

**ADDENDUM 1 dated 20.06.2022**  
**REQUEST FOR PROPOSAL FOR SELECTION OF SECURITY SERVICES PROVIDER (MSSP) FOR C-SOC OPERATIONS RFP Ref: BCC:CISO:108:114/28 dated 10.06.2022**

S. No	Clause in RFP	Changes made
1	<p><b>Activity 3 – Tool Management</b> <b>Page 30</b></p> <p>..... Deployment of additional add-on modules from OEM as applicable for all deployed security solutions in CSOC (as mentioned in Section 3.3 of this RFP) as per Bank's requirement .....</p>	<p><b>Activity 3 – Tool Management</b> <b>Page 30</b></p> <p>..... Deployment of additional add-on modules from OEM as applicable for all deployed security solutions in CSOC (as mentioned in <b>Section 1.3</b> of this RFP) as per Bank's requirement .....</p>
2	<p><b>Activity 3 – Tool Management</b> <b>Page 30</b></p> <p>..... Provide timely updates on available patches / signature / versions from OEM for deployed security solutions as mentioned in Section 3.3 of this RFP. .....</p>	<p><b>Activity 3 – Tool Management</b> <b>Page 30</b></p> <p>..... Provide timely updates on available patches / signature / versions from OEM for deployed security solutions as mentioned in <b>Section 1.3</b> of this RFP. .....</p>
3	<p><b>Activity 3 – Tool Management</b> <b>Page 30</b></p> <p>..... Provide timely updates to Bank's CSOC team on ATS / AMC renewals, EOSL and support for security solutions as mentioned in Section 3.3 of this RFP. .....</p>	<p><b>Activity 3 – Tool Management</b> <b>Page 30</b></p> <p>..... Provide timely updates to Bank's CSOC team on ATS / AMC renewals, EOSL and support for security solutions as mentioned in <b>Section 1.3</b> of this RFP. .....</p>
4	<p><b>Page 39</b></p> <p>..... *Out of eight Level 3 security analyst / SME, 4 resources should be in SME category out of which 2 SME resources should be deployed at DC &amp; DR respectively. .....</p>	<p><b>Page 39</b></p> <p>..... <b>All Major tools such as SIEM, DLP, WAF, Anti APT, NAC should have primary and backup SMEs preferably in DC and DR locations respectively.</b> .....</p>

<p>5</p>	<p><b>1.9 Cadre Deduction</b> <b>Page 40</b></p> <p>.....</p> <p>L1, L2, L3 and L4 resources (Security Operator, Security analyst, SOC manager and Subject Matter expert) must be in the payroll of MSSP. No exceptions will be entertained and non-compliance shall result in termination of contract.</p> <p>.....</p>	<p><b>1.9 Cadre Deduction</b> <b>Page 40</b></p> <p>.....</p> <p><b>L2, L3 and L4 resources (Security analyst, Security admin/Subject Matter expert and SOC manager)</b> must be in the payroll of MSSP. No exceptions will be entertained and non-compliance shall result in termination of contract. <b>L1 resource need not be mandatorily on the payroll of successful bidder.</b></p> <p>.....</p>
<p>6</p>	<p><b>2. Performance Guarantee</b> <b>Page 43</b></p> <p>.....</p> <p>2.1 The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 14 to the extent of 10% of the total contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Bank of Baroda.</p> <p>.....</p>	<p><b>2. Performance Guarantee</b> <b>Page 43</b></p> <p>.....</p> <p>2.1 The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 14 to the extent of <b>3%</b> of the total contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Bank of Baroda.</p> <p>.....</p>
<p>7</p>	<p><b>11. Skill Set and Experience Requirements</b> <b>Level 1 (L1)</b> <b>Page 54</b></p> <p>.....</p> <p>Educational qualifications: Graduation in CS / IT / EC or Information Security / Cyber Security / MCA At least one Mandatory certification from: CEH / CCNA / ISO 27001 / ITIL or Certifications as per Level 2 or Level 3</p> <p>Experience: Previous experience in CSOC of 1-3 year.</p> <p>.....</p>	<p><b>11. Skill Set and Experience Requirements</b> <b>Level 1 (L1)</b> <b>Page 54</b></p> <p>.....</p> <p>Educational qualifications: Graduation in CS / IT / EC or Information Security / Cyber Security / MCA/<b>BSC Computer Science/BCA</b></p> <p>Experience: Previous experience in CSOC of 1-3 year.</p> <p>.....</p>

8	<p><b>11.Skill Set and Experience Requirements Page 54,55</b></p> <p>.....</p> <p>Level 2 (L2) Experience of above 3 years and up to 5 years</p> <p>.....</p>	<p><b>11.Skill Set and Experience Requirements Page 54,55</b></p> <p>.....</p> <p>Level 2 (L2) Experience of above <b>3 years and up to 6 years</b></p> <p>.....</p>
9	<p><b>11.Skill Set and Experience Requirements Page 55</b></p> <p>.....</p> <p>Level 3 (L3)/SME Experience of above 5 years and up to 8 years</p> <p>.....</p>	<p><b>11.Skill Set and Experience Requirements Page 55</b></p> <p>.....</p> <p>Level 3 (L3)//SME Experience of above <b>6 years and up to 8 years</b></p> <p>.....</p>
10	<p><b>Annexure 5B- Technical Bid Page 77</b></p> <p>.....</p> <p>For manpower consideration, the Employee should be on the payroll of the Bidding Company. For this proof in the form of employment letter duly accepted by the employee or suitable declaration jointly signed by the Employer and Employee stating date of joining on the Bidding Company's letterhead should be submitted.</p> <p>.....</p>	<p><b>Annexure 5B- Technical Bid Page 77</b></p> <p>.....</p> <p>For manpower consideration, <b>L2, L3 and L4 resources</b> should be on the payroll of the Bidding Company. For this proof in the form of employment letter duly accepted by the employee or suitable declaration jointly signed by the Employer and Employee stating date of joining on the Bidding Company's letterhead should be submitted. <b>L1 resource need not be mandatorily on the payroll of successful bidder.</b></p> <p>.....</p>
11	<p><b>New Clause</b></p>	<p><b>1.5.3 Activity 3- Tool Management Page 31</b></p> <p>.....</p> <p><b>Maintain and monitor Licenses deployed and alert the Bank in case of any license expiry and/or under/over utilization of licenses.</b></p> <p>.....</p>

12	New Clause	<p>14. Technology refresh/Upgradation of Hardware Page 56</p> <p>.....</p> <p>During the tenure of the contract, Bank may carry out technology refresh, replacement, upgradation of existing hardware, etc. In such cases, successful Bidder has to support the Bank in terms of deinstallation/installation/upgradation/upgradation/re-installation/integration/configuration/reconfiguration of Operating system, CSOC tools/security patches.</p> <p>.....</p>
13	New Clause	<p>15. Relocation of SOC Operation Page 56</p> <p>.....</p> <p>During the tenure of the contract, Bank may relocate SOC operations within the identified geographical locations such as Mumbai covering Mumbai, Thane, Navi Mumbai. Hyderabad location covering Hyderabad, Gachibowli, Secunderabad.</p> <p>.....</p>

**Note: Except above changes in RFP terms, all other terms in the RFP document shall remain the same.**