



**EXPRESSION OF INTEREST (EOI) FOR SIEM  
(SECURITY INFORMATION AND EVENT  
MANAGEMENT) SOLUTION – AI, ML &  
DATALAKE FEATURES**

**Punjab National Bank,  
Information Technology Division,  
Head Office, 5 Sansad Marg,  
New Delhi – 110001  
Email: [itdhw@pnb.co.in](mailto:itdhw@pnb.co.in)  
Tel: (011)-23724596, 23718692**

## DISCLAIMER

The information contained in this Expression of Interest Document (EOI Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the Punjab National Bank or any of their representatives, employees or advisors (collectively referred to as — Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this EOI Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

This EOI Document is not an agreement and is not an offer or invitation by the Bank Representatives to any party other than the entities who are qualified to submit their Proposal (Bidders). The purpose of this EOI Document is to provide the Bidder with information to assist the formulation of their Proposal. This EOI Document does not purport to contain all the information each Bidder may require. This EOI Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI Document.

The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this EOI.

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI Document.

Following terms are used in the document interchangeably to mean:

1. Bank refers to 'Punjab National Bank', '
2. Recipient, Respondent, Bidder means the respondent to the EOI document
3. EOI means the Expression of Interest document
4. Proposal, Bid means "Response to the EOI Document"
5. Tender means EOI response documents prepared by the Bidder and submitted.
6. Vendor means the successful bidder.
7. CBS means Core Banking Solution implemented in the Bank
9. DC means Data Centre located at Delhi
10. DR/DRC/DRS means Disaster Recovery Site located at Mumbai
11. Purchaser here refers to Bank
12. Merged entity/Amalgamated entity means the entity created post amalgamation of Punjab National Bank, Oriental Bank of Commerce and United Bank of India

<b>Expression Of Interest (EOI) Details</b>	
Date of commencement of sale of EOI.	03/10/2020
Last date and time for sale of EOI Documents	23/10/2020 up to 1600 Hrs
Last date and time for receipt of queries from bidders for Clarifications	07/10/2020 up to 1700 Hrs
Date of Pre-Bid Meeting	08/10/2020at 1500 Hrs
Last date and time for Online bid submission (Hash submission)	23/10/2020 up to 1600 Hrs
Last date and time for Online bid submission/ Bid Re-Encryption	From 23/10/2020 1701Hrs to 26/10/2020 1400 Hrs
Last date and Time for submission of technical supporting document (Hard Copy)	From 23/10/2020 1701Hrs to 26/10/2020 1400 Hrs
Date and Time of Technical Bid Opening	26/10/2020 at 1600 Hrs
Place of opening of EOI	Punjab National Bank, Information Technology Division, 2nd floor, HO, 5 Sansad Marg, New Delhi – 110 001
Place of EOI Submission	The Asst. General Manager Punjab National Bank, IT Procurement Department, I.T. Division, HO: 5 Sansad Marg, New Delhi 110 001
Cost of EOI (in Rupees)	<b>Rs.10000/- + 18% GST*</b> (Non-refundable) should be submitted <b>online only</b> in favour of Punjab National Bank before last date of bid submission in the following account: IFSC Code: PUNB0399900 Bank & Branch: Punjab National Bank, Sansad Marg, New Delhi -110 001 Account No. <b>0153002200175673</b> (16 digits) Imprest account – HO IT Division *MSE bidder is exempted from payment of cost of RFP if bidder can furnish requisite proof subject to the satisfaction of Bank. This exemption is not applicable for traders, sole agents, distributors etc.
Contact to Bidders	Interested Bidders are requested to send the email to <a href="mailto:rohitraina@pnb.co.in">rohitraina@pnb.co.in</a> and <a href="mailto:ajaysharma5@pnb.co.in">ajaysharma5@pnb.co.in</a> containing following information, so that in case of any clarification, same may be issued to them: Name of company, contact person, mailing address with Pin Code, Telephone No., Fax No., e-mail address, Mobile No. etc.

**Note:**

1. All the interested Bidders, who have not registered earlier with e-procurement site (<https://etender.pnbnet.in>), would have to register with our e-procurement site. Bidders to ensure to get themselves registered timely, at least Two working days before the Hash submission date, to avoid any last moment issues.
2. Bidders are advised to go through Bidders Manual available on <https://etender.pnbnet.in> for registration and submission of tenders. If approval of registration is pending at Bank's end, Bidders should immediately contact Bank's Helpdesk on telephone No. 011-23765468 or email us at [eprocurement@pnb.co.in](mailto:eprocurement@pnb.co.in)

3. Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> by using their digital certificates of class II and above (both encryption and signing). Bidders are advised to keep digital certificates (or tokens) ready at time of submission of bid. Use of Digital Certificate is mandatory for participation in e-tendering process. Bidders should ensure that Digital token has not expired or corrupted at the time of e-tendering process.
4. Bidders are advised to go through Bidders Manual for Browser settings and Java settings required for participation in the bid. Follow each & every step mentioned in Bidder Manual. If bidder still faces any problem, he/she should immediately contact Bank Helpdesk on telephone No. 011-23765468 or email us at [eprocurement@pnb.co.in](mailto:eprocurement@pnb.co.in).
5. Bids received after closing of the bid in the e-procurement system will be auto-rejected by the system. Please note that **HASH SUBMISSION and BID RE-ENCRYPTION** is a mandatory activity, failing which Bank will not accept the hardcopy of Technical bid.
6. The indicative commercial bid is to be submitted online only.
7. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc. at their end.
8. If bidder is shortlisted to participate in Reverse Auction (RA), Demo for Reverse Auction will be conducted a day before RA, if bidder requests for the same. Further, Demo for Reverse Auction will only be provided to bidders who have accepted the Base price (i.e. Terms & Conditions of the reverse auction).
9. If bidder is participating in the Reverse Auction, it is advised that Bidders place their bids well before time rather than waiting for auction end time to avoid any last minute glitches (or any network issues or internet response issues etc.) occurring at Bidder's end. Bidders may keep refreshing auction page to ensure that they are connected to server (via internet).
10. Bidders are requested to use a reliable internet connection (data cable/ broad band) to safeguard themselves. Bank is not responsible for telephone line glitch, internet response issues, hardware hangs etc., at bidder's end.
11. If Bidders have any queries, they may call us at Helpdesk Telephone No 011-23765468 from 10.00 am to 05.00 pm (except Sundays and Bank holidays).

## **1. INTRODUCTION**

Punjab National Bank (PNB) has implemented Captive Security Operations Centre (SOC) for real time monitoring of events for alerts on 24X7X365. Currently, SOC technologies such as SIEM, SOAR, NBAD and Incident Management are deployed in the existing SOC. Security Operation center (SOC) provides better information security, more informed threat/vulnerability management, besides providing correlation reporting for the bank. This currently running solution enabled Bank to stay tuned with latest threats and proactively suppress them, enabled log monitoring and analysis, provide management with the ability to access, analyze and explore information, and develop insights and understanding of available data to achieve improved, informed security management and enables Compliance monitoring and management. Other security measures in place includes Firewall, IPS/IDS, WAF, ADC (LB & SSL Off loader), AV, ADDM, Endpoint & Network APT, Deception, NAC, DLP, IDAM, SSO, PIM, IRM, DAM, NBAD, SOAR, Encryption, SSL VPN, etc.

## **2. BROAD OBJECTIVES**

Keeping in view the regulatory requirements in India (RBI, CERT-In, NCIIPC etc.) and increasing innovative cyber threats and malwares, threats emanating from emerging technologies like AI/ML, block chain, bots, dark webs, social engineering, cloud etc., it has been decided to setup a **24x7x365 basis operating state-of-the-art Next Gen Cyber Security Operations Centre (SOC)** for proactive monitoring as also predicting cyber-attacks (internal and external) on the Bank's information processing setup.

## **3. INVITATION**

Expression of Interest (EOI) is invited in a sealed envelope superscripted with "Expression of Interest (EOI) for SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features"

- i. From the applicants / bidders who meet the eligibility criteria as set out in Annexure – I
- ii. Who have solution strictly in line with the Broad Scope of Work as set out in this EOI and
- iii. Agree to abide by the terms and conditions contained in this document.

Please note that the EOI is not a qualification criterion. Bank will float an Open/Closed RFP at its own discretion.

By participating in this EOI process, applicant / bidder confirms that they are in complete agreement with the Bank as per all the Terms and Conditions of this EOI.

A Sealed envelope containing complete set of signed hard copy of EOI document should be submitted by post or be delivered in person at the undernoted office (on any working day) on or before the date and time mentioned in "EOI Schedule and Address" section of this document.

## **4. APPLICANT'S / BIDDER'S ELIGIBILITY CRITERIA**

This EOI is open to all applicants / bidders who fulfil the eligibility criteria as set out in Annexure-I of this document and is in agreement with the Bank as per terms and conditions of this EOI document. The applicant should furnish documentary evidence supporting and information provided by them as per the EOI process.

Bidder could be System Integrator (SI) partnering with OEMs of SOC – SIEM technologies and front ending for the project or OEM who is also a system integrator, partnering with other SOC-SIEM technologies OEMs and front ending for the entire project.

The bidder needs to share the choice of OEM for each SOC – SIEM technology proposed in response to this EOI. The bidder should restrict to only one OEM option for each SOC – SIEM technology and describe relationship between bidder & respective OEM

## **5. SCOPE OF WORK**

## 5.1 Supply of indicative Next Gen SOC solutions

- a. Security Information and Event Management (SIEM) with AI & ML
- b. User & Entity Behavior Analytics (UEBA)
- c. Big Data Lake exclusively for collating the logs received by SOC, performing analytics, normalization, threat analysis and retention of both raw and normalized logs for regulatory compliance purpose.

## 5.2 Next-Gen SOC should have following comprehensive strong capabilities from day 1

- a. Complete and everything compliance to RBI cyber security framework circular instructions dated 2nd June 2016 and all preceding circular and guidelines related to information security requirements in the Bank.
- b. Ability to sustain the size, complexity and geographic spread of Bank's IT infrastructure and its growth YoY. Presently, 1 Lakh+ desktops with various agents like AV, NAC, DLP, DM and 30000+ IT systems including Servers, Network and Security systems, and 200+ applications etc. are deployed in the Bank. Please refer "Logs Source systems for SOC" section below for log sources.
- c. Architecture should have multi-tier, distributed, high availability (DC and DR) deployment having flexibility to deploy on premise as well as on private cloud.
- d. Self-learning, proactive, predictive & cognitive by completely leveraging AI/ML and deep analytics.
- e. Using AI & ML (Process Automation), for all daily routine activities like L1 and L2 incident creation leveraging SOAR. False positive rate to be less than 2-3 % with a confidence level for each auto incident created to be more than 85% in the beginning to be achieved beyond 90% within first 6 months.
- f. Structured and unstructured data i.e. all the events to be stored in data lake like environment.
- g. SIEM including Deep Packet Inspection, UEBA capabilities, and Big Data Lake platform must be single point of collation / convergence of logs from SOC technologies, Security, Operational and Emerging technologies for correlation, analytics and must provide 360-degree real-time analysis and incident reporting.
- h. Logs collated by SOC technologies from all log sources as enumerated below must be correlated on real-time basis within SIEM for depicting conclusive complete kill chain of incident and report the same to stakeholders on real-time basis.
- i. SOC must be able to detect attacks emanating from emerging technologies.
- j. Configuration and Customization of the tools as per Bank requirements on ongoing basis.
- k. Uptime of the solutions at minimum 99.99%.

## 5.3 Logs source systems for Next Gen SOC

- a. Security technologies such as Firewall, IPS/IDS, WAF, ADC (LB & SSL Off loader), AV, ADDM, Endpoint & Network APT, Deception, NAC, DLP, SSO, PIM, IRM encryption/masking/ hashing technologies are not considered as SOC technologies in PNB. These are feeder technologies / source system of logs provided to the SOC.
- b. Operational technologies include OS, databases (traditional and big data), web servers, applications, networking technologies, middleware, virtualization and cloud technologies (private/hybrid/public) i.e. entire IT infrastructure and business applications (like CBS, Internet Banking, Mobile Banking etc.) These are feeder technologies / source system of logs provided to the SOC.
- c. The Emerging technologies include Chabot's, voice bots, block chain, cryptocurrency, augmented & virtual reality, IOT. These are feeder technologies / source system of logs provided to the SOC.
- d. We have technologies deployed from all major OEMs in each log sources technology type

**Note: The technologies cited above as log source systems must not be proposed by bidder as a part of GSOC.**

## ELIGIBILITY CRITERIA

Sr.	Eligibility Criteria	Supporting Documents to be Submitted	Compliance (Yes/No)
1	The bidder should be a reputed global company registered in India under the Companies Act 1956. The bidder/ company /firm should be in existence for more than 3 years in India.	Copy of Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.	
2	The bidder should have average annual IT turnover of Rs.250 Crores and Rs.100 Crores of SOC projects, during last three Financial Years (2016-17, 2017-18 & 2018-19)	Audited balance sheet and P&L statement of the bidder for the last three financial years: 2016-2017, 2017-18 & 2018-19 and certificate from CA.	
3	In the above IT turnover, total consolidated IT / Cyber Security / SOC projects turnover for at least two out of three Financial Years (2016-17, 2017-18, 2018-19) should be Rs.75 Crores.	Certificate from statutory auditor.	
3	Bidder should be a net profitmaking organization in each of the last three financial years (2016-17, 2017-18, 2018-19)	Audited balance sheet for the last three financial years should be enclosed.	
4	The bidder should be OEM (Original Equipment Manufacturer) or their highest level partners in India for the solutions including but not limited to: SIEM, UEBA, Big Data Lake.	Letter from Authorized Signatory of OEM certifying the level of relationship with bidder.	
5	OEM of each technology proposed for GSOC must be a reputed global company registered in India under the Companies Act 1956 and have strong client support centers in India.	Certificate of incorporation in India from each OEM	
6	The bidder should have setup at least one captive SOC with 25000 EPS at any large Organization in the last 3 years as on date of publishing the advertisement of the RFP in newspapers. .This should be for a captive SOC at a client and not a MSSP across multiple customers.	Undertaking in this regard by the authorized signatory describing implanted solutions	
7	The proposed SIEM must have been deployed at one domestic / global client with at least 2 Lakh EPS in last 3 years and deployment of UEBA with 50000 Users as on date of publishing the advertisement of the RFP in newspapers.	Self-declaration by the bidder. Name of top two clients in terms of EPS. And Undertaking from the OEM in this regard by the authorized signatory describing implanted solutions along with customer contact details	

8	The bidder or any of its group / sister concern company should not be any of the following – a. Network Integrator for the Bank b. Application related service provider for the Core Banking Solution for the Bank (Domestic & abroad) c. ISSPs empaneled with PNB.	Self-declaration signed by Authorized Signatory of the bidder.	
9	The bidder or any of its group / sister concern company should not have been blacklisted by any Regulatory or Government Authority or Public-Sector Undertaking or any Law Enforcement Authority for breach of any Regulations or Laws as on date of submission of the tender, otherwise the bid will not be considered.	Self-declaration signed by Authorized Signatory of the bidder.	
10	The bidder should not be involved in any litigation which threatens solvency of company.	Certificate is to be provided by the chartered accountant /statutory auditor, as per Annexure- VI	
11	No scheduled commercial bank should have invoked the Bank guarantee of the bidder in the last 3 years as on date of publishing the advertisement of the RFP in newspapers	Declaration from the bidder on its letter head signed by the authorized representative clearly stating that the bank guarantee of the bidder has never been invoked by any Scheduled Commercial Bank in India as per the eligibility criteria	
12	Bidder should not have been black listed by the Government / Government agency / Banks / Financial Institutions in India during last 3 years. Self-Certificate/Undertaking is to be provided.	Undertaking to be provided as per Annexure-VII	
13	Labour Law Compliance	Declaration from the bidder on its letter head signed by the authorized representative clearly stating that it complies to Labour Law regulation in India as applicable to the bidding entity.	

**Note:**

In case any purchase order has been issued to the bidder by the Bank in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and is pending for execution as on date of bid, the bid of the respective bidder is liable for rejection.

Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.

Technical Evaluation will be done by Bank's technical evaluation committee and the decision of the committee will be final.

Bidders to submit relevant documentary evidence for all parameters mentioned.

Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.

For a particular Solution, only the OEM or its authorized representative can bid. If both the OEM and its authorized representative bid for the same Solution, both the bids will be rejected.

If any Solution of Principal / Original Equipment Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other OEM's product.

In case of Indian Authorized Representative (IAR) / Agent / System Integrator (SI), maximum two Authorized Representatives of a particular Principal or Original Equipment Manufacturer (OEM) / Solution Provider can participate in the tender process.

In case any purchase order has been issued to the bidder by the Bank in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and is pending for execution as on date of bid, the bid of the respective bidder is liable for rejection.

Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.

Technical Evaluation will be done by Bank's technical evaluation committee and the decision of the committee will be final.

Bidders to submit relevant documentary evidence for all parameters mentioned.

Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means.

**TECHNICAL AND FUNCTIONAL SPECIFICATION**

Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations.

Sr.	Description	Compliance (Yes/No)	Remarks, if any
1.	Detailed Next Gen. SOC architecture for size, complexity and geographic spread and growth of PNB vetted by all OEMs together.		
2.	Estimated EPS and per day data size in TB of the Next Gen. SOC. Explain the rationale how it is arrived at. Sizing guidelines for next five years.		
3.	Detailed reference functional Next Gen SOC architecture with data flow diagrams vetted by the OEM(s) together. (e.g. how SIEM and analytics engine will get logs from existing tools for end to end correlation and what will be the flow).		
4.	To share out of the box support of Next Gen SOC tools with each log source as per "Logs Source systems for Next Gen SOC" section.		
5.	To share out of the box integration support / compatibility of Next Gen SOC tools with each other (e.g. name the SIEM OEM to compatible with each tool implemented at Bank)		
6.	Data and logs integration from source systems as per "Logs Source systems for Next Gen SOC" strategy cited above		
7.	Data, logs, rules, policies etc. migration strategy from current SOC to Next Gen SOC.		
8.	Provide resource deployment model (L1/L2/L3/L4) to Run operations. Exact detail needs to be provided on how many resources (SI and OEM) per support level along with the experience, certifications and skills of the resources.		
9.	Confirmation on OEM of GSOC technologies must be ready to deploy their personnel resources onsite at SBI for 24x7x365 days operations.		
10.	Technical and Operational support mechanism with SI and OEMs available in India with location and number of resources for each OEM.		
11.	The availability of certified resources of the proposed Next Gen SOC tools in India (give approx. number certified trained resources technology wise)		
12.	The SI/Bidder relationship/partnership with OEM. Bidder to submit the certificate obtained from each Next Gen SOC technology OEM on kind of partnership with them.		
13.	Planning of the technologies deployment and bring down the dependency on L1 & L2 resources by providing automation and reducing man power in less than two years' timeframe.		
14.	Clients wherein SI has implemented proposed Next Gen SOC technologies. Please provide technology-wise client list in the last 3 years.		
15.	The project plan with phase wise high level details and estimated duration.		

16.	What is not deliverable in Next Gen SOC by SI & OEMs.	----	
17.	What is not deliverable in GSOC by SI & OEMs.		

**18. Bidder should provide complete solution stack to be presented in a tabular form:**

Sr.	Name of GSOC Solution	Product Name proposed	OEM partnership (if yes, type)
1	<SIEM>		
2			
3			

**Note:**

- The bidder should provide compliance statement for all the above specifications of technical requirements against each item.
- All relevant product information such as user manual, technical specifications sheet etc. should be submitted along with the offer. Failure to substantiate any technical compliance may result in disqualification of the proposal.
- Hard copy of supporting documents or documentary proof for all the above criteria should be submitted to the Chief Manager-Procurement Department, PNB ITD HO, 5, Sansad Marg, New Delhi.

**PROFILE OF THE BIDDER**

Sr.	Particulars	Response
1	Bidder Name	
2	Country of HQ (if other than India) and Date of Incorporation	
3	Head Quarters Address	
4	Address in India & Date of Incorporation in India	
5	Communication Details of Contact Official(s) – Name, Designation, Phone & Fax Number (with STD code), Mobile No. & E-mail Address.	
6	Ownership structure (e.g. Company, Partnership)	
7	Details of Partners / Directors	
8	In case of limited companies, names of major shareholders with percentage holding.	
9	Total number of offices worldwide and list thereof	
10	Experience in Security Operations Centre setup & management (no of years with details of significant work done including volumes, capacities etc.)	
11	Experience in implementing Security products (no. of years with details of products and implementation locations)	
12	a. Total Number of Employees. b. Total Number of Technical employees c. Number of employees having Qualifications / Certifications (GSOC technologies proposed, CISSP, CEH, ISACA CRISC, CVA, CCNA, CCNE, CCSP, CCIE-Network, CCIE- Security etc.). (breakup of each to be given)	
13	a. Tangible Net Worth, Total turnover, Sales & Profit for the last 3 Financial Years b. Turnover relating to Security Operations Centre for the last three financial years	
14	Name of Primary Bankers/Financers & their address	
15	Furnish information relating to the Clients where security operations have been undertaken.	
16	Furnish details of pending/past litigations within the last 3 years, if any.	
17	Independent analyst (Gartner, IDC etc.) report about your firm / company (if any) related to products / services in the information security domain	
18	Brief Bio-data of the key personnel to be associated with the proposed project	
19	Activities proposed to be covered under GSOC along with names of products / appliances/ solutions proposed for each activity, name & details of Partner companies / Applicants (please attach details of the arrangements). As per table given in Annexure-II	
20	Names of proprietary products, technologies for Security Operations Centre, used by you.	
21	Details of empanelment / tie-ups / assignments with Government units and industry bodies	

22	Details of the proposed GSOC framework / approach, architecture, Technical approach	
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## 6. **PROCESS FOR EVALUATION OF EOI BIDS**

1. Response to EOI must be submitted in a single hard bound file. (No loose pages must be submitted). All pages of the Bid Document must be serially numbered and must be properly signed by the authorized signatory and stamped by Bidder's Official seal. All Annexures must be on the letter head of the Bidder, except those which are to provide by OEM/CA/third party.
2. First of all, the EOI cost of all bidders will be verified. If any EOI cost is not found in order, that bidder will be declared ineligible for further evaluation.
3. After that EOI will be evaluated based on the eligibility criteria defined in the EOI document. EOI complying to all the eligibility criteria and confirming compliance to all the terms & conditions of EOI document would be further evaluated on technical parameters.
4. Technically qualified bidders may be called to make presentation of the products offered by them as per the schedule decided by PNB.
5. Bidders satisfying the technical requirements as determined by the Bank, accepting the terms and conditions of this document & after giving presentation to Bank's satisfaction shall thereon be short-listed for further process.
6. The determination will take into account bidders financial, technical and support capabilities as per EOI, based on an examination of documentary evidence submitted by bidders.
7. The Bank reserves the right to accept or reject any product/ item/ technology/ module/ functionality proposed by the bidder without assigning any reason thereof.

## 7. **PROCESS FOR SUBMISSION OF EOI BIDS**

- a) Vendor/Bidder meeting the above criteria and interested in providing the services detailed above may submit their response to the 'Expression of Interest' as per formats given in annexure (I to IX) latest by last date of hash submission. It is to be noted after the said date and time no response will be entertained.

- b) The response may be submitted to

Chief Manager,  
IT Procurement Department,  
IT Division, 5, Sansad Marg,  
New Delhi 110001

In case of any clarification you may contact at 011- 23724596/23718692 or email at itdhw@pnb.co.in & itprocurement@pnb.co.in.

- c) The response will only be accepted if it is provided in both the formats i.e. hard-copy and soft-copy respectively with duly numbered.

- d) The bank reserves the right to examine/ verify the supportive documents/ reports furnished by the bidders by inspection/ site visit by its officers and /or technical consultant appointed by the Bank.
- e) If any information or document provided in the response to this EOI is found to be incorrect subsequently, the bidder will be summarily disqualified without quoting any reasons.
- f) Bids will be opened in presence of the vendor/bidders" representative who chooses to attend.
- g) The bidder should submit additional functionalities available in their solution as a separate document which can also be highlighted during the time of presentation.
- h) Bidders are required to submit pre-bid queries, within the stipulated timelines as given in the Expression Of Interest (EOI) Details, through mail and as per the below format. (In excel format)

Sr.No.	EOI Page No.	EOI Clause Name & No.	EOI Clause	Bidder's Query/Suggestion/Remarks

The queries received before pre-bid meeting through E-mail/post, will **only** be discussed in the Pre-Bid meeting and their subsequent responses will be uploaded onto Bank's websites. Bidders are therefore required to go through the EOI and any subsequent Corrigendum/ clarifications meticulously and submit their queries timely (at least 2 days before the hash submission date) to avoid any last minute issues.

- i) Bids must be submitted not later than the specified date and time mentioned in the Bid document. If the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the specified time in the next working day. The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the correspondence should be addressed to Bank at the following address.

The Chief manager  
Punjab National Bank,  
IT Procurement Department,  
I.T. Division, HO: 5 Sansad Marg,  
New Delhi 110001

Please note that **HASH SUBMISSION and BID RE-ENCRYPTION** is a mandatory activity, failing which bidder will not be able to submit the bid. For details you may visit our e-Procurement Site <https://pnbindia.biz>

***Kindly also note that hard copy of Technical Bid will be received only after successful Hash Submission and Online bid Re-encryption.***

**8. OTHER DOCUMENTS TO BE SUBMITTED**

To,

**Chief Manager**

IT Procurement Department  
Information Technology Division  
HO ITD, 5 Sansad Marg,  
New Delhi-110001

**Sir,**

**Reg.: Expression of Interest (EOI) for SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.**

We submit our EOI Document herewith.

We understand that

- You are not bound to accept all or any EOI Document received by you, and you may reject all or any bid.
- It is totally the Bank's discretion to select the EOI Document on the basis of the responses submitted by us and the Bank shall not be liable in any court of Justice.
- We understand that mere participation in EOI by us does not imply that we shall be selected in further Evaluation Processes.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

Yours faithfully

For \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

**BIDDER'S INFORMATION**

<b>S. No.</b>	<b>Information</b>	<b>Particulars / Response</b>		
1.	Company Name			
2.	Constitution			
3.	Date of Incorporation			
4.	Company Head Office Address			
5.	Registered office address			
6.	TIN/TAN No.			
7.	<u>Bank Account Detail</u> : Account Number, Account Name, IFSC, Bank Name			
8.	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the EOI (Please enclose the copy of board resolution)			
9.	Specimen Full signature and Initials of Authorized Signatory			
10.	Contact persons address, designation, telephone number, mobile number, Fax Number, EMail ID. (give at least 2 contact persons details)			
11.	Any pending or past litigation (within three years)? If yes please give details	Yes/No/Comments (if option is 'Yes')		
12.	Please mention turnover for <u>last three financial years</u> and include the copies of <u>Audited Balance Sheet</u> in support of it.	Year	Turnover Rs.(in Cr)	Profit/Loss Rs. (in lacs)
		2016-17		
		2017-18		
		2018-19		

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Signature of Authorized Signatory****Name of Signatory:****Designation:****Email ID:****Mobile No:****Telephone No:****Seal of Company:**

**PERFORMANCE CERTIFICATE**

(To be provided on letter head of the issuing company)

To,  
The Chief Manager  
I.T. Procurement Department  
Punjab National Bank, IT Division,  
Head Office, 5 Sansad Marg,  
New Delhi

Sir,

**Reg.: Expression of Interest (EOI) for SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.**

This is to certify that M/s \_\_\_\_\_ has successfully implemented and commissioned above project from \_\_\_ to \_\_\_\_\_(specify period of implementation). Thereafter, the said services are running successfully at ours from \_\_\_\_\_ to \_\_\_\_\_.

The services provided by the M/s \_\_\_\_\_ are satisfactory.

The certificate has been issued on the specific request of the company.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Signature of Authorized Signatory**

**Name of Signatory:**

**Designation:**

**Seal of Company**

**LITIGATION CERTIFICATE**

(To be provided by Statutory Auditor/Chartered Accountant)

**Req.: Expression of Interest (EOI) for SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.**

This is to certify that M/s \_\_\_\_\_, a company incorporated under the company's \_\_\_\_\_ act, 1956 with its \_\_\_\_\_ headquarters at, \_\_\_\_\_ is not involved in any litigation which threatens solvency of the company and there is no pending litigation as on date of RFP.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Signature of CA/Statutory Auditor**

**Name of CA/Statutory Auditor:**

**Designation:**

**Seal of Company**

**UNDERTAKING FOR NON- BLACKLISTED**  
(To be provided on letter head of the Bidder's Company)

To,  
The Chief Manager  
I.T. Procurement Department  
Punjab National Bank, IT Division,  
Head Office, 5 Sansad Marg,  
New Delhi

Sir,

**Req.: Expression of Interest (EOI) for SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.**

We M/s \_\_\_\_\_, a company incorporated under the company's act, 1956 with its headquarters at, \_\_\_\_\_ do hereby confirm that we have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India during last 3 years.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Signature of Authorized Signatory**

**Name of Signatory:**

**Designation:**

**Seal of Company**

**TURNOVER CERTIFICATE**

(To be provided by Statutory Auditor/Chartered Accountant)

**Req.: Expression of Interest (EOI) for SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.****To be provided by Statutory Auditor/Chartered Accountant**

This is to certify that M/s \_\_\_\_\_, a company incorporated under the company's \_\_\_\_\_ act, \_\_\_\_\_ 1956 with \_\_\_\_\_ its \_\_\_\_\_ headquarters \_\_\_\_\_ at, \_\_\_\_\_ has the following turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for 2016-17, 2017-18 & 2018-19.

Financial Year	Turnover (in Rs.)	Net Profit/Loss (in Rs.)	Net Worth (in Rs.)
2016-17			
2017-18			
2018-19			

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Signature of CA/Statutory Auditor****Name of CA/Statutory Auditor:****Designation:****Seal of Company**

## COMPLIANCE STATEMENT

**Reg.: Expression of Interest (EOI) for SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.****DECLARATION**

Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid is not submitted in proper format as per RFP.

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).	
Scope of work and/ Technical Specification	We certify that the systems/services offered by us for tender conform to the Scope of work and technical specifications stipulated by you. (Any deviation may result in disqualification of our bid).	
RFP, Clarifications & subsequent Corrigendum /s , if Any.	We hereby undertake that we have gone through RFP, clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).	

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Signature of Authorized Signatory**

Name of Signatory:

Designation:

Seal of Company

**Certificate regarding EOI SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.**

(To be provided on letter head by each OEM)

We M/s \_\_\_\_\_, OEM of \_\_\_\_\_ (item), having model No/version no.: \_\_\_\_\_, offered in this RFP, through our authorized Service provider, M/s \_\_\_\_\_, hereby undertake that we fully comply, without any deviation, with the Order (Public Procurement No.1) dt:23.07.2020 issued by Ministry of Finance, Department of Expenditure regarding Restriction under Rule 144(xi) in the GFR 2017.

The following is the details of Share Holding structure of our Company and our Parent Company:

**OEM Name:**

**Registered Address of the OEM:**

Shareholding structure of the OEM as on 31.03.2020		
%age of shares held	Name of holding Company/Individual	Registered Address of the share holding company/Individual

**OEM's Parent Company &/ Owner/Beneficial Owner Name:**

**Registered Address of the OEM's Parent Company:**

Shareholding structure of the OEM's Parent Company as on 31.03.2020		
%age of shares held	Name of holding Company/Individual	Registered Address of the share holding company/Individual

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Signature of Authorized Signatory**

**Name of Signatory:**

**Designation:**

**Email ID:**

**Mobile No:**

**Telephone No.:**

**Seal of Company:**

**Certificate regarding EOI SIEM (Security Information and Event Management Solution – AI, ML & Datalake Features.**

(To be provided on letter head by each OEM)

We M/s \_\_\_\_\_, have directly participated in the captioned RFP and hereby undertake that we fully comply, without any deviation, with the Order (Public Procurement No.1) dt:23.07.2020 issued by Ministry of Finance, Department of Expenditure regarding Restriction under Rule 144(xi) in the GFR 2017.

The following is the details of Share Holding structure of our Company and our Parent Company:

**Bidder Name:**

**Registered Address of the Bidder:**

Shareholding structure of the Bidder as on 31.03.2020		
%age of shares held	Name of holding Company/Individual	Registered Address of the share holding company/Individual

**Bidder's Parent Company &/ Owner/Beneficial Owner Name:**

**Registered Address of the Bidder's Parent Company:**

Shareholding structure of the Bidder's Parent Company as on 31.03.2020		
%age of shares held	Name of holding Company/Individual	Registered Address of the share holding company/Individual

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Signature of Authorized Signatory**

**Name of Signatory:**

**Designation:**

**Email ID:**

**Mobile No:**

**Telephone No.:**

**Seal of Company:**

## FORMAT FOR RESPONSE TO EOI

### List of annexure and enclosures submitted

<b>Annexure / Documents submitted</b>	<b>Page from</b>	<b>Page To</b>
Annexure I		
Annexure II		
Annexure III		
Annexure IV		
Annexure V		
Annexure VI		
Annexure VII		
Annexure VIII		
Annexure IX		
Annexure X(a)		
Annexure X(b)		
Any other details/documents/ information		

### **Please Note:**

*Since this is not a Request for Proposal (RFP), **commercials are not required to be submitted** at this stage.*

*The Bank reserves the right to accept/reject any or all offers submitted in response to this EOI without assigning any reason whatsoever.*