



THE ASSAM CO-OPERATIVE APEX BANK LTD.



INFORMATION TECHNOLOGY DEPARTMENT

**HEAD OFFICE: 151, HEM BARUA ROAD, PANBAZAR, GUWAHATI,
ASSAM – 781001, INDIA**

CORRIGENDUM – 1 PUBLISHED ON

03-08-2024

FOR

**SELECTION OF VENDOR FOR SUPPLY, INSTALLATION AND SUPPORT OF SERVERS, STORAGE,
SDWAN, PIM/PAM, SIEM, DLP, EMS, NETWORK AND SECURITY COMPONENTS / SOLUTION,
BRANCH PERIPHERALS FOR REFRESHMENT OF EXISTING INFRASTRUCTURE IN DC, DR, HO &
BRANCHES**



Corrigendum 1 – for Request for proposal for Selection of Vendor for Supply, Installation and Support of Servers, Storage, SDWAN, PIM/PAM, SIEM, DLP, EMS, Network and Security Components/Solution, Branch Peripherals for refreshment of Existing Infrastructure in DC, DR, HO & Branches

- (i) Extension of Dates for Submission and Opening of Bids**
- (ii) Revised Eligibility Criteria**
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In reference to the Request for Proposal (RFP) for Selection of Vendor for Supply, Installation and Support of Servers, Storage, SDWAN, PIM/PAM, SIEM, DLP, EMS, Network and Security Components/Solution, Branch Peripherals for refreshment of Existing Infrastructure in DC, DR, HO & Branches (RFP Reference Number: ACAB/HO/IT/HW/2024/408, Dated 13/07/2024, all are advised to note the following:

(i) Extension of Dates for Submission and Opening of Bids

Activity	Initial Date and Time	Revised Date and Time
Deadline for submission of Bids	06/08/2024, 14:00 hours	22/08/2024, 14:00 hours
Opening of Technical Bids	06/08/2024, 15:30 hours	22/08/2024, 15:30 hours

(ii) Revised Eligibility Criteria

Sl. No.	Initial Eligibility Criteria	Revised Eligibility Criteria	Documents Required
General			
1	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company or a partnership firm incorporated in India	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company or a partnership firm incorporated in India	Certificate of Incorporation and other Documentary evidence to be attached
2	Bidder should be in existence for five years as on the date of the RFP. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Bidder should be in existence for five years as on the date of the RFP. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Adequate documentation like registration, certificate of incorporation, Article / Memorandum of association etc. Name change and date of establishment docs, ROC document
3	The bidder should have never been blacklisted / barred / disqualified by any regulator / statutory body in India.	The bidder should have never been blacklisted / barred / disqualified by any regulator / statutory body in India.	Self-declaration to this effect should be submitted



4	The bidder should have ISO 9001:2008, ISO 27001:2013	The bidder should have ISO 9001:2008, ISO 27001:2013	Copy of the relevant certificates or Assessment certificate from Auditing agency.
Financial			
5	The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations.	The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations.	Audited Balance Sheet along with independent auditor's report for the last four financial years. For FY 2023-24 the provisional P&L and balance sheet figure certified by the independent auditor will be accepted.
6	The bidder should be a Profit-making company (after tax) for 3 out of last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) from the India operations.	The bidder should have Operating Profit for 3 out of last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) from the India operations.	Profit and Loss Account Statement along with independent auditor's report for the last four financial years. For FY 2023-24 the provisional P&L and balance sheet figure certified by the independent auditor will be accepted.
7	The bidder should have positive net worth in last four financial years (2020-2021, 2021-2022, 2022-2023, 2023-24).	The bidder should have positive net worth in last four financial years (2020-2021, 2021-2022, 2022-2023, 2023-24).	Audited Balance Sheet and Profit and Loss Account Statement along with independent auditor's report for last four years. For FY 2023-24 the provisional P&L and balance sheet figure certified by the independent auditor will be accepted.
Experience and Service Capability			
8	<p>The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component</p>	<p>The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router and minimum three (3) of the following six (6) no. of components: SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks/BFSI/PSU in India in last Seven years.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks/BFSI for each component</p>	<p>Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided against each proposed hardware/solutions along with counts.</p> <p>Documentary evidence of the relevant projects undertaken by both the Parent Company and the Subsidiary Company will be considered for RFP compliance.</p>
9	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM,	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN	Credentials from clients in form of Purchase Orders / Contract



	<p>DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component</p>	<p>Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks/BFSI in India and running satisfactorily as on date of bid submission.</p> <p>Note: If the bidder/OEM does not have a single credential mentioning all components in a bank/BFSI, bidder/OEM is free to provide credentials from at least 2 (two) banks for each component</p>	<p>Agreement / Credential Letters etc. has to be provided.</p> <p>Creds from hardware/solutions OEMs will also be accepted.</p>
10	<p>The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s) across India</p>	<p>The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s)/BFSI across India</p>	<p>Certification to be provided by OEM on its letter head signed by the authorised signatory along with bank/BFSI details</p>
11	<p>The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.</p>	<p>The bidder should have at least 3 certified resources for each of the OEMs of which below hardware/solutions being proposed as part of bid.</p> <ul style="list-style-type: none"> i. Servers ii. Storage iii. DC/DR Network component iv. SD-WAN v. Internal Firewall vi. SIEM 	<p>Relevant Certifications to be furnished as part of bid.</p>
12	<p>The bidder may be the OEM or its authorised partner. Subcontract is allowed only for branch peripherals support. However, the bidder will be the single point of contact for the bank and will be solely responsible for the ownership of the overall project.</p>	<p>The bidder may be the OEM or its authorised partner. Subcontract is allowed only for branch peripherals support. However, the bidder will be the single point of contact for the bank and will be solely responsible for the ownership of the overall project.</p>	<p>In case of authorised partner, MAF from all the proposed Hardware/solutions OEMs to be provided.</p>
13	<p>The OEM of the proposed hardware/solution should have support center and warehouse (for Hardware) in India.</p>	<p>The OEM of the proposed hardware/solution should have support center and warehouse (for Hardware) in India.</p>	<p>Relevant document to be produced in OEM letter head or details should be publicly available in OEM websites.</p>
14	<p>The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Dot matrix printer, Passbook printer, Multifunctional printer & Scanner in at least one bank during the last 3 years</p>	<p>The bidder/subcontractor should have prior experience of supply and maintenance of Desktop, Printer & Scanner in at least one bank/BFSI during the last 7 years</p>	<p>Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.</p>



(iii) Revised Technical Bid Evaluation Criteria

Sl. No.	Technical Evaluation	Initial Evaluation Approach	Revised Evaluation Approach
1	Compliance to Annexure 9.1 – Technical requirements	<p>➤ The Bidder is required to submit the compliance to Annexure 9.1- Technical requirements and terms & conditions of the RFP. (Maximum Marks 30)</p> <p>Note:</p> <ul style="list-style-type: none"> • Deviations and non-conformance to requirements in the RFP shall be penalized • Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the Bank • All hardware solutions should fully comply with technical specifications mentioned in Annexure 9.1 <p>The total marks of the annexure will be scaled down on a scale of 30 marks.</p>	<p>➤ The Bidder is required to submit the compliance to Annexure 9.1- Technical requirements and terms & conditions of the RFP. (Maximum Marks 30)</p> <p>Note:</p> <ul style="list-style-type: none"> • Deviations and non-conformance to requirements in the RFP shall be penalized • Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder. This will be at the sole discretion of the Bank • All hardware solutions should fully comply with technical specifications mentioned in Annexure 9.1 <p>➤ The total marks of the annexure will be scaled down on a scale of 30 marks.</p>
2	Bidder's capability and experience	<p>➤ The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SDWAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. (Maximum marks 20):</p> <ul style="list-style-type: none"> • two (2) Banks in India in last seven years. (10 marks) • More than two, less than 5 Banks in India in last seven years. (15 marks) • More than or equal to 5 Banks in India in last seven years. (20 marks) <p>Bidder is required to share the relevant supporting document i.e. Relevant</p>	<p>➤ The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router and minimum three (3) of the following six (6) no. of components: SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks/BFSI/PSU in India in last Seven years. (Maximum marks 20):</p> <ul style="list-style-type: none"> • two (2) Banks/BFSI in India in last seven years. (10 marks) • More than two, less than 5 Banks/BFSI in India in last seven years. (15 marks) • More than or equal to 5 Banks/BFSI in India in last seven years. (20 marks)



		<p>credential letters or Purchase Order with the Bank's confirmation on having executed the PO to satisfaction.</p> <p>➤ The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s) across India (Maximum marks 10)</p> <ul style="list-style-type: none"> • 2500 branches of one or multiple bank(s) across India (7 marks) • More than 2500 branches of one or multiple bank(s) across India (10 marks) <p>Certification to be provided by OEM</p>	<p>Bidder is required to share the relevant supporting document i.e. Relevant credential letters or Purchase Order with the Bank's confirmation on having executed the PO to satisfaction. Documentary evidence of the relevant projects undertaken by both the Parent Company and the Subsidiary Company will be considered for RFP compliance.</p> <p>➤ The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s)/BFSI(s) across India (Maximum marks 10)</p> <ul style="list-style-type: none"> • 2500 branches of one or multiple bank(s)/BFSI(s) across India (7 marks) • More than 2500 branches of one or multiple bank(s)/BFSI(s) across India (10 marks) <p>➤ Certification to be provided by OEM</p>
3	Bidder's Financial Stability	<p>➤ Bidder's Financial Stability (Maximum marks 10):</p> <p>The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-24) exclusively from their Indian operations. (10 marks)</p> <ul style="list-style-type: none"> • 150 – 200 Crores (7 marks) • More than 200 Crores (10 marks) 	<p>➤ Bidder's Financial Stability (Maximum marks 10):</p> <p>The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-24) exclusively from their Indian operations. (10 marks)</p> <ul style="list-style-type: none"> • 150 – 200 Crores (7 marks) • More than 200 Crores (10 marks)
4	Certifications	<p>➤ The bidder should have at least 3 certified resources for each of the OEMs of which hardware and solutions are being proposed as part of bid. (Maximum marks 10)</p> <ul style="list-style-type: none"> • 3 certified resources for each OEM (7 marks) • More than 5 certified resources for each OEM (10 marks) 	<p>➤ The bidder should have at least 3 certified resources for each of the OEMs of which below hardware/solutions are being proposed as part of bid. (Maximum marks 10)</p> <ol style="list-style-type: none"> i. Servers ii. Storage iii. DC/DR Network component (Switch/Router) iv. SD-WAN v. Internal Firewall vi. SIEM <ul style="list-style-type: none"> • 3 certified resources for each OEM (7 marks)



			<ul style="list-style-type: none"> • More than 5 certified resources for each OEM (10 marks)
5	Technical Presentation	<p>All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. The bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal.</p> <p>Bidder is expected to demonstrate the implementation methodology, Project timelines with detailed execution plan, support mechanism as per the RFP requirements. Bank will schedule the technical presentation and the time and location shall be communicated to the bidders. (Maximum Marks 20)</p>	<p>All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. The bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal.</p> <p>Bidder is expected to demonstrate the implementation methodology, Project timelines with detailed execution plan, support mechanism as per the RFP requirements. Bank will schedule the technical presentation and the time and location shall be communicated to the bidders. (Maximum Marks 20)</p>

(iv) Revised Commercial Bill of Material (Annexure 9.9)

The format for Commercial Bill of Material is attached separately as a file “Annexure 9.9 - Commercial Bill of Material” along with the Corrigendum-1.

(v) Revision/Clarifications to Other RFP Clauses

Sl No	Section / Annexure)	Page no / Tab	Point no	Existing Clause	Revised Clause/ Clarification
1	2.10 EMD	8		The Bidder is required to submit EMD of INR 20,00,000(Rupees Twenty Lacs only) in form of Demand Draft along with this bid.	The Bidder is required to submit EMD of INR 20,00,000(Rupees Twenty Lacs only) in form of Demand Draft / Bank Guarantee along with this bid.
2	5. Payment Terms	23		i. Hardware Cost <ul style="list-style-type: none"> a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of 	i. Hardware Cost <ul style="list-style-type: none"> a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of



				<p>successful setting up of the tools and sign off by the bank.</p> <p>ii. Hardware & software implementation/ installation cost</p> <p>a. Implementation/installation cost will be paid after 30 days of successful implementation, sign off and acceptance by the bank.</p> <p>iii. Software License cost</p> <p>a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank</p> <p>b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.</p> <p>iv. AMC & ATS Cost of Hardware/ Software</p> <p>a. ATS & AMC cost for Hardware will be paid half yearly in arrears.</p> <p>b. ATS/ AMC documents for in-scope software and hardware from the OEM for service and support have to be provided to the bank. Payment will be made on submission of these document.</p>	<p>successful setting up of the tools and sign off by the bank.</p> <p>ii. Hardware & software implementation/ installation cost</p> <p>a. Implementation/installation cost will be paid after 30 days of successful implementation, sign off and acceptance by the bank.</p> <p>iii. Software License cost</p> <p>a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank</p> <p>b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.</p> <p>iv. AMC & ATS Cost of Hardware/ Software</p> <p>a. ATS & AMC cost for Hardware will be paid half yearly in arrears.</p> <p>b. ATS/ AMC documents for in-scope software and hardware from the OEM for service and support have to be provided to the bank. Payment will be made on submission of these document.</p> <p>v. Services cost</p> <p>a. To be paid half yearly in arrears.</p>
3	7. Evaluation Mechanism	31		The L-1 vendor shall be decided on the basis of the Techno-Commercial evaluation as mentioned in the RFP document.	Clause to be considered as deleted
4	8.6 Force Majeure	33		i. The Bidder shall not be liable for forfeiture of its EMD, invocation of his Performance Bank Guarantee, levy of liquidated damages or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of Force Majeure.	i. The Bidder shall not be liable for forfeiture of its EMD, invocation of his Performance Bank Guarantee, levy of liquidated damages or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of Force Majeure.



			<p>ii. For purposes of this Clause, “Force Majeure” means an unforeseeable event beyond the control of the Bidder and not involving the Bidder’s fault or negligence. Such events shall include, but are not restricted to, acts of the Government in its sovereign capacity, earthquakes, riots, war or revolutions, fires, floods, epidemics, quarantine restricts and freight embargoes.</p> <p>iii. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof within a period of 7(seven) days from the date of happening of such an event requiring invocation of this force majeure clause. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performances.</p>	<p>ii. For purposes of this Clause, “Force Majeure” means an unforeseeable event beyond the control of the Bidder and not involving the Bidder’s fault or negligence. Such events shall include, but are not restricted to, acts of the Government in its sovereign capacity, earthquakes, riots, war or revolutions, fires, floods, epidemics, quarantine restricts and freight embargoes.</p> <p>iii. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof within a period of 7(seven) days from the date of happening of such an event requiring invocation of this force majeure clause. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performances.</p> <p>iv. A Force Majeure event however does not preclude the Bank from making good the payments due to the Bidder.</p>
5	8.13 Cancellation of Contract and Compensation	35	<p>The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances: -</p> <p>i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.</p> <p>ii. The bidder goes into liquidation voluntarily or otherwise.</p> <p>iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.</p> <p>iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.</p> <p>v. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to</p>	<p>The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances, after providing a cure period of 30 days from the day of serving the notice to the Bidder: -</p> <p>i. The selected bidder commits a material breach of any of the terms and conditions of the bid/contract.</p> <p>ii. The bidder goes into liquidation voluntarily or otherwise.</p> <p>iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.</p> <p>iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.</p> <p>v. After the award of the contract, if the selected bidder does not perform satisfactorily as per the agreed upon criteria or delays execution of the contract, the Bank reserves the right to</p>



				make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.	get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.
6	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	A.5	It shall be possible to assign role-based privileges (like Administrator, Auditor, Client, Customer/End user, Helpdesk User etc.) with unique usernames and passwords to the users e.g., privileges to execute only the selected options, to view only the selected topology views/maps, devices & their information based on criteria like IP address, Device Type, device name, device status, group of devices etc.	It shall be possible to assign role-based privileges (like Administrator, Auditor, Client, Customer/End user, Helpdesk User etc.) with unique usernames and passwords to the users e.g., privileges to execute only the selected options, devices & their information based on criteria like IP address, group of devices etc.
7	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	B.4	Should provide a centralized point of control with out-of-the-box policy-based management intelligence for easy deployment for the servers, operating systems, applications, and services for correlating and managing all the IT infrastructure components of a business service	Clause to be considered as deleted
8	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	B.7	The system must support multiple built in discovery mechanisms for e.g., Active Directory, Windows Browser, DNS with capability to discover and services discovery	Clause to be considered as deleted
9	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	B.13	It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool, Systems monitoring tool and other domain monitoring tools.	It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool received from different kind of devices.
10	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS): Network Management System (NMS)	A.7	The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP Trap based discovery. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms	The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms
11	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS):	D.3	The tool should have out of the box changeback workflow	Clause to be considered as deleted



		Helpdesk and IT Asset Management			
12	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	6	Must show graphical summary of sensitive incidents detected by the Email Gateway	Clause to be considered as deleted
13	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	8	Must be able to trigger alerts for emails sent to high-risk domains	Clause to be considered as deleted
14	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	14	The Network Monitor solution capture all TCP Protocols and protocol detection should be port agnostic. The solution should not discard any unidentified protocols and capture all traffic.	Clause to be considered as deleted
15	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	15	The Network DLP solution shall have the capability to mine previously unknown historical data risks without knowledge of data or violation. For example, if the solution had been in the organization for 2 months and today the policy maker realized that a document is extremely sensitive, he has the ability to know if anyone sends out the data in these 2 months period.	The Network DLP solution shall have the capability to mine previously discovery historical data risks without knowledge of data or violation. For example, if the solution had been in the organization for 2 months and today the policy maker realized that a document is extremely sensitive, he has the ability to know if anyone had sent out the data in these 2 months period.
16	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	19	The solution should detect keywords/patterns based on location (beginning/end) and proximity to each other within documents.	Clause to be considered as deleted
17	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	25	The proposed solution should provide the ability to the end user to manually classify the solution on the endpoint.	The proposed solution should provide the ability to the end user to manually classify the solution on the endpoint or through predefined templates.
18	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	27	The proposed solution DLP Discover should detect and identify automatic classifications on files set by DLP Endpoint.	The proposed solution DLP Discover should detect and identify automatic classifications on files set by DLP Endpoint/Classification agent.
19	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	28	Single place to define classification and same should be used in Endpoint or network DLP. This is to avoid defining same classification multiple times	Clause to be considered as deleted
20	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	29	The DLP discover solution should apply automatic classification, and embeds the classification Tag ID into the file format.	The DLP discover solution should apply automatic classification and embeds the classification Tag ID into the file format or similar process to achieve the objective.
21	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	33	The solution should create policies that support full boolean expression for keywords/patterns (not just and/or).	The solution should create policies that support Boolean expression for keywords/patterns (not just and/or).



22	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	34	The solution should provide directory based policies to selectively monitor downloads based on user, business units, or directory groups, specific groups of computers and specific groups of users.	The solution should offer directory based policies to selectively monitor uploads based on user, business unit, or directory group, as well as particular groupings of computers and users.
23	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	35	The solution should have the ability to search across all captured data (not just incidents) on the network DLP Monitor solution, then modify and test rules offline and implement the rules on live data thus reducing false positive.	Clause to be considered as deleted
24	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	38	The solution should provide ability by which Incidents can be assigned automatically to reviewers.	The solution should enable ability by which Incidents can be allocated to reviewers by DLP administrator or automatically.
25	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	41	The solution should provide an inbuilt Case Management Tool.	The solution should integrate an internal, external, or third-party case management tool.
26	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	42	The solution should provide the ability for Case content to be exported with full content and attachments for review by an external reviewer.	The solution should provide the ability for Case content to be exported with full content and attachments for review or have provision of auditory role in system
27	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	43	The solution should have the provision to purge the incidents from the central management console based on defined criteria by customer. For example, purge incidents beyond 12 months or purge incidents related to particular policy	The solution should have the provision to archive or purge the incidents from the central management console based on defined criteria by customer. For example, archive or purge incidents beyond 12 months or archive/purge incidents related to particular policy
28	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	44	Solutions should also have the provision to purge associated evidence files with the incidents from the same management console	Solutions should also have the provision to archive or purge associated evidence files with the incidents from the same management console
29	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	45	The solution should have the ability to store and index the capture event data with appropriate metadata (date/time, user, protocol).	Clause to be considered as deleted
30	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	46	Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so that the admin can do a forensic investigation.	Clause to be considered as deleted
31	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	47	The Network DLP solution should provide support to store online on the network DLP appliance itself capacity to hold metadata and raw data for investigators and regulators.	Clause to be considered as deleted



32	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	49	The DLP Network Monitor solution should Index and retain all documents and unfiltered network traffic that the network sensor analyzes.	Clause to be considered as deleted
33	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	50, 51, 52, 53	The solution should conduct the following searches: A. Any e-mail sent from or to email addresses B. Any traffic sent across protocols or ports C. Documents leaving the network based on document type.	Clause to be considered as deleted
34	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	54	The solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP servers, share-point servers etc.	Clause to be considered as deleted
35	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	63	The solution should check the health status of any managed appliance, including CPU utilization, disk utilization, and network throughput etc.	Clause to be considered as deleted
36	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	64, 67	The Policy management should include the following features and options: C. Traffic direction - enforce on outbound or interdepartmental traffic.	Clause to be considered as deleted
37	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	69	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining etc.
38	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	74	The solution should be able to Identify mass storage device by vendor specific identification numbers.	The solution should be able to Identify mass storage device.
39	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	75	The solution should be able to Identify content using regular expressions, key words, hash functions, Document Fingerprint Signatures and pattern matching.	The solution should be able to Identify content using regular expressions, key words, Document Fingerprint Signatures and pattern matching.
40	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	76	The solution should be able to Identify content based on location and allow creation of policies based on Users and Groups.	The solution should be able to allow creation of policies based on Users and Groups.
41	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	77	The solution should provide an option of rule override which can be authorized to use an override code issued from the security administrator based on the end user's justification.	Clause to be considered as deleted



42	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	78	The solution should support the deployment of agent using the Central Management Console and should have the option to upgrade future agent version from same console	The solution should support the deployment of agent using the Central Management Console or Active directory and should have the option to upgrade future agent version from same console or Active directory.
43	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	79	The solution should provide the compliance report which will help to identify the DLP versions being deployed in customer environment. This report can be used to identify If any EOL or older versions running in customer environment. Solution should have the feasibility to upgrade the systems to newer version from the same management console	The solution should provide the compliance report which will help to identify the DLP versions being deployed in customer environment. This report can be used to identify If any EOL or older versions running in customer environment. Solution should have the feasibility to upgrade the systems to newer version from the same management console or Active directory.
44	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	81	Solution should have the option to identify the Rough systems in customer environment and provision to automate task such as alert admin or deploy the Agent	Clause to be considered as deleted
45	Technical Specification_Annx. 9.1	VM Server	4	CPU support to be available for up to 64-cores and CPU's up to 350W and fully populated memory slots of highest capacity.	CPU support to be available for up to 64-cores and CPU's up to 385W and fully populated memory slots of highest capacity.
46	Technical Specification_Annx. 9.1	DB Server	4	CPU support to be available for up to 64-cores and CPU's up to 350W and fully populated memory slots of highest capacity.	CPU support to be available for up to 64-cores and CPU's up to 385W and fully populated memory slots of highest capacity.
47	Technical Specification_Annx. 9.1	SIEM	19	The Service Provider must have the ability to automatically weight the priority of reported security events according to the relative importance of the targeted asset.	The Service Provider must have the ability to automatically weight the priority of reported security events according to the relative importance of the targeted asset or any other procedure to achieve the objective
48	Technical Specification_Annx. 9.1	SIEM	20	The Service Provider must ensure that they are able to automatically weight the severity based on the asset profiling done by the tool of reported security events according to the vulnerability of the targeted assets.	The Service Provider must ensure that they are able to automatically weight the severity based on the asset profiling done by the tool of reported security events according to the vulnerability of the targeted assets or any other procedure to achieve the objective
49	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	1	The appliance should be high performance purpose built next generation multi-tenant hardware. It should have dedicated 1x1GbE port for management and 8x10GbE SFP+ ports and optional 2x25G/40G for future.	The appliance should be high performance purpose built next generation multi-tenant hardware. It should have dedicated 1x1GbE port for management and 8x10GbE SFP+ ports.
50	Technical Specification_Annx. 9.1	Web Application	2	The appliance should have multicore CPU, 64 GB RAM, 2TB HDD and dual power supply.	The appliance should have multicore CPU, minimum 16GB RAM, minimum 450GB SSD and dual power supply.



		Firewall (WAF)			
51	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	3	The solution Should have dedicated hardware SSL card and should support 53K SSL TPS RSA 2K and 38K ECC TPS.	The solution Should have dedicated hardware SSL card and should support 10K SSL TPS RSA/RSA1 2K and 5K ECC TPS/2K ECDH2.
52	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	4	The solution should have dedicated instance of Web application Firewall with 1 Gbps WAF Throughput from day one.	The solution should be a dedicated Web Application Firewall with 500 Mbps of WAF Throughput from day one.
53	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	9	The solution should be a Veracode VL4 certified to ensure that software is built using secure development practices	Clause to be considered as deleted
54	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	12	Solution should provide cookie encryption, cookie signing	Solution should provide cookie encryption, cookie signing or Cookie Tampering defense & Cookie security Hardening mechanism.
55	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	13	Solution should provide Web decoding, SOAP message validation, WSDL method limiting.	Solution should provide Web decoding, SOAP message validation, WSDL method limiting/WSDL Security or equivalent
56	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	16	Solution should provide illegal upload and download restrictions	Solution should provide illegal upload and download restrictions or Http File control and HTTP profile upload feature
57	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	18	Solution should provide Leech Protection and proof of the same to be provided with user guide or datasheet.	Solution should provide Leech /Anti-Bot Protection and proof of the same to be provided with user guide or datasheet.
58	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	19	The WAF solution practice of obtaining information or input into a task or project by enlisting the services of a large number of people, via the Internet/Active Crowd sharing.	Clause to be considered as deleted
59	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	20	The solution should integrate OEM own web vulnerability systems scanner for fastest time for 0-day vulnerability mitigation by automatically creating virtual patching policies foremost found vulnerability, Web vulnerability scanner and WAF should be from same OEM.	The solution should integrate OEM own or Third-party web vulnerability systems scanner for fastest time for 0-day vulnerability mitigation by automatically creating virtual patching policies foremost found vulnerability.
60	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	22	The solution should support Page Prefetch management and Server Offline takeover	The solution should support Page Prefetch management/Caching and Server Offline takeover or Web Anti-defacement feature.
61	Technical Specification_Annx. 9.1	Web Application	27	Solution should provide Active/active; active/passive; VRRP configuration	Solution should provide Active/active; active/passive configuration



		Firewall (WAF)			
62	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	34	The Solution have below flexible attack mitigation options, a. Blocking of User/session b. Feed Fake Data to Bots c. Captcha Challenge d. Filter the traffic. e. Throttle/Rate based Blocking. f. Session termination g. Redirect loop to the Bad Bot h. Custom business logic	The Solution have below flexible attack mitigation options, a. Blocking of User/session b. Feed Fake Data to Bots c. Captcha Challenge d. Filter the traffic. e. Throttle/Rate based Blocking. f. Session termination g. Redirect loop to the Bad Bot h. Custom business logic or Equivalent mitigation options
63	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	35	The Solution must be able to Detect below types of Bad Bots: a. Misbehaving Legitimate Bots b. Bot Attacking from Public Cloud c. Known bad Bots d. Scripted Bots e. Programmatic session behaviour f. Advance Java Script validation Failure g. Malicious Browser Behaviour h. Emulator tools i. Low and Slow Attacks j. Malicious intent detections	The Solution must be able to Detect below types of Bad Bots: a. Misbehaving Legitimate Bots b. Bot Attacking from Public Cloud c. Known bad Bots d. Scripted Bots e. Programmatic session behaviour f. Advance Java Script validation Failure g. Malicious Browser Behaviour h. Emulator tools i. Low and Slow Attacks j. Malicious intent detections or Equivalent BOT protection mechanism
64	Technical Specification_Annx. 9.1	SDWAN	16	SD-WAN solution should support different FEC (forward error correction) policies based on application. For e.g. 1:1 FEC for voice and 1:5 for other critical applications	SD-WAN solution should support different FEC (forward error correction) policies based on application or alternate technologies to achieve objective. For e.g. 1:1 FEC for voice and 1:5 for other critical applications
65	Technical Specification_Annx. 9.1	SDWAN	17	Solution should support adaptive FEC policies. FEC ratio (of loss-recovery packets to data packets) should be tied to dynamic network measurements. When a link is experiencing no loss, FEC should be disabled automatically and there should be no overhead	Solution should support adaptive FEC policies or alternate technology to achieve objective. FEC ratio (of loss-recovery packets to data packets) should be tied to dynamic network measurements. When a link is experiencing no loss, FEC should be disabled automatically and there should be no overhead
66	Technical Specification_Annx. 9.1	SDWAN	18	Solution should load share traffic across both physical links. Solution should be able to map data traffic to one and Forward Error Correction (FEC) packets to the other	Solution should load share traffic across both physical links. Solution should be able to map data traffic to one and Forward Error Correction (FEC) packets to the other or alternate technologies to achieve objective



67	Technical Specification_Annx. 9.1	SDWAN	29	Solution should support standard Layer 2 and Layer 3 open networking protocols such as VLAN (802.1Q), LAG (802.3ad), IPv4 and IPv6 forwarding, GRE, IPsec, VRRP, WCCP, PBR, BGP (version 4), OSPF and PIM (Multicast routing)	Solution should support standard Layer 2 and Layer 3 open networking protocols such as VLAN (802.1Q), LAG (802.3ad), IPv4 and IPv6 forwarding, GRE, IPsec, VRRP, PBR, BGP (version 4), OSPF and PIM (Multicast routing)
68	Technical Specification_Annx. 9.1	SDWAN	41	SDWAN Segmentation – Solution should support 2000 unique VRFs globally which should be centrally orchestrated, and each appliance should support minimum 64 VRFs	SDWAN Segmentation – Solution should support 500 unique VRFs globally which should be centrally orchestrated, and each appliance should support minimum 64 VRFs
69	Technical Specification_Annx. 9.1	SDWAN	52	Solution should show live views of MOS scores between locations	Solution should show live views of MOS scores / Quality Scores between locations.
70	Technical Specification_Annx. 9.1	SDWAN	58	Device should have minimum 120G SSD to support local caching of data in order to significantly improve performance and reduce WAN bandwidth utilization over low bandwidth WAN links by locally caching the data for deduplication and log/stats retention for extended period of time	Device should have minimum 60GB SSD to support local caching of data in order to significantly improve performance and reduce WAN bandwidth utilization over low bandwidth WAN links by locally caching the data for deduplication and log/stats retention for extended period of time
71	Technical Specification_Annx. 9.1	Branch Peripherals: Passbook Printer	3	24 Pin, 90 Col at 10 cpi, 100CPS or more LQ @ 10CPI, Horizontal / Vertical passbook handling, RS 232C Serial with cable, Drivers for latest version of Windows/ubuntu to be provided	24 Pin, 90 Col at 10 cpi, 100CPS or more LQ @ 10CPI, Horizontal / Vertical passbook handling, USB with cable, Drivers for latest version of Windows/ubuntu to be provided
72	9.6 Manufacturer's Authorization Form (MAF)	46		Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.	Following such termination, furnishing at no cost to the Bank operations manuals, standards, and specifications of the Products, if requested.

(vi) Backup and Restore Management Services

The Bidder shall define data backup and recovery based on current procedure mentioned. This procedure should cover the following at minimum:

1. Identify the data backup technique which best suits the needs of ACAB for each application / server.
2. Install, configure, test and manage any tool that may be required for data backup and recovery, such as those for writing the same data to multiple storage devices at the same time.
3. Restore data to the database, as appropriate while ensuring that there is no loss of information / data.
4. Development/modification of procedures and templates (if required).
5. Periodically conducting restoration drills, recording the results and reporting the results to ACAB.
6. Execute backup and recovery procedures.
7. Restore required files and data sets.
8. Performing mock system failure and then data restoration drills on periodic basis.
9. The Backup window should be 2 hours and restoration window should not be more than 4 hours.



10. The bidder to propose Purpose Built Backup Appliance (PBBA) for disk-to-disk backup at Data Centre. The present data backup interval and data volume is mentioned below for sizing of solution. However, bidder may propose higher sizing with adequate justification.

Description	Total Data Retention	Total Data Copies	Remarks
Daily (Incremental) Backup	7	0.7	Assuming 10% data change
Weekly Backup	5	5	
Monthly Backup	4	4	
Quarterly Backup	5	5	
Yearly Backup	2	2	Milestone Backup
Total copies needed		16.07	
Expected Data Volume in Storage (in TB)		Bidder to propose	
Total Data size (in TB)		Bidder to propose	
Expiring buffer @20%		Bidder to propose	
Dedupe ratio		1:5(approx.)	
Recommended min capacity (in TB)		Bidder to propose	