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1	28	1.2	Purpose	DC and DR locations in Mumbai and Hyderabad. Bank is also coming up with a new Data Centre site in Navi Mumbai.	Query	1. Whats the location for Team Deployment i.e DC and DR location to be considered. 2. Whats the purpose of New DC@ Navi Mumbai and is bidder expected to involve into any migration or new setup or team deployment at new DC? Kindly confirm.	1. DC-Mumbai, DR Hyderabad and New DC(NDC) at Navi Mumbai. 2. Migration activity to new DC is not under the scope of selected Bidder. SOC Operations team deployment at new DC at Navi Mumbai: Yes

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2	28	1.3	Solutions deployed in Cyber Security Operations Center (C-SOC)	1. Security Incident and Event Management (SIEM) solution 2. PCAP/ Forensics solution 3. Network Behavior Anomaly detection / Network Insight Solution 4. Deception (Decoy) solution 5. Anti-AdvancedPersistentThreat(Anti-APT)solution 6. Data Leakage Prevention (DLP) solution 7. DataClassificationssolution 8. Web Application Firewall (WAF) solutions 9. SSLOff-loadingSolution 10.Network Access Control (NAC) solution. 11.File Integrity Monitoring (FIM) solution. 12.Card Data Finder solution. 13.Vulnerability Management (VM) solution. 14.Database Activity Monitoring (DAM) Solution. 15.Threat Intelligence Feed and Dark Web monitoring service. 16.Governance, Risk & Control	Query	Please provide the : 1. Make and model of all the 16 security controls deployed. This would be required to factor the skillset cost. 2. Please provide the quantity of hardware devices deployed at DC & DR for the mentioned technologies. 3. please provide the current count of SR generated on weekly/monthly basis Please provide the number of incidents logged on a monthly basis 4. EPS of SIEM solution 5. Which ITSM tool are you currently using	1. The details will be shared with the successful Bidder 2.Approx 96 Physical devices and 80 virtual devices at DC and DR .Bidder is also expected to manage any new solutions implemented by the Bank during the contract term. 3. Shall be provided to the successful bidder. 4. Shall be provided to the successful bidder. 5. ITSM Tool: SMAX

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3	28	Section II, Point 1.3	Solutions deployed in Cyber Security Operations Center (C-SOC)	Bank is also coming up with a new Data Centre site in Navi Mumbai	Scope of Work	We understand the resources location for DC & DR are Mumbai (BKC) and Hyderabad respectively. Navi Mumbai DC is NDR and needs single L1 resource in each shift for 24*7 availability	Yes. Please refer to page 39, section 1.7 Tentative Manpower Deployment Plan at DC- Mumbai, DR-Hyderabad, NDC- Airoli, Navi Mumbai: Resource location within the city can change anytime during the contract period.
4	29	1.5.1	Activity 1 - Event Overview	The purpose of this activity is to provide you with on-going alert management for the SIEM System	Query	Kindly share following details 1. Number of incidents generated per day and per month 2. Solution Components at DC , DR and NDR 3. What's the ITSM in use and How Tickets are generated and handled in current process. Is there any integration between SIEM and ITSM ?	1.Shall be disclosed to successful bidder. 2.Shall be disclosed to successful bidder 3.SMAX tool

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5	29	Activity 2 – Reports Generation, Review, and Analysis		To submit Gap analysis report		who will do Gap assessment?	All CSOC tools should work in tandem and MSSP shall be required to perform gap assessment for improvement of the Security operations. The bidder must conduct an efficacy check/ value assessment/ gap assessment for all the solutions in scope in coordination with the OEM every six months. The Bank will have ATS/AMC support with OEM. The bidder must, however, conduct configuration reviews on a quarterly basis.
6	29	Section II, Point 1.5.3	Activity 3 – Tool Management	The purpose of this activity is to provide on-going management, tuning, report generation, and maintenance of currently deployed and solutions deployed as per the scope	Scope of Work	We understand tool management scope is only limited to the sixteen technologies mentioned in section 1.3 Solutions deployed in Cyber Security Operations Center (C-SOC) on page 28. Any other tools deployed in future will require revised efforts from EY	Requirement of additional no of SOC Operations manpower, if any, for new tools and technologies deployed during contract period shall be discussed with the successful
7	30	1.5.3	General - Scope of Work	Activity 3 - Tool Management	Query	To manage Storage Area Network (SAN) deployed for long term storage of logs pertaining to Security Solutions. Please share current deployment details of the SAN storage in use at BoB	The detail shall be shared with the successful Bidder

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8	30	1.5.3	Activity 3 – Tool Management	Activity 3 – Tool Management	Query	a) Do we have to consider the underlying infra management as well such as SAN storage mentioned in point on page number 30? b) We assume it is banks responsibility for any additional requirement/modification in Hardware/Cable/Connectivity liasoning for all the underlying infra on which security solutions are hosted.	a) Yes. However AMC of Infra component shall be out of the scope of MSSP. b) Liasoning with the SOC Infra service provider, OEMs shall be the responsibility of Successful Bidder.
9	30	Activity 3 – Tool Management		To manage Storage Area Network (SAN) deployed for long term storage of logs pertaining to Security Solutions		What would be logs retention period?	The detail shall be shared with the successful Bidder
10	31	1.5.4	Activity 4 – SIEM Solution	Activity 4 – SIEM Solution	Query	How many custom parsers are created ? How many parsers required per month?	The detail shall be shared with the successful Bidder
11	31	1.5.4	Activity 4 – SIEM Solution	Activity 4 – SIEM Solution	Query	Which all TI feed are being used right now?	The detail shall be shared with the successful Bidder
12	32	1.5.3	General - Scope of Work	Activity 4 - SIEM Solution	Query	How many custom parsers (average) were needed in last 3 years of CSOC operation ?	Custom parsers will need to be created by MSSP as and when required by the Bank.
13	32	1.5.4	Activity 4 - Activity 4 – SIEM Solution	Configure Additional Device Support Modules (DSMs), if needed	Query	1. We assume Bank has required OEM support for Building additional DSM/ Parsers for additional devices/applications not supported out of the box. Kindly confirm if bidder needs to factor additional support if any. 2. Please share the Offences/Incidents handled per day and per month basis and number of use cases and custom parsers integrated in current SIEM	1. Bank will have ATS/AMC/Support from OEM or their authorized channel partners. Other support to be provided by the MSSP. 2.The detail shall be shared with the successful Bidder.

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14	36	1.5.14	Activity 14 – Card Data Finder (CDF) Solution	Activity 14 – Card Data Finder (CDF) Solution	Query	Which card Data Finder tool is being used? How many use cases configured and running effectively? How many cards are covered in this solution?	The detail shall be shared with the successful Bidder
15	36	1.5.15	General - Scope of Work	Activity 15 – Vulnerability Management (VM) Solution	Query	How many assets need to be covered as part of Vulnerability Management services ? Please mention frequency of the scans, as per your standards	The detail shall be shared with the successful Bidder
16	38	1.6	Management of CSOC Operations and Resource Deployment	Selected Bidder is required to provide manpower and to manage CSOC operations on 24x7x365 basis for all activities including but not limited to Alert Management, Incident analysis, Incident Response, Threat Hunting, Intrusion Detection and to manage	Query	Kindly share Solution Support/ Team availability expectations for each technology stack assuming only SOC monitoring through SIEM console would operate on 24*7 basis.	Shall be finalised with the successful Bidder. L3 resources deployed by the MSSP shall be expected to be SME covering CSOC tools stack at DC as well as DR.
17	39	1.7	Tentative Manpower Deployment Plan at DC- Mumbai, DR- Hyderabad, NDC- Airoli, Navi Mumbai:	Where * refers to resource must be made available in case of emergency. Based on aforementioned deployment plan as depicted in table above, Bank has envisaged following minimum resources at DC, DR and New DC location:	Comment	The Expected Resource count provided is 38 across all levels, but the actual requirement stated as per the tentative manpower deployment plan is much higher than that. To add to this there is additional requirement under "in case of emergency" as well which is not part of the count. We request adequate clarity on the count of resources across all reference points.	Bidder needs to provide Minimum Resources as per the RFP requirement . Bidder may also submit proposal with higher resource if bidder cannot meet the deliverables and SLA with the minimum resources specified in the RFP.

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18	43	2. Performance Guarantee		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.		Request Bank to limit the value of PBG to 3 % as per guidelines of Ministry of Finance, Department of Expenditure Procurement Policy Division (No. F.9/4/2020-PPD) dated 30th December 2021 which are applicable to all tenders/ contracts issued/ concluded till 31st March 2023. Also request bank to accept the bank guarantee from any scheduled commercial bank located in INDIA.	No change in the clause
19	43	INSTRUCTIONS TO THE BIDDER	sub-contracting	In existing contract sub-contracting is allowed but new RFP document it's not allowed	Suggestion	sub-contracting should be allowed as it will help to on-board resources with shorter period of time.	Subcontracting for L1 resources shall be permitted. Please refer to Addendum 1 dated 20.06.2022 for details.
20	44	Section III, Point 4	Addition of new tools and services by the Bank during contract period	During the tenure of the contract, Bank may deploy new Tool/technology or avail a new service. Selected Bidder shall be required to provide and operations support on such new Tool/technology/service. Bank will give -3- months prior notice to the successful Bidder for developing	TERMS & CONDITIONS WITH THE SUCCESSFUL BIDDER	EY will implement new Tools/technology as per the BOB requirements in future to support strengthening security posture. After receiving notice from BOB, EY will share the commercials based on the efforts required	Requirement of additional no of SOC Operations manpower, if any, for new tools and technologies deployed during contract period shall be discussed with the successful bidder and payment shall be made as per the contracted rates.

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21	54	11	Skill Set and Experience Requirements	<p>Educational qualifications: Graduation in CS / IT / EC or Information Security / Cyber Security / MCA</p> <p>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>	Query	It is difficult to get L1 level resources with stated certifications. We request to consider experience in CSOC as mandatory requirements.	Educational qualifications has been relaxed. Please refer to Addendum 1 dated 20/06/2022 for details.
22	74	Annexure 5B	Technical Bid Marking Table	Evaluation parameters for L1, L2, L3 & L4	Query	<p>For the count of resources requested for each level, do we need to give count of one project or we can add multiple projects to achieve maximum marks. For eg: we need to have 16 L1 resources as per the calculations to achieve the maximum marks of 10, hence do we need to give one project with 16 L1 or multiple projects adding up to 16 L1 will suffice.</p> <p>What is the time period of the engagement for which the resource count will be considered?</p>	There is no restriction of one project in Annexure 5B for achieving maximum marks.
23	77	Annexure 5B - Technical Bid	Methodology & Approach	For manpower consideration, the Employee should be on the payroll of the Bidding Company.	Suggestion	<p>Please consider below:</p> <p>For manpower consideration, the Employee should be on the payroll of the Bidding Company/ its subsidiary.</p>	No change in RFP terms and conditions.

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24		1.5.3	Activity 3 – Tool Management	The purpose of this activity is to provide on-going management, tuning, report generation, and maintenance of currently deployed and solutions deployed as per the scope	Query	<p>1. We understand Tool Management Scope applies to all the 15 Security Solutions mentioned in Rfp as part of CSOC. Kindly confirm</p> <p>2. What's the NMS tool in USE and Is Bidder expected to do Platform performance and availability monitoring for solutions in scope ? Kindly confirm</p> <p>3. Is Underlying Infra for all the Security solution in Scope like OS, Compute , Network and Storage expected to be managed by the Bidder ? If Yes kindly share the OS, Compute, Storage , Network etc details for each security stack to be managed.</p>	<p>1. Yes</p> <p>2. Availability Monitoring to be done manually.</p> <p>3. Yes. However, Bank will have an AMC/ATS contract with the OEM/Vendor. Other information will be shared with successful bidder</p>
25		General			Queries	Request bank to share Average Incident Count - technology wise.	The details shall be shared with the successful Bidder
26		General			Queries	Request the bank to confirm on who will provide Infra Support Management, hands & feet support for endpoints/Servers ? Please also confirm who will provide hands and feet support at remote locations?	First level support shall be provided by the MSSP for CSOC infra at DC, DR and New-DC sites. For remote locations, if any, remote access shall be provided by the Bank.
27		General			Queries	Please confirm on Current EPS & total log source count.	The details shall be shared with the successful Bidder
28		General			Queries	request bank to confirm if the bidder can propose different resource plan in order to do cost effective better management for DC, DR & NDC.	No .Minimum resources as per RFP requirement must be supplied
29			General Query	General Query	Query	Can you share the last 3 months Security Incidents management data ? If not can you share the false positives ratio?	The details shall be shared with the successful Bidder