Solution including hardware / software - Within 4 weeks from the date of Purchase Order</p> <p>☑ Complete Implementation (including customization/integration) - Within 6 weeks from the delivery or within 10 weeks from the date of Purchase Order, whichever is earlier</p>	Amendment	<p>Clause amended as :</p> <p>Implementation of the proposed SOAR solution should be completed within 16 weeks from the date of PO. Fine tuning/customization, if any, should be completed within next two weeks.</p>
8	13	8	The Warranty of the Hardware/software will be for 3 years and will commence from date of Full Go Live and all licenses purchased should be perpetual and procured in the name of the “Central Bank of India” through their OEM and should be delivered within two weeks from date of Delivery of the Hardware.	Amendment	<p>Clause amended as :</p> <p>The Warranty of the Hardware/software will be for 3 years and will commence from date of Full Go Live and all licenses purchased should be perpetual and procured (for non subscription model) or subscribed (for subscription model) in the name of the “Central Bank of India” through their OEM and should be delivered within two weeks from date of Delivery of the Hardware.</p>
9	14	10	The Bidder shall provide requisite skilled resources during the implementation period without any extra cost to the Bank and One L1 resource with minimum 1 year of experience on proposed solution at DC at normal shift (9:30 am to 6:30 pm) from sign-off on daily basis including holidays and Sundays, for onsite support. Onsite support will start from the date of acceptance of complete implementation (Go-live) by Bank. The number of resources deployed during the implementation period is as per bidder's discretion. The L1 resource deployed should have requisite knowledge and experience for management and monitoring of the overall operations of Solution at DC and DR. Bank may carry out interview and security verification of the deployed resources.	Amendment	<p>Clause amended as :</p> <p>The Bidder shall provide requisite skilled resources during the implementation period without any extra cost to the Bank and One L2 resource with minimum 3 years of experience on proposed solution at DC at normal shift (9:30 am to 6:30 pm) from sign-off on daily basis including holidays and Sundays, for onsite support. Onsite support will start from the date of acceptance of complete implementation (Go-live) by Bank. The number of resources deployed during the implementation period is as per bidder's discretion. The L2 resource deployed should have requisite knowledge and experience for management, configuration and monitoring of the Solution at DC and DR. Bank may carry out interview and security verification of the deployed resources.</p>
10	17	14	Successful bidder is required to establish the Disaster Recovery (DR) set up at Hyderabad for the proposed solution along with the High Availability Setup at DC site, Mumbai. HA and DR set up will be mirror image of the Primary setup. The Data replication should happen from Primary site to HA and DR site on near real-time basis to keep them in sync. Successful bidder is also required to conduct at least one DR drill in a quarter	Amendment	<p>Clause amended as :</p> <p>Successful bidder is required to establish the Disaster Recovery (DR) set up at Hyderabad for the proposed solution along with the High Availability Setup at DC site, Mumbai. HA should be mirror image of the Primary setup at DC and DR setup will be independently active. The Data replication should happen from Primary site to HA on near real-time basis to keep them in sync. Successful bidder is also required to conduct at least one HA testing in a quarter.</p>

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11	27	22.1	<p>Payment will be released by the concerned department at Bank's Central office. All the Payment shall be made in INR only. Payment terms are as under:</p> <p><input type="checkbox"/> No advance payment will be made</p> <p>For non-subscription model :</p> <p><input type="checkbox"/> 40% of Hardware Cost and License Cost will be made on delivery of the Hardware and Software Licenses</p> <p><input type="checkbox"/> 30% of Hardware Cost and License Cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 70% of the implementation cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 20% of Hardware Cost and Licence Cost and implementation cost will be made after satisfactory working of solution for 6 months after successful implementation.</p> <p><input type="checkbox"/> 10% of total payment (excluding support & maintenance cost and Hardware AMC) will be made after five years of successful implementation or on the submission of performance Bank Guarantee. However, this payment will not be released before 6 months of successful implementation of the solution.</p> <p>For subscription model :</p> <p><input type="checkbox"/> 40% of Hardware Cost will be made on delivery of the Hardware and Software Licenses</p> <p><input type="checkbox"/> 40% of Hardware Cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 75% of the implementation cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 20% of Hardware Cost and implementation cost will be made after satisfactory working of solution for 6 months after successful implementation.</p>	Amendment	<p>Clause amended as :</p> <p>Payment will be released by the concerned department at Bank's Central office. All the Payment shall be made in INR only. Payment terms are as under:</p> <p><input type="checkbox"/> No advance payment will be made</p> <p>For non-subscription model :</p> <p>Hardware and Software License Cost</p> <p><input type="checkbox"/> 60% of Hardware Cost and License Cost will be made on delivery of the Hardware and Software Licenses</p> <p><input type="checkbox"/> 30% of Hardware Cost and License Cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 10% of Hardware Cost and Licence Cost will be made after satisfactory working of solution for 3 months after successful implementation and submission of Performance Bank Guarantee.</p> <p>Implementation Cost :</p> <p><input type="checkbox"/> 90% of the implementation cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 10% of implementation cost will be made after satisfactory working of solution for 3 months after successful implementation and submission of Performance Bank Guarantee.</p> <p>For subscription model :</p> <p>Hardware Cost :</p> <p><input type="checkbox"/> 60% of Hardware Cost will be made on delivery of the Hardware</p> <p><input type="checkbox"/> 30% of Hardware Cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 10% of Hardware Cost will be made after satisfactory working of solution for 3 months after successful implementation and submission of Performance Bank Guarantee.</p> <p>Implementation Cost :</p> <p><input type="checkbox"/> 90% of the implementation cost will be made after acceptance of successful implementation of the solution by Bank.</p> <p><input type="checkbox"/> 10% of the implementation cost will be made after satisfactory working of solution for 3 months after successful implementation and submission of Performance Bank Guarantee.</p> <p>Subscription Cost :</p> <p><input type="checkbox"/> 100% of First year subscription software cost payment will be made after acceptance of successful implementation of the solution. For subsequent years cost will be made on yearly basis at beginning of every year based on satisfactory performance in previous year.</p>

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12	34	Sr no.30 - Resolution of Disputes	All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Bank and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai.	Amendment	All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to sole arbitrator or if the Parties are unable to Agree upon a sole arbitrator, to the arbitration panel of 3 (three) arbitrators, 1(one) to be appointed by each disputing Party and the third to be appointed by the 2(two) arbitrators so appointed. The Arbitration and RecConciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai .and any award whether interim or final, shall be made and shall be deemed for all purposes between the Parties to be made in Mumbai, Maharashtra State, India. Subject to the aforesaid, for all matters for which the courts of law would have jurisdiction, including without limitation for an application for the appointment of an arbitrator under the provisions of section 11 of the Arbitration and Conciliation Act, 1996, the courts of law at Mumbai, Maharashtra State, India entering in to the agreement, shall have exclusive jurisdiction.
13	42	Sr no. 43.3 - Compliance with laws	This indemnification is only a remedy for the Bank. Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.	Amendment	This indemnification is only a remedy for the Bank without prejudice to any other remedies available under law. Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.
14	43	Sr no 48 - Survival and Severability	Any provision or covenant of the RFP, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of this Agreement The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.	Amendment	Any provision or covenant of the RFP, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of the Agreement, the invalidity of one or more provisions contained in the Agreement shall not affect the remaining portions of the Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, the Agreement shall be construed as if any such provision had not been inserted therein.
15	45	58.4	Bidder should have implemented proposed SOAR solution in at-least two projects as an Authorized Vendor/Partner of the OEM in last five years.	Amendment	Clause amended as : Bidder should have implemented any SOAR solution completely in two projects or one project completed and one under implementation as an Authorized Vendor/Partner of the respective OEMs in last five years.
16	47	1A 1	The solution must be a fully on premise solution deployed in house. The solution should be deployed in both DC and DR in active passive mode	Amendment	Clause amended as : The solution must be a fully on premise solution deployed in house. Solution should be deployed in both DC and DR in active-active mode. At DC, Primary and HA should be in Active-Passive mode.
17	47	1A 9	Solution should provide for dissolvable agents for machines that are under investigation to unobtrusively perform forensic tasks on those machines for Windows, Linux and Mac platform.	Amendment	The clause stands optional
18	49	1A 27	The solution should support sending surveys to both internal users and external users in order to collect data for an incident. The collected data can be used for incident analysis, and also as input for subsequent playbook tasks.	Amendment	Clause stands amended as : The solution should support sending surveys / intel requests to both internal users and external users in order to collect data for an incident. The collected data can be used for incident analysis, and also as input for subsequent playbook tasks.

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19	49	1A 30	Should have capability to provide simulation environment to test playbooks without relying on access to real environment.	Amendment	Clause stands amended as : Should have in built capability to provide simulation/testing environment to test playbooks without relying on access to real environment.
20	52	1A 75	Solution should provide customizable reports in formats like xls, csv, doc and pdf with custom logo of the organisation	Amendment	Clause amended as : Solution should provide customizable reports in formats like xls/ csv, doc/pdf with custom logo of the organisation.
21	53	1A 86	Solutions should allow users to collaborate within the platform by way of an integrated messaging application	Amendment	Clause amended as : Solution should have case management platform where history of playbooks should be stored and can be accessed by different analysts.
22	53	1A 87	Solution must provide for a virtual War Room and evidence dashboard on a per incident basis for comprehensive collection of all investigation actions, artifacts, and collaboration at one place.	Amendment	Clause amended as : Solution must provide evidence dashboard on a per incident basis for comprehensive collection of all investigation actions, artifacts and collaboration at one place.
23	53	1A 93	Vendor is required to impart training to the identified bank personnel/ SOC team on the product architecture, functionality and the solution design before the start of implementation of the solution.	Amendment	Clause amended as : Vendor is required to ensure knowledge transfer of the proposed solution with architecture, functionality and the solution design after implementation to Bank officials / SOC team.
24	53	1A 94	The bidder shall provide Knowledge transfer to SOC team satisfactory post implementation along with HLD, LLD and other necessary documentations.	Amendment	Clause amended as : The Bidder should provide HLD,LLD As-Built Document, Implementation Guide, and User Guide for API, Super User, and Administration.
25	55	1C	<ul style="list-style-type: none"> • We also undertake that, at the time of bidding, not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services. • legal case is pending against firm that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank. • We also confirm that we are not a NPA holder in any Bank/Financial Institution in India • WE confirm that no case is pending or otherwise, with any organization across the globe which affect the credibility of the Bidder in the opinion of Central Bank of India to services the needs of the Bank. 	Amendment	Clause Amended as : <ul style="list-style-type: none"> •We also undertake that, at the time of bidding, there not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services. •No legal case is pending against firm that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank. • We also confirm that we are not a NPA holder in any Bank/Financial Institution in India • We confirm that no case is pending or otherwise, with any organization across the globe which affect the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank.
26	57	Annexure-2 - Commercial Bid Format		Amendment	Annexure -2 Commercial Format amended as per attachment

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27	43	Sr no. 47 - Entire Agreement; Amendments	This RFP sets forth the entire agreement between the Bank and the Successful bidder and supersedes any other prior proposals, agreements and representations between them related to its subject matter, whether written or oral. No modifications or amendments to this Agreement shall be binding upon the parties unless made in writing, duly executed by authorized officials of both parties.	Deletion	
28	6			Addition	Startup which are not MSE are exempted only from depositing bid security amount.
29	9	Sr no.2 - Eligibility Criteria		Addition	Applicable relaxation will be allowed as per Govt. guidelines, subject to submission of relevant supporting documents
30	9	Sr no.3 - Bid Security		Addition	Bid Security may be accepted in the form of insurance surety bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank guarantee from any of commercial banks or payment online in an acceptable form
31	10	Sr no.4 - Performance Bank Guarantee		Addition	Performance security may be furnished in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or online payment in an acceptable form
32	33	Sr no.28 - Guarantee on Licenses		Addition	Notwithstanding anything contrary contained herein, the Successful Bidder shall indemnify any loss suffered by the Bank owing to the breach of any obligations specified in this clause.
33	53	Annexure 1A		Addition	SOAR platform should have built in security that isolates the execution of automation within container technologies as well as support privacy by supporting true multi-tenant architecture.
34	53	Annexure 1A		Addition	SOAR solution should be able to ingest, deduplicate, aggregate and enrich IOCs from premium and multiple OSINT feeds automatically and share intelligence based on Traffic Light protocol across its sub-organization either externally or internally.
35	53	Annexure 1A		Addition	Solution should be able to leverage data from machine learning analytics Layer to gain additional insights from the globe. Solution should give additional contextual intelligence on the latest threat actor tactics, techniques, and <u>procedures to help in identifying malicious activity faster.</u>
36	53	Annexure 1A		Addition	Solution should be able to collect real time threat intelligence feeds of various types from multiple sources, remove duplication, aggregate the feeds, process, index, apply enrichment and distribute the threat intelligence IOCs.
37	53	Annexure 1A		Addition	Solution should have capabilities to process structured as well as unstructured threat intelligence feeds from various formats like but not limited to TXT, PDF, DOC, DOCX, PPT, PPTX, XLS, XLSX, MSG, EML etc.
38	53	Annexure 1A		Addition	Solution should support creation and management of different type of groups but not limit to Advisory, Attack pattern, campaign, Document, Event, Incident, Intrusion Set, Malware, tactic, Signature, Vulnerability etc.
39	53	Annexure 1A		Addition	Solution should support creation and management of different type of threat indicators but not limited to IP, Hash, Mutex, Email, URL, File, Host, ASN, CIDR, email subject, Hashtag, FQDN, Registry Key, Username.

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40	53	Annexure 1A		Addition	It should automatically track the whole life-cycle of IoCs with features including auto-expiration of the indicators, provide suggested remediation/course of action, custom scoring and generate threat intel reports
41	53	Annexure 1A		Addition	SOAR platform should provide real-time investigation, collaboration and machine learning assistance for the analyst to suggest the corrective actions.
42	53	Annexure 1A		Addition	Solution must provide out of the box at least 25+ open-source threat intel feeds.
43	53	Annexure 1A		Addition	The SOAR solution should support various structured and unstructured Threat Intelligence feed formats gathered from a Govt./ Commercial/ Open source/ User-led/ Community-driven Intel sharing sources.
44	53	Annexure 1A		Addition	The SOAR solution should have out-of- the-box integration capabilities with multiple Threat Intel feeds.
45	53	Annexure 1A		Addition	The SOAR solution should have capabilities to perform automated IOC extraction from email attachments such as PDF, Excel, Word, etc. in real-time as well as on-demand. It should also have capabilities to perform automated IOC extraction from external URL, external RSS feeds, etc. should support configuration of multiple mailboxes to fetch the TI in real-time as well as on-demand. It should also support configuration of multiple mailboxes to fetch the Threat Intel in real-time as well as on-demand. The solution should be capable to receive Threat Intel in real-time from various TAXII servers.
46	53	Annexure 1A		Addition	Solution should have no limitations on number of device / types of devices integration for automation, no limitation on number of threat feeds to collect threat intel and no limitation on distribution of threat intel on number of security devices.
47	53	Annexure 1A		Addition	Solution should give additional contextual intelligence on the latest threat actor tactics, techniques, and procedures to help in identifying malicious activity faster and provide insights on data reputation, network activity (observations), false positive counts, and status etc..
48				Addition	Format for EMD
49	5		Latest Tape Drive or Library based backup solution should be provided with backup software and necessary licenses. Feature online backup should be available	Clarification	The backup arrangement is required at DC for Primary / HA setup. It is upto vendor whether Tape drive or tape library or online backup feature required or not for taking backup with the 3 months online availability and retention for entire contract period.
50	5		Any auxiliary hardware / accessories / racks (with 42 U, redundant power supply, dimensions 600mm X 1000mm, perforated doors with dual door on backside and 1u swivel base foldable KVM Module with KVM switch having required ports and cables) /cables / software necessary for the implementation of the solution should be provided by the successful bidder.	Clarification	The requirement mentioned in the clause is for DC & DR and there is no UAT setup required.

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51	6		For preference to Make In India - The guidelines issued by Ministry of Commerce and Industry, Govt of India vide order P-45021/2/2017-PP (BE-II) dated 16.09.2020 will be followed in this RFP wherever applicable.	Clarification	Applicable government guidelines will be followed at the time of evaluation submitted by bidder and based on applicable scenario.
52	8	2.5	The bidder should be an Authorized Vendor/Partner of OEMs. The bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM. One System Integrator can bid only with one OEM as regards SOAR solution is concerned. If OEM is bidding directly, they cannot submit another bid with any System Integrator	Clarification	Clause Amended as : The bidder should be an Authorized Vendor/Partner of OEMs. The bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank and must be having back-to-back support from OEM. One System Integrator can bid only with one OEM as regards SOAR solution is concerned. However, same solution can be proposed by different bidders. If OEM is bidding directly, they cannot submit another bid with any System Integrator.
53	9	2.11	The proposed solution from OEM should be currently functional in at-least one Public Sector Bank / Scheduled Commercial Bank with more than 1000 branches in India as on date of the RFP. Documentary proof to be submitted along with technical bid.	Clarification	As a documentary proof Bank may ask for Purchase Order copy and / or reference letter from the concerned client and / or go-live / installation certificate.
54	11	7.2	The proposed SOAR solution should be seamlessly integrated with Bank's existing SIEM solution and all existing and future security devices/solution like but not limited to WAF, IPS, various firewalls, DLP etc. for collecting data about security threats from multiple sources and also with Bank's PIM solution....	Clarification	The proposed SOAR solution should be able to seamlessly integrate with industry wide standard devices as mentioned in the clause without any dependency on make and model.
55	11	7.4	The Bidder is required to supply & install all the required Hardware and Software (OS, Database & Application) with required licenses and also provide, cables, connectors, other accessories etc. required to commission the SOAR Solution infrastructure. Bank will only provide the required Physical Infrastructure (power, cooling, rack space etc.). Bank will provide connectivity only up to the main network switch. Successful bidder has to ensure that resource utilization like CPU, Memory, Hard Disk etc should not exceed 70% of utilization during the entire contract period. Failure to comply with the same may result into breach of SLA and may attract penalty. Resource utilization report should be submitted by onsite support person to Bank on regular basis as required by Bank. Cost of all the peripherals hardware/accessories which are to be provided by the bidder should be included in cost of hardware in the indicative commercial bid.	Clarification	As mentioned in RFP requirement, onsite resource will manage and monitor the SOAR server/system/ application, however, Bank will provide monitoring tool only. Monitoring activity will be onsite resource person's responsibility.
56	11	7.5	The Solution (with each of its components) should be configured with High Availability (HA) setup at DC.	Clarification	The requirement of HA as mentioned in clause is for DC only. DR site will act as an independent active instance.

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57	12	7.7 d	Conduct System/Solution health check-up twice a year and provide report to the Bank and also as and when required by the Bank.	Clarification	1. The mentioned activity includes Health checkup of the solution and the related resources to ensure smooth functioning of solution and its functionalities. 2. It is expected that the solution will have such inbuilt functionality, however it is upto bidder if they require any separate tool for carrying out above activities they can implement accordingly by informing to the bank through this proposal without any extra cost to bank. Health checkup should be conducted by senior resource of bidder (other than onsite support engineer). However, if bidder feels if any support required for the same then bidder can take OEM support. In such case Bank should not be charged for any amount.
58	12	7.10	The Vendor should maintain Uptime of 99.95% of the Solution both at DC (including HA) at Mumbai & DR site at Hyderabad during contract period.	Clarification	99.95% uptime is applicable to Primary and HA at DC and also to DR. However, Primary and HA will be in Active Passive mode whereas DR will be in active mode.
59	12	7.11	If Bank requires any customization in the solution/dashboard during the contract period, the bidder will have to implement the same without any extra cost to the bank.	Clarification	Clause related to requirement of resources is amended in the corrigendum where L2 resource is required in place of L1 resource for onsite support and other duties mentioned in RFP / corrigendum.
60	13	8	Complete Implementation (including customization/integration) - Within 6 weeks from the delivery or within 10 weeks from the date of Purchase Order, whichever is earlier.	Clarification	The use cases for the SOAR solution can be discussed / planned discussion can be done post awarding of PO to the selected bidder. Please refer to the clause amended as per this corrigendum.
61	14	10	The Bidder shall provide requisite skilled resources during the implementation period without any extra cost to the Bank and One L1 resource with minimum 1 year of experience on proposed solution at DC at normal shift (9:30 am to 6:30 pm) from sign off on daily basis including holidays and Sundays, for onsite support.	Clarification	The normal working hours of onsite support person (L2) will be 9.30 am to 6.30 pm. If the maintenance / support services are required beyond normal working hours in case of exigencies onsite resource should extend the service accordingly.
62	14	10	Onsite support will start from the date of acceptance of complete implementation (Go-live) by Bank.	Clarification	The Onsite support is required for the entire period of contract as mentioned in the RFP and this corrigendum.
63	18	16	Monitoring & Audit	Clarification	This RFP and subsequent corrigendums are related to supply and implementation of SOAR. Accordingly Monitoring and Audit clause is related to SOAR solution and its related components. Supply of Firewalls, antivirus solutions, any other security solutions are not in the scope of this RFP.

Corrigendum - 2 dated 13th September 2022, Central Bank of India, Tender Reference Number: CO:DIT:PUR:2022-23:360
Request for Proposal for Procurement of SECURITY ORCHESTRATION AUTOMATION AND RESPONSE (SOAR)

Sl. No.	Page No of RFP	Clause No./ Page No.	Existing Clause	Type of Change	Revised Clause / Addition / Clarification / Deletion
64	34	31	<p>"We undertake that all the components/parts/software used in the supplied devices shall be original, new components/ parts/ software only, from respective OEM/OSDs of the products and that no refurbished/ duplicate/ second hand components/ parts/ software are being used or shall be used. We also undertake that in respect of licensed operating system, if asked for by you in the Purchase Order, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.</p> <p>We hereby undertake to produce the certificate from our OEM/OSD supplier in support of above undertaking at the time of implementation. It will be our responsibility to produce such letters from our OEM/OSD suppliers at the time of release of PO or within a reasonable time.</p> <p>In case of default and we are unable to comply with the above at the time of delivery or during installation, for the software items already billed, we agree to take back the software/items without demur, if already supplied and return the money, if any paid to us by you in this regard".</p>	Clarification	OEM authorized partners are also allowed as per the amendments made in this corrigendum in Sr no.5
65	47	1A 7	Solution should be able to integrate with security devices like Firewall, IPS, endpoint Security solution, APT solution, WAF etc. from day one. Solution should support integration with third party OEM products including but not limited to the following technologies:	Clarification	The Integration mechanism of SOAR should not be make and model dependent and should be able to integrate with industry wide standard devices.
66	47	1A 8	Solution should support deployment for access remote networks which are behind the firewall or isolated from Internet	Clarification	Solution can have a component in isolated network to trigger playbooks locally, commanded and managed by Central SOAR server.
67	48	1A 25	The solution must have an integrated versioning mechanism to save and maintain multiple versions for the playbooks.	Clarification	The versioning is required to compare changes on the go and restore to a specific version if required anytime in the future. Hence, the solution must have an integrated versioning mechanism to save and maintain multiple versions for the playbooks.
68	49	1A 26	The solution should allow for viewing version history for all or selected playbook and provide option for restoring to an older version	Clarification	The versioning is required to compare changes on the go and restore to a specific version if required anytime in the future. Hence The solution must have an integrated versioning mechanism to save and maintain multiple versions for the playbooks.
69	50	1A 54	Solution must maintain repository of IOCs which can be associated with any stage of a cyber-kill chain for an incident	Clarification	There should be repository for IOCs received from various third parties which can be associated with any stage of cyber kill chain for an incident.
70	51	1A 72	Solution be agentless and should support both push and pull mechanism	Clarification	The solution should push the policies and required changes to any solution as per workflow and playbook, in addition to this it should also have capability to pull data like required logs, reports etc.
71	57	Table 1 Sr no 1	HARDWARE ITEMS (INCLUDING TAPE LIBRARY / TAPE DRIVE) (3 YEARS WARRANTY)	Clarification	Tape Drive / Tape Library usage is to take backup of relevant data of SOAR. It is upto the vendor to ensure online retention of data for 3 months and offline for entire contract period.

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72	57	Table 1 Sr no 3	OTHER SOFTWARE ITEMS INCLUDING LATEST BACKUP SOFTWARE	Clarification	Successful bidder needs to provide new backup solution and related hardware/licenses for only the proposed SOAR solution for backup of relevant data.
Note : Since there are no changes in the original RFP clause for few queries/requests raised by bidders, they are not included above.					