

Pre-Bid Queries

Sr. No	Page No.	RFP Section Details	RFP Clause	Pre-Bid Query	Response
1	4	3. Instructions to Bidders Point No. c	Bidder will submit the financial bid with 3 years of subscription and OEM premium support in their proposal.	Request you to modify the given statement as per below. <i>Bidder will submit the financial bid with 3 years of subscription with standard OEM support included.</i>	Not agreeable
2	5	4. Minimum Eligibility Criteria: Point No. 9	The Bidder to provide an undertaking on his letter head that all the technical and functional requirements as part of this RFP are covered in totality in the proposal submitted by the bidder.	Since fulfilment of each & every technical & functional requirement can require involvement of multiple OEM's/vendors/partners, infra components, resources for individual tools/solutions as well as escalate the cost	Not agreeable
3	6	Technical Bid Evaluation Process Point 5	Number of CISSP /CISM /CISA certified	Request you to relax the given clause / requirement or modify the given statement as per below. <i>Number of resources with security related certifications - 10</i>	Not agreeable
4	6	Technical Bid Evaluation Process Point 7	Previous experience with PNB Gilts and	Request you to remove the mentioned point from Technical Bid Evaluation Process as the bidder might not have previous experience with PNB Gilts & Group	Not agreeable
5	9	Annexure A Point No. 3	Provide 24*7 Incident Management sup	It is being assumed that incident management support will be limited to in-scope tools/solutions/services provided by bidder as part of the RFP and not for bidder's own infra devices/tools/solutions. Please advise if otherwise.	Not agreeable
6	9	Annexure A Point No. 5	Work with Company and its partners to integrate the SOC solutions with existing IT environment, and log collectors and other IT solutions.	While the SOC bidder can provide necessary SOP's for integration of IT solutions with the log collector, it is suggested that client's internal infra team or infra partner/ vendor	Not agreeable
7	9	Annexure A Point No. 6	Complete adherence to the service levels as mentioned in the RFP.	Request you to consider the following service levels for MDR service accordingly.	Not agreeable
8	9	Annexure A Point No. 7	Independent assurance to be provided by the bidder for purging of logs after termination/ end of contract.	Since purging of logs after termination / end of contract can require use of special tools / purging methods, request you to relax this clause / requirement.	Not agreeable

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9	9	Annexure A Point No. 7	Log storage with syslog server to be made available onsite at Company's premises (both DC and DR).	Request you to consider logs storage in SIEM component servers onsite at company's premises in place of syslog servers as administration & management of syslog servers will involve separate tool /solution with additional resources & cost accordingly. Request you to modify the given statement as per below. <i>Log storage with infra provisioned by client</i>	Not agreeable
10	9	Annexure A Point No. 9	Bidder shall store all the logs (including raw logs) for minimum 180 days. Bidder should be able to provide the stored logs to Company, if need be, within a day's notice and without any cost to Company.	Request you to consider log storage in SIEM native format for 180 days in place of storage of raw logs. As more time may be required for fetching the logs based on it's volume, type & nature, request you to relax the requirement of providing the logs in 1 day. Also, please let us know the exact desired online & offline retention period for	Not agreeable
11	9	Annexure A Point No. 11	The bidder should manage, monitor, maintain and upgrade all SOC service solutions on ongoing basis encompassing all deployed firmware / middleware / software components by performing timely backups, continuous health monitoring, offsite support, troubleshooting, critical functional and performance bug fixes, all major product/feature enhancements within the contract period as per the SLA defined by PNB-Gilts for Contract period.	Considering a shared multi-tenant platform and service support model, certain aspects like software / firmware / middleware upgrade, functional & performance bug fixes, major product / feature enhancements etc. can have OEM dependency, technical feasibility and other challenges. Also, SLA for such tasks/activities needs to be decided based on mutual discussion and agreement between PNB-Gilts & service provider. Hence request you to modify the mentioned clause / requirement as per below. <i>The bidder should manage, monitor,</i>	Not agreeable
12	9	Annexure A Point No. 12	15 Gb/day of raw logs from first day and scalable up to 25Gb/day as per future PNB Gilts requirements for the period of 3 years.	Request you to clarify whether the Gb mentioned is referring to Giga bytes or Giga bits per day.	Giga bytes

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13	10	Annexure A Point No. 14	The technical resources must be provided with adequate guidance, assistance & support by competent offsite subject matter experts (SME) of the bidder & OEMs.	Request you to clarify if the expectation is to have a complete onsite delivery model in terms of resources or would a shared remote service & support delivery model would suffice. Request you to modify the given statement as per below. <i>The technical resources must be provided with adequate guidance, assistance & support by competent offsite subject matter</i>	Not agreeable
14	10	Annexure A Point No. 15	False positive rate to be less than 5% with a confidence level for each auto incident created to be more than 95% after the first year of operations.	Since false positive rate can have dependency onto multiple aspects, it might not be feasible to achieve the given requirement. Hence request you to relax this clause.	Not agreeable
15	10	Annexure A Point No. 16	Bidder shall be responsible to develop and maintain Standard Operating Procedures (SOP) and base line documents with respect to SOC day to day operations as per policies of PNB-Gilts. Bidder to create and modify SOP as per the requirement of PNB-Gilts periodically and from time to time, as applicable.	Request you to modify the given statements as per below. <i>Bidder shall be responsible to develop and maintain Standard Operating Procedures (SOP) and base line documents with respect to SOC day to day operations based on mutual discussion & agreement with PNB-Gilts.</i>	Not agreeable

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16	10	Annexure A Point No. 18	Starting from Go-Live date of the SOC, it is the responsibility of the Project Manager deployed by the bidder to furnish a Mandatory undertaking certifying the below at the end of first week of every month: <i>To the best of our knowledge and based on logs, data, information collected, analyzed and organized by the NG-SOC in the various systems and further analysis thereof by us using NG-SOC tools/solutions in line with the best practices, we hereby confirm that no major information / cyber security incident has happened during the last month. The logs, data, information etc. correlated by us confirm that there is no data and information have been compromised and any of the systems have not been compromised or hacked. We also confirm that all the NG-SOC solutions and services are in good health, optimally configured and running at highest capacity & capabilities to be fully effective in line</i>	Considering a shared multi-tenant service & support model, this kind of undertaking might not be feasible. Hence request you to relax this clause / requirement.	
17	10	Annexure A Point No. 20	100% automation by the complete period of operationalizing NG-SOC setup in Bidder Premises or SAAS environment with in India	Owing to multiple aspects like technical feasibility, fulfilment of necessary pre-requisites from client side, business approval, audit / compliance adherence	Not agreeable
18	11	Annexure A Point No. 23	The log baselines should be in line with global best practices including NIST, SANS etc. followed by govt.	The log baselines are based on our real-world experience catering to multiple customers and might not necessarily be in	Not agreeable

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19	11	Annexure A Point No. 24	Perform monthly gap analysis of current levels of logs enabled in OS, databases, web servers, business applications and devices and entire IT infrastructure & recommend and implement remedial actions.	<p>Considering a shared service & support model, request you to consider a half-yearly or quarterly gap analysis of logs based on it's visibility within SIEM. Also while the service provider or bidder can recommend actions, the onus of implementing the same would lie with client's in-house infra team / infra partner / vendor. Hoping this is acceptable.</p> <p>Request you to modify the given statement as per below. <i>Perform quarterly/half-yearly gap analysis of current levels of logs in OS, databases, web servers, business applications and devices and entire IT infrastructure based on SIEM</i></p>	Not agreeable
20	11	Annexure A Point No. 25	For log collection, wherever remote log collection is not feasible, bidder & respective OEM should work with the IT team to deploy the agent on the servers and applications.	<p>While the SOC bidder can provide necessary SOP's for agent deployment on servers & applications, it is suggested that client's internal infra team or infra partner/vendor owns the agent deployment responsibility.</p> <p>Request you to modify the given statement as per below. <i>For log collection, wherever remote log collection is not feasible, bidder to provide SOP to install the agent on the servers and applications.</i></p>	Not agreeable
21	11	Annexure A Point No. 27	The support should cover the equipment management, software management, customization, policy installation, maintenance, support, consultation, trouble shooting, forensic analysis etc.	<p>Since forensic analysis can involve additional man hours with commercials, request you to consider this as an optional requirement.</p> <p>Request you to modify the given statement as per below. <i>The support should cover the software management, customization, policy</i></p>	Not agreeable
22	11	Annexure A Point No. 30	There should be alert generated and sent to concerned Application owner(s) for every Potential Security Threat and Incident identified based on the configured rules, and comprehensive AI/ML based modelling on the logs received from the respective	<p>Request you to modify the given statement as per below.</p> <p>There should be alert generated and sent to customer DL for every Potential Security Threat and Incident identified based on the configured rules, and comprehensive ML based detections on the logs received from</p>	The same shall be informed to the selected bidder

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23	11	Annexure A Point No. 30	This mechanism should be based on OWASP foundation and other leading threat modelling Parameters based on the best practices. A minimum of 15 unique use cases should be developed and implemented for each business application within first six months of go live date.	Owing to multiple aspects like technical feasibility, fulfilment of necessary pre-requisites from client side, business approval, audit/ compliance adherence etc. it might not be feasible to fulfill the given requirements. Hence request you to relax the same.	Not agreeable
24	11	Annexure A Point No. 32	There should not be any disruption or degradation in the PNB-Gilts's network bandwidth utilization and availability due to excessive log transmission.	It is not feasible to adhere to the given criteria as ownership of log configuration & forwarding within PNB-Gilts network will rest with it's in house infra team or infra partner / vendor.	Not agreeable
25	12	Annexure A Point No. 33	Secure configuration baseline should be benchmarked and updated on a periodic basis with standards including SANS, NIST, CIS etc. followed by PNB-Gilts's policies, CERT-IN, IDRBT, SEBI, RBI guidelines as updated from time to time	Considering a shared service & support model, it would not be feasible to adhere to the given requirement. Hence request you to relax this clause / requirement.	Not agreeable
26	12	Annexure A Point No. 34	All deliverables including reports, incidents/alerts, their closure, vulnerabilities reported and closed, dashboards, query optimization, indexing, automation based on AI/ML, backup & recovery activities etc. should undergo Quality Assurance process by the onsite resources on an ongoing basis.	Request you to modify the given statement as per below. <i>All deliverables including reports, incidents/alerts, their closure, dashboards, query optimization, indexing, automation based on ML, backup & recovery activities etc. should undergo Quality Assurance process by either onsite / remote resources.</i>	Not agreeable
27	12	Annexure A Point No. 37	The bidder should perform the advanced threat hunting on <u>continuous basis</u> .	Request you to modify the given statement as per below.	Not agreeable
28	12	Annexure A Point No. 38	The digital forensic investigation should be conducted as and when required capturing the complete replay of attack including the ingress and egress of payload in order to provide the exhaustive insight and findings on "Who did it, what did happen, when did it happen, where did it happen, how did it happen,	Request you to relax this clause / requirement as same would involve add-on SIEM solution with expensive licensing and huge volume of storage requirement.	Not agreeable

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29	12	Annexure A Point No. 41	Bidder to ensure that the NG-SOC technologies/solutions, services are capable & configurable to send logs, data, network traffic, security alerts etc. on demand to regulators like CERT-in, NCIIPC, RBI etc.	Request you to modify the given statement as per below. <i>Bidder to ensure that the NG-SOC technologies/solutions, services are capable for deriving of logs, data, network traffic, security alerts etc.</i>	Not agreeable
30	12	Annexure A Point No. 42 (i)	During the contract period support for the complete solution should include the following: i. All minor and major version upgrades during the period of contract at no extra cost	Since minor and / or major version upgrades may involve additional hardware/infra to be provisioned with extra commercials, request you to relax this clause / requirement.	Not agreeable
31	13	Delivery, Commissioning and Implementation Schedule	#VALUE!	Request you to consider implementation & integration of solution timelines based on mutual discussion and agreement between PNB_GILTS & SOC service provider. Also new & existing application integration timelines can vary based on several aspects.	Not agreeable
32	13	Delivery, Commissioning and Implementation Schedule	Note: 24*7*365 services including on site visit if required.	Considering a shared service and support delivery model, request you to consider remote delivery & implementation.	Not agreeable
33	15	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 5	The solution's licensing should be by the number of Gb/day records per second, and the payout should be as per the Gb/day records per second handled.	Request you to modify the given statement as per below. <i>The solution's licensing should be based on Events per second and payout should be based on Events per second contracted or</i>	Not agreeable
34	15	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 10	The solution should be able to continue to collect data during database backup, de-fragmentation and other management scenarios, without any disruption to service.	Request you to modify the given statement as per below. <i>The solution should be able to continue to collect data during database backup, de-fragmentation and other management scenarios.</i>	Not agreeable
35	16	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 14	The Platform must support AI based Investigation notes/outcome to be chronologically captured and presented	Request you to modify the given statement as per below. <i>The Platform must support ML based detection with outcome to be chronologically captured and presented</i>	Not agreeable

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36	16	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 15	The Platform must support export of AI based Investigation notes/outcome in pdf or csv format.	Request you to modify the given statement as per below. <i>The Platform must support export of alert data in pdf or csv format.</i>	Not agreeable
37	16	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 19	The proposed solution should be built on a big data platform to support distributed processing and long-term data retention	Request you to modify the given statement as per below. <i>The proposed solution should be built on a platform to support distributed processing and long-term data retention</i>	Not agreeable
38	16	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 21	The proposed solution must use a security data lake to store security events and violations with unlimited scalability	Request you to modify the given statement as per below. <i>The proposed solution must store security events and violations with options for scalability</i>	Not agreeable
39	16	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 23	The solution must provide the option for a Bring Your Own Data Lake.	Request you to remove this clause / requirement.	Not agreeable
40	16	SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) Point 26	The proposed solution must be a cloud native platform and not a lift and shift architecture.	Request you to modify the given statement as per below. <i>The proposed solution must be either a service provider DC or cloud native platform.</i>	Not agreeable
41	17	Data Collection Point 5	The logs collected from remote locations must be encrypted and compressed at 90% or above before transferring to central message-bus	Request you to modify the given statement as per below. <i>The logs collected from remote locations must be encrypted and compressed to the maximum possible extent</i>	Not agreeable
42	18	Analytics Point 2	The proposed solution must have out of the box threat models and use cases that focus on various forms of analytics	Request you to modify the given statement as per below. <i>The proposed solution must have out of the box use cases that focus on various forms of analytics</i>	Not agreeable
43	18	Analytics Point 14	The proposed solution must detect phishing attacks from emails purporting to be from reputable companies in order to induce	Request you to relax this requirement as it would involve separate solution with additional commercials.	Not agreeable

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44	18	Analytics Point 17	The Solution must provide an inbuilt analytics sandbox on the same production platform to build, test, tune and validate use cases without the need of a UAT / Test environment before publishing it to production.	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
45	19	Analytics Point 18	The solution must not present alerts and incidents generated from the inbuilt analytics sandbox to SOC analyst before publishing to	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
46	19	Analytics Point 22	The analytics must be AI / ML based for long term baselining more than 30 days.	Request you to modify the given statement as per below. <i>The detection must be ML based for long term baselining more than 30 days.</i>	Not agreeable
47	19	Analytics Point 23	Solution should not require building of scenarios for UEBA. It should be based on AI / ML analytics	Request you to modify the given statement as per below. <i>Solution should not require building of scenarios for UEBA. It should be based on ML detection.</i>	Not agreeable
48	19	Analytics Point 25	UEBA must provide both user and entity behavior analytics	Request you to modify the given statement as per below. <i>UEBA must provide either user or entity behavior analytics .</i>	Not agreeable
49	19	Analytics Point 27	The Analytics platform must have a Phishing Analyzer based on AI / ML to detect typo squatted domains, business email compromise threats	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
50	19	Analytics Point 28	Solution should have a sandboxing feature to test use cases before being deployed in production to limit False Positives.	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
51	19	Incident Prioritization Point 5	The proposed solution must provide the flexibility to assign between static score to a threat, and exponential scoring when different stages of the threat is detected.	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable

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52	20	Incident Management Point 9	The proposed solution must provide ability to search and plot data to establish ad-hoc linkages between sequences of events across entities and data sets using link analysis.	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
53	20	Threat Hunting Point 3	The proposed solution must accept natural language-based search	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
54	20	Threat Hunting Point 6	The proposed solution must allow visualized data to be saved as dashboards or exported via standard data formats.	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
55	20	Threat Hunting Point 10	The solution must support OOTB threat hunting reports and use cases must be mapped to MITRE ATT&CK	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
56	20	Data Retention and Privacy Point 1	The proposed solution must store both enriched and raw logs for long term retention	Request you to modify the given statement as per below.	Not agreeable
57	20	Data Retention and Privacy Point 2	The proposed solution must support storing logs in open data model which allows enterprise/custom applications to use the data for analytics	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
58	21	Data Retention and Privacy Point 5	The proposed solution must provide encryption for data at rest	Since encryption of data at rest will involve separate tool with additional commercials, request you to relax this clause /	Not agreeable
59	21	Data Retention and Privacy Point 6	The proposed solution must natively support Data privacy capabilities like sensitive data masking.	Since the mentioned functionality is often present in WAF tools/solutions in place of SIEM, request you to relax this clause / requirement.	Not agreeable
60	21	Data Retention and Privacy Point 7	The proposed solution must support flexible masking and un-masking workflows through the granular Roles Based Access Controls that can restrict users to unmasked data	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
61	21	Data Retention and Privacy Point 8	The proposed solution must support Data Masking in the UI which requires a workflow approval to unmask the data for investigation	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable

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62	21	Data Retention and Privacy Point 10	The proposed solution must support configuring data retention policy by individual data sources.	Request you to modify the given statement as per below. <i>The proposed solution must support configuring data retention policy by individual customers.</i>	Not agreeable
63	21	Data Retention and Privacy Point 11	The solution must allow restricted access to incidents generated by the analytics sandbox while performing use case test to reduce false positives	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
64	21	Licensing Point 1	The proposed solution must provide the option to license the software based on Gb per day	Request you to modify the given statement as per below. <i>The proposed solution must provide the option to license the software based on either Gb per day or Events Per Second (EPS) .</i>	15GB Per day mentionedl already in the RFP
65	21	Visualization Point 1	Dashboards should be one integrated view of data lake, SIEM, UEBA and incident response.	Request you to modify the given statement as per below. <i>Dashboards should be one integrated view of SIEM & UEBA.</i>	Not agreeable
66	21	Visualization Point 2	Dashboards should display data for more than 30 days at any given point in time.	Request you to modify the given statement as per below. <i>Dashboards should display data upto 30 days at any given point in time.</i>	Not agreeable
67	21	Visualization Point 3	Dashboards should display the entire threat lifecycle by chaining different events together automatically without the need to manually build widgets	Request you to relax this requirement as it is very specific to a particular OEM tool / solution.	Not agreeable
68	21	User and Entity Behavior Analytics (UEBA) Point 1	The UEBA must be offered Fully Integrated within the proposed solution not through another separate integrated software.	For UBA sizing & solutioning purposes, please share across the count of organization users who have accounts either in AD/VPN/Proxy etc.	Not agreeable
69	22	User and Entity Behavior Analytics (UEBA) Point 7	The UEBA must provide case management, incident investigation, and extensive reporting, so it must accelerate investigation and response with SOAR.	Request you to modify the given statement as per below. <i>The SIEM / SOAR must provide case management, incident investigation, and extensive reporting, so it must accelerate investigation and response with SOAR.</i>	Not agreeable
70	22	User and Entity Behavior Analytics (UEBA) Point 7	Use pre-staged actions to rapidly collect forensic data and invoke targeted countermeasures.	Since collection of forensic data will be dependent on the capabilities of the endpoint / system / network security tool /	Not agreeable

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71	23	-	Note: Bidder must comply all the mandatory points in the technical and functional requirement as mentioned above, Non-compliance with any of the mandatory requirement may make the bid liable for rejection.	Request you to remove the mentioned statements from the RFP as they are way too restrictive.	Not agreeable
72	23	4. Other terms & conditions	The successful bidder should provide solution and implementation for all the audit points raised by PNB-Gilts's internal/external team during the contract period without any extra cost.	Since solution & implementation of audit points may involve change in solution architecture & design, provisioning / procurement of additional infra, licenses and involve additional commercials, it is not feasible to adhere to fulfillment of audit points without any extra cost. Hence request you to remove this clause /	Not agreeable
73	23	4.1.1 Timelines and delivery schedule	Delivery of complete solution including Software/Licenses, Implementation within 4 weeks from the date of Purchase order.	Owing to absence of inventory / asset details & understanding of the current client setup, it is not feasible to ensure delivery of complete solution within 4 weeks of	
74	24	4.1.2 Service levels & Penalties	Delay in New application integration and existing application integration due to version change or upgradation after post implementation during contract. The penalty would be .5% of total OTS cost value of every year for every week delay and maximum 5% of	Considering a shared service & support delivery model, the onus of log integration will lie with client's in-house infra team or infra partner / vendor and not with the SOC service provider / bidder. Hence request you to relax these penalty clauses pertaining to new / existing applications integration.	Not agreeable
75	24	4.1.2 Service levels & Penalties	<p>U >=99.95 ---> No Penalty 99.50<=U< 99.95 ---> 0.25 % of (4.1.2) 99.00<=U< 99.50 ---> 0.5 % of (4.1.2) 98.50<=U< 99.00 ---> 0.75 % of (4.1.2) 98.00<=U< 98.50 ---> 1 % of (4.1.2)</p> <p>And so, on For every 0.25 % drop in the Uptime, Penalty @ 0.5% of (4.1.2)</p> <p>Max. Limit 5% of (4.1.2).</p>	<p>U >=99.95 ---> No Penalty ---> OK 99.50<=U< 99.95 ---> 0.25 % of (4.1.2) ---> Please change to 0.15% of MRC 99.00<=U< 99.50 ---> 0.5 % of (4.1.2) ---> Please change to 0.25% of MRC 98.50<=U< 99.00 ---> 0.75 % of (4.1.2) ---> Please change to 0.35% of MRC 98.00<=U< 98.50 ---> 1 % of (4.1.2) ---> Please change to 0.5% of MRC</p> <p>No further penalty lower than 98% of uptime.</p> <p>Total penalty should not exceed 5% of Annual contract value.</p>	Not agreeable

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76	30	ANNEXURE – E QUALIFICATION CRITERIA Point 9	Bidder should have following certificates i ISO 9001:2015 ii ISO 20000-1-2018 iii ISO 27001:2022 iv CMMI L3 or Higher	Request you to remove "CMMI L3 or Higher" certificates from the given list.	Not agreeable
77	30	ANNEXURE – E QUALIFICATION CRITERIA Point 10	Bidder should have at least 10 no.s of resources professionally certified with CISA/CISM/CEH	Request you to relax the given clause / requirement or modify the given statement as per below.	Not agreeable
78	-	-	Generic	Owing to certain dependencies on OEM's, vendors, partners, request you to provide a lead time of atleast 15 days post pre-bid query response for the bid submission.	Not agreeable
79	-	-	Generic	Please let us know whether sub-contracting is allowed or not.	Not agreeable
80	-	-	Generic	Please suggest whether this is a zero deviation bid or any deviations are allowed.	Not agreeable
81	5		Point no 4 Bidder should have experience of implementing SIEM Solution of at least 2 projects in RBI/NBFC/BFSI /PSU etc. Page no (29) Bidder should have experience of implementation SIEM Solution of at least 3 projects in RBI/BFSI /Banking Sector etc.	In checklist Page no (29) same clause might be printing issue, required some clarity we consider Bidder should have experience of implementation SIEM Solution of at least 3 projects in RBI/BFSI /Banking Sector etc.	Experience mentioned at page no. 20 to be considered 2 projects.
82	6		Point no 5 Page no (6) Number of CISSP /CISM /CISA certified resources Page no 30 Point no 10 Bidder should have at least 10 no.s of resources professionally certified with CISA/CISM/CEH	In the checklist Page no (30) same clause might be printing issue, required some clarity we consider Bidder should have at least 10 no.s of resources professionally certified with CISA/CISM/CEH	Both para to be considered as : CISA/CISM/CEH/CISSP
83	32		24*7 SOC Managed Services : payments terms quarterly mentioned in RFP	we have not seen any line item in commercial for regarding 24*7 SOC Managed Services payment terms , requests to Kindly add the one more row in price bid for calculation	Bidder to submit a quote for managed services also

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84	NA	NA		As discussed, we will submit business transfer document signed by authorised signatory for using our parent company credentials wherever applicable. Pls confirm your acceptance	Please submit the bids. The assessment will be done based on the documentation, implementation, approach, certificate etc.
85	5	4. Minimum Eligibility Criteria:	Bidder should have experience of implementing SIEM Solution of at least 2 projects in RBI/NBFC/BFSI /PSU etc.	We request to amend the clause as: Bidder should have experience of implementing SIEM Solution of at least 2 projects in RBI/NBFC/BFSI /PSU etc.	Not Agreeable
86	6	Technical Bid Evaluation Process	IT Security Services provided in any NBFC/BFSI/PSU regulated Entity in India during last Five years as on date of submission of Bids. Scoring Scheme - Percentile	We request that the Percentile scoring method should be removed as it gives unfair advantage to bidders as no guideline is available on how the score will be awarded and on what basis. We suggest that a slab based / specific scoring methodology should be included.	Bidder with the highest experience will obtain the highest scores and other will get marks proportionally
87	6	Technical Bid Evaluation Process	Bidder Should have implemented SIEM Solution in any NBFC/BFSI/PSU as on date of submission of Bids.	We request to amend the clause as: Bidder should have experience of implementing SIEM Solution of at least 2 projects in RBI/NBFC/BFSI /PSU / Govt. etc.	Not agreeable
88	6	Technical Bid Evaluation Process	Number of CISSP /CISM /CISA certified resources Scoring Scheme - Percentile	We request that the Percentile scoring method should be removed as it gives unfair advantage to bidders as no guideline is available on how the score will be awarded and on what basis. We suggest that a slab based / specific scoring methodology should be included.	Bidder with the highest experience will obtain the highest scores and other will get marks proportionally
89	6	Technical Bid Evaluation Process	Previous experience with PNB Gilts and Group Companies	We understand that the previous experience with Punjab National Bank and group company are acceptable	Yes
90	13	Delivery, Commissioning and Implementation Schedule	Delivery, Commissioning and Implementation Schedule	Asked timeline of 4 weeks are less. Requested you to kindly relaxed timelines to 6 weeks for the out of box supported log sources.	Based on feedback/responses we may consider this as 6 weeks

Sr. No	Page No.	RFP Section Details	RFP Clause	Pre-Bid Query	Response
91	15	The solution's licensing should be by the number of Gb/day records per second, and the payout should be as per the Gb/day records per second handled.	The solution's licensing should be by the number of Gb/day records per second, and the payout should be as per the Gb/day records per second handled.	We request to change it to "The solution's licensing either should be by the number of Gb/day records per second or by number of log sources, and the payout should be as per the Gb/day records per second handled /Log source count."	Already mentioned in Annexure-E.
92	5	Minimum Eligibility Criteria:	4. Bidder should have experience of implementing SIEM Solution of at least 2 projects in RBI/NBFC/BFSI /PSU etc.	4. Bidder should have experience of implementing SIEM Solution of at least 2 projects in Central Government/ State Government/ RBI/ NBFC/ BFSI/ PSU/ Large Enterprises having turnover more than 500 Cr etc.	Not agreeable
93	6	Technical Bid Evaluation Process	1. IT Security Services provided in any NBFC/BFSI/PSU regulated Entity in India during last Five years as on date of submission of Bids.	1. IT Security Services provided in any Central Government/ State Government/ NBFC/ BFSI/ PSU/ Large Enterprises having turnover more than 500 Cr regulated Entity in India during last Five years as on date of submission of Bids.	Not agreeable
94	6	Technical Bid Evaluation Process	4. Bidder Should have implemented SIEM Solution in any NBFC/BFSI/PSU as on date of submission of Bids.	4. Bidder Should have implemented SIEM Solution in any Central Government/ State Government/ NBFC/ BFSI/ PSU/ Large Enterprises having turnover more than 500 Cr as on date of submission of Bids.	Not agreeable
95	6	GENERAL	Please brief the percentile meaning wrt point no. 1 & 5.		
96	9	Scope of Work for NG-SOC	Ensure proper archival, purging and retention of logs for future analysis as per Company's requirement. Independent assurance to be provided by the bidder for purging of logs after termination/ end of contract. Log storage with syslog server to be made available onsite at Company's premises (both DC and DR).	Kindly clarify the required archival timeline for log storage. For example, is the retention period expected to be 180 days, 365 days, or any other duration as per policy or compliance requirements?	Hot logs to be kept for 180 days. The bidder is to archive further logs until the contract.
97	9	Scope of Work for NG-SOC	15 Gb/day of raw logs from first day and scalable up to 25Gb/day as per future PNB Gilts requirements for the period of 3 years.	Kindly clarify who will be responsible for providing /provisioning the MPLS, P2P, or Internet link between the PNB Gilts Data Center (DC) and Disaster Recovery (DR) sites to the Bidder's Security Operations Center (SOC).	PNB Gilts will provide onsite internet link and SI will factor onsite internet link for for VPN tunnel.
98	14	Security Information and Event Maanagement (SIEM) - Technical Compliances	3. Proposed Solution should be in the list of Gartner leader for last Two Year also Support Centre Should have in India.	3. Proposed Solution should be in the list of Gartner leader/ Gartner Visionary for last Two Year also Support Centre Should have in India.	Not agreeable

Sr. No	Page No.	RFP Section Details	RFP Clause	Pre-Bid Query	Response
99	14	Technical Qualifications	The bidder of the proposed solution should have worked with the same OEM within India on the similar solution/product proposed in the RFP.	For wider Participation, request you to ammend the clause as, The bidder of the proposed solution should have worked with the any OEM within India on the similar solution/ product proposed in the RFP.	Not agreeable

NOTE:

- 1 No further Bid queries will be accepted
- 2 No further extension for submission of bids will be provided
- 3 Asset details will be provided to the selected bidder
- 4 Last date and time for bid submission is 18.06.2025, on or before 1600 Hrs.
- 5 Implementation and Integration of the SOC Solution: Within 6 weeks from the date of the Purchase order