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**Request for proposal for engaging a Managed Security Service Provider  
for Security Operations Centre (SOC) Services with Managed, Detection  
and Response (MDR) Along with Brand Monitoring, Breach  
Investigation, AD Security and Threat Hunting Capabilities for a period  
of 3 Years**

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**RFP Reference No: RFP # NTBL/ISC/SOC/2024/22**

**CORRIGENDUM # 1**

**Dated: 27-11-2024**

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**Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Corrigendum / Revised Terms" column as below:**

Page No	RFP Section	Existing Terms	Corrigendum /Addition to RFP/ Revised clause / Clarification
9	1. Section 1 – Invitation to Bid	Last date and time of submission of Bids 26-11-2024 (17:00 Hrs)	Last date and time of submission of Bids <b>06-12-2024 (17:00 Hrs)</b>
9	1. Section 1 – Invitation to Bid	Date and time of opening of Eligibility and Technical Bids (Envelope A and Envelope B): Date and time of opening of envelope A & B will be shared later to the Bidders (through the authorized e-mail ID shared by the Bidders.) preferably before 06-12-2024	Date and time of opening of Eligibility and Technical Bids (Envelope A and Envelope B): Date and time of opening of envelope A & B will be shared later to the Bidders (through the authorized e-mail ID shared by the Bidders.) preferably before <b>16-12-2024</b>
10	1. Section 1 – Invitation to Bid	Last date and place of submission of RFP response (Closing date): 5:00 PM on 26-11-2024 at Information Security Cell, CISO Office The Nainital Bank Ltd, Railway Bazar Haldwani, Nainital (UK) 263139	Last date and place of submission of RFP response (Closing date): <b>5:00 PM on 06-12-2024</b> at Information Security Cell, CISO Office The Nainital Bank Ltd, Railway Bazar Haldwani, Nainital (UK) 263139

#	Page No.	Clause No.	Main Clause	Updated Clause
1.	25 & 84	C.9.	Bidder should have certified / skilled resources for SOC / Incident response services. Minimum 5 OSCP / CHFI / CISA/ CSA / CISM / CISSP & 10 CEH resources on their payroll.	Bidder should have certified/skilled resources for SOC/Incident response services. Minimum 5 of the following OSCP/CHFI/CISA/CSA/CISM/CISSP & 5 CEH or OEM Certified resources on their payroll. Note: OEM Certification should be from any Commercial SIEM Solution.
2.	25 & 84	C.9.	MSSP should have a remote SOC which is certified in major industry certifications including: 1. ISO- 27001:2013 (ISMS) – M 2. ISO-20000-1:2011 (ITSM) – O 3. ISO-9001:2015 (QMS) – O 4. ISO 22301:2012 (BCMS) – O 5. PCI-DSS v3.2.1 – O 6. CERT-In Empanelment – O 7. Service Organization Control (SOC) 2 – O 8. SOC 3 – O 9. Any other	MSSP should have a remote SOC which is certified in major industry certifications including: <b>1. ISO- 27001:2013 (ISMS) – M</b> 2. ISO-20000-1:2011 (ITSM) – O 3. ISO-9001:2015 (QMS) – O 4. ISO 22301:2012 (BCMS) – O 5. PCI-DSS v3.2.1 – O 6. CERT-In Empanelment – O <b>7. Service Organization Control (SOC) 2 – M</b> 8. SOC 3 – O 9. Any other

3.	24 & 83	C.3.	<p>The bidder should be authorized to quote and support OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.</p> <p>The bidder must be authorized partner of quoted OEM.</p> <p>Document Required: OEM Authorization Letter from all OEMs whose products are being proposed and MAF (Manufacturer's Authorization Form) to be submitted.</p>	<p>The bidder should be authorized to quote and support OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.</p> <p>The bidder must be authorized partner of quoted OEM.</p> <p><b>Document Required:</b> <b>OEM Authorization Letters from all OEMs whose products are being proposed, along with the Manufacturer's Authorization Form (MAF) or an E-mail Declaration, must be submitted as evidence. These documents should be dated no earlier than 30th June 2024.</b></p>
4.	25 & 84	C.10.	<p>Bidder should have handled Minimum 5 Incident handling and minimum 2 in BFSI involving fraudulent activities like money transfer, ATM etc. Ransomware / Virus incidents will not be considered.</p> <p>Documents Required: Purchase order or equivalent document to be submitted.</p>	<p>The bidder must have handled a minimum of 5 incident-handling cases, including at least 2 in the BFSI sector involving fraudulent activities such as money transfers or ATM-related incidents.</p> <p>Note: Ransomware or virus incidents will not be considered.</p> <p><b>Documents Required:</b> <b>A purchase order or an equivalent document/self-declaration from an Authorized Designator, supporting incident handling, must be submitted.</b></p>
5.	25 & 84	C.11.	Should have a running licensed commercial SIEM tool in environment. Deployed tool should be in Leader Quadrant in Gartner MQ for last 3 Years	<b>Should have a running licensed commercial SIEM tool in environment which is proposed by the bidder.</b>
6.	27	6.2.	Technical Scoring Matrix: 1. Eligibility Criteria to be elaborated	<b>Annexure 3: Scoring Matrix</b>
7.	39	SLA	Note: These SLA parameters are for indicative purposes only, further SLA Agreement will be reviewed and finalized with the selected bidder after discussion.	<b>Note: These SLA parameters are for indicative purposes only, further SLA Agreement will be reviewed and finalized with the selected bidders post technical evaluation.</b>
8.	90	Annexure L	Bidder needs to factor required hardware/software/OS/DB licenses to run the services	Bidder needs to factor the optimized specification for hardware/software/OS/DB licenses to run the services if any. Bank shall consider the proposed Infrastructure while evaluation process which will provided by the Bank.

Please read the aforesaid corrigendum along with the issued RFP document. All other terms and conditions which are not covered in this Corrigendum, will be as per the original RFP – Request for proposal for engaging a Managed Security Service Provider for Security Operations Centre (SOC) Services with Managed, Detection and Response (MDR) Along with Brand Monitoring, Breach Investigation, AD Security and Threat Hunting Capabilities for a period of 3 Years dated November 06, 2024.

**Annexure 3: Scoring Matrix**

#	Criteria	Scoring Parameter for Technical Evaluation	Max Marks	Documentation Required
1	Eligibility criteria		20	
1.1	Financial Stability of the Bidder	Depending upon No. of years and Financials - 2 to 5 years: 2 Marks - 5 to 9 years: 4 Marks - More than 9 years: 10 Marks	10	
1.2	Number of years of experience in the field of managed security solutions and services in India.	No. of Years: - 2 to 5 years: 2 Marks - 5 to 9 years: 4 Marks - More than 9 years: 10 Marks	10	Copy of Work Order with self-certification/letter from customer
1.3	In the last 5 years, the bidder should have 2 (two) captive SOC/Managed SOC implementations in government/BFSI/PSU in India.	No. of Clients: - 2 to 4 Clients: 4 Marks - More than 4 Clients: 10 Marks One Bonus mark for each Banking Client max 10	10	Copy of PO or client undertaking
1.4	Knowledge, skills, and experience of the Team Leader and Technical Engineer on SIEM and SOC solutions and services implementation and support. The bidder must have skilled OEM-certified staff at various levels (L1/L2/L3) for MSSP services.	- More than 20 engineers: 10 Marks - More than 10 but less than 20: 5 Marks - Minimum 10: 3 Marks	10	Certificate from bidder's HR along with OEM certificate copy
1.5	MSSP should have a remote SOC certified in major industry certifications including: 1. ISO 27001:2013 (ISMS) 2. ISO 20000-1:2011 (ITSM) 3. ISO 9001:2015 (QMS) 4. ISO 22301:2012 (BCMS) 5. PCI-DSS v3.2.1 6. CERT-In Empanelment 7. Service Organization Control (SOC) 2 report 8. SOC 3 Report	- 2 out of 8: 2 Marks - 6 out of 8: 4 Marks - All 8: 10 Marks	10	Certification to be attached
Total 50 and 50 will converted in scale 20 with rounding off.				
2	In the last 5 years, the bidder should have 2 (two) captive SOC/Managed SOC implementations in government/BFSI/PSU in India and implementation in Banks 1 mark for implementations in banks in India. (Max 5)	No. of Clients: - 2 to 4 Clients: 2 Marks - More than 4: 5 Marks In Banks	10	Copy of PO or client undertaking

3	The bidder's experience in providing Managed Security Services (MSS) to run Security Operations Centre (SOC) services with Managed Detection and Response (MDR) capabilities in India	No. of Clients: - 2 to 4 Clients: 2 Marks - More than 4 Clients: 5 Marks	5	
4	The bidder's experience in providing Incident Response (IR) / Digital Forensics and Incident Response (DFIR) services to BFSI customers for cases involving financial impact	No. of Clients: - More than 10 Cases: 5 Marks - 7-10 Cases 3 Marks -5-7Cases 3 Marks	5	
5.1	Architecture & SIEM solution		5	
5.2	Deployed tool should be in Leader Quadrant in Gartner MQ for last 3 Years	Leader: Score = 5 Challenger: Score = 3 Visionary: Score = 2 Niche Player: Score = 1 Outside Quadrant: Score = 0	5	
6	Technical Evaluation of SOC	- 98-100%: 20 Marks - 95-97%: 10 Marks - 90-94%: 7 Marks - 80-90%: 3 Mark Below 80%: Disqualified	20	Data sheets
7	Bidder's technical presentation for proposed Solution & SOC visits		30	