

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001

Email: itdhw@pnb.co.in Tel: 011-23311452

Response of queries for RFP for Next Generation SOC (Security Operation Centre) solution – AI, ML and Datalake

S. No.	RFP Page no	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank Response
1	78	Technical Specifications, S No. 1	<p>The proposed solution must include Next Gen SIEM, Security Analytics, Big Data Analytics with necessary automation capabilities. To avoid maintaining multiple data repositories, proposed solution should have central data repository which should act as common data lake for SIEM, UEBA & SBDL</p> <p>This item / requirement treated as Optional</p>	<p>RFP's core requirement is to have a single data lake for SIEM, UEBA & SBDL for unified next-gen security analytics and threat hunting. Without having a central data repository for the solution, the core requirement of the RFP gets defeated and will also have multiple data storages, increasing risk, point of failure, complexity in management and overall TCO. Lot of capabilities asked in the subsequent points leverage this capability of unified repository. Hence this point should be kept as mandatory requirement.</p>	<p>Please be guided as per RFP</p>
2	20	ESCROW ARRANGEMENT FOR SOFTWARE	<p>The bidder shall provide, at its own cost, escrow mechanism for the software used (all components) for rendering the services in order to protect the Bank's interest in an unexpected eventuality at its cost. The software should be periodically tested and latest version to be kept under Escrow.</p>	<p>COTS solution will be provided for this RFP and it does not require on-site development. Intellectual property of the COTS software code is a confidential and sensitive matter and sharing the same in an ESCROW agreement will not be possible, hence request removal of this clause.</p>	<p>Please refer corrigendum</p>

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102		MANUFACTURER'S (OEM) AUTHORIZATION FORM (MAF), Point 2	We, M/s _____ have the IP (Intellectual property) rights for the offered application software and we undertake to enter into source code ESCROW agreement with the bank for the offered application software for digitalization & automation of recovery functions.		
		UNDERTAKING FOR BEING the OEM of the Offered-Next Generation SOC (Security Operation Centre) solution – AI, ML and Datalake, Point 2	We, M/s _____ have the IP (Intellectual property) rights for the offered application Software and we undertake to enter into source code ESCROW agreement with the bank for the offered Next Generation SOC (Security Operation Centre) solution – AI, ML and Datalake.		
3	Technical mark sheet	Offered SIEM solution should be deployed in one PSU/ Government Organizations / BFSI Sector in India, in last 5 years as on date	Less than 50000 EPS or Equivalent: 0 Marks More than 50000 to 70000 EPS or Equivalent: 05 Marks More than 70000 to 100000 EPS or Equivalent: 10 Marks 100000+ : 15 Marks	Generally it is observed that in pre-bid response, the specifications, qualifications and markings are relaxed. However, in this case, it has been made even more stringent, compared to the original RFP. Increasing the requirements for this point will further reduce the participation of eligible OEMs in this	Please be guided as per RFP

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		of submission		prestigious RFP. Hence the original point may be considered for the RFP.	
4	13	SCOPE OF WORK 3 Point 2	Migration of Existing historical logs from Arcsight & RSA SIEM to comply the regulatory guideline. The NGSOC setup must ensure that the Bank meets the compliance requirements of cyber security framework circular instructions dated 2nd June 2016 issued by RBI, all preceding, existing & future circulars and guidelines related to information security and requirements in the Bank. Any process, upgradation or existing technology fine tuning shall be provided by the vendor and OEMs without any additional cost to the Bank.	Migrating logs from existing SIEM to proposed SIEM is not possible as the logs are stored in SIEM's proprietary format , Hence bidder assumes that Bank already possesses Logs in Raw format so that the same will be migrated to Proposed SIEM. Please confirm	Please be guided as per RFP
5	16	SCOPE OF WORK 3 Point 22, VI	Once all the log sources integrated with existing SOC are migrated to NGSOC, ensure the existing SOC is up & running in	Kindly confirm whether Bank will have support contract of all the installed software and hardware components in existing SOC for	Please be guided as per RFP

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			steady state with security patches by obtaining same from respective OEMs, settings etc. for two years. Ensure that the reports are extracted from online / warehouse storage etc. Restore the logs from backup, is required to extract old logs for forensic investigation, as & when required.	atleast 3 years from signing of the contract so that OEM support will be available in case of any issues/patches etc.	
6	63	ANNEXURE-III, ELIGIBILITY CRITERIA OF THE BIDDER, Sr. No.-12	Submit Bio data of employee certified by HR head on Letterhead and certificate of Data Science from any Government recognized Institution.	As Data Scientist is an emerging topic and there are not much institutions which provide the certificate ,hence requesting bank to delete this clause from eligibility criteria and technical scoring sheet.	Please refer corrigendum
7	20	Scope of Work - Clause 3 - (4) Escrow Arrangement for Software	The Bidder should agree for Escrow arrangement in following manner: The bidder shall provide, at its own cost, escrow mechanism for the software used (all components) for rendering the services in order to protect the Bank's interest in an unexpected	Requesting Bank to remove this clause as these are OEM proprietary and it will not be shared with any agency.	Please refer corrigendum

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			eventuality at its cost. The software should be periodically tested and latest version to be kept under Escrow.		
8	37	PAYMENT8	<p>The payment terms defined in the RFP is as below:</p> <ul style="list-style-type: none"> • Hardware <ul style="list-style-type: none"> - Delivery & Installation – 70% - Project Sign-Off – 30% • Licenses <ul style="list-style-type: none"> - Delivery after Hardware Installation – 30% - Project Sign-Off – 30% - After 3 Months of Project Sign-Off – 40% • Implementation <ul style="list-style-type: none"> - Project Sign-Off – 60% - After 3 Months of Project Sign-Off – 40% 	<p>Kindly request the bank to revise the payment term as indicated below as per industry standard:</p> <ul style="list-style-type: none"> • Hardware <ul style="list-style-type: none"> - Delivery & Installation – 70% - Go-Live – 30% • Licenses <ul style="list-style-type: none"> - Delivery – 70% - Go-Live – 30% • Implementation <ul style="list-style-type: none"> - Go-Live – 60% - Project Sign-Off – 40% 	Please be as guided as per RFP
9		PAYMENT 8	<p>PAYMENT</p> <p>The payment shall be released as per the below mentioned timelines:</p> <ul style="list-style-type: none"> - A- Hardware Cost - B- Licences Cost - C- Implementation Cost - D- OTS Cost 	<p>We request PNB to Release 70 % of Software, Hardware on Delivery, 15 % of Hardware and Software on Installation , and 10% of Software and Hardware on Project signoff.</p>	Please be as guided as per RFP

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			<p>Description</p> <p>Payment %</p> <p>On Hardware Delivery and installation at Destination Locations</p> <p>70% of (A)</p> <p>On Licenses delivery after hardware installation</p> <p>30% of (B)</p> <p>On Project Sign off of complete solution with all modules/functionalities</p> <p>30% of (A+ B) +60% of (C)</p> <p>After three months of project sign-off</p> <p>40% of (B+C) or immediately after project sign off on submission of equivalent amount of BG</p> <p>ATS/AMC</p> <p>On Half yearly basis in advance against BG or arrears on quarterly basis</p> <p>OTS (Onsite Technical Support) Cost</p> <p>On quarterly basis in arrears</p> <p>In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other</p>		
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			calculation. Bidder shall quote all the figures in numbers followed by total in words enclosed in brackets in all fields of indicative commercial bid.		
10	61	Eligibility Criteria, Point 3	The Bidder should have an annual turnover of INR 200 (Rupees Two hundred Crores) Crores for Indian entity for each of the past three financial years i.e. FY2018-19 & FY2019-20, FY2020-21 from Security Solutions. The bidder should have positive net worth during the last three financial years i.e. FY2018-19, FY2019-20 & FY2020-21	It's challenging for an SI to have INR 200 Crores turnover YOY only from Security Solutions, therefore we request you to revise this clause: The Bidder should have an annual turnover of INR 50 (Rupees Fifty Crores) Crores for Indian entity for each of the past three financial years i.e. FY2018-19 & FY2019-20, FY2020-21 from Security Solutions. The bidder should have positive net worth during the last three financial years i.e. FY2018-19, FY2019-20 & FY2020-21	Please be guided as per RFP
11	91	Annexure XII & Clause 1	Parameters: Should have the experience in supply & implementation of SIEM Solution in Organization in BFSI segment as on date of Bids submission	Please revise the Clause wrt Industry Segment: Should have the experience in supply & implementation of SIEM Solution in Organization in BFSI/PSU/Government segment as on date of Bids submission	Please be guided as per RFP
12	91	Annexure XII & Clause 2	Offered SIEM solution should be deployed in one PSU/ Government Organizations / BFSI	Request PNB to consider below revised scoring Less than 30000 EPS or Equivalent:	Please be guided as per RFP

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			Sector in India, in last 3 years as on date of bids submission Less than 50000 tp 70000 EPS or Equivalent: 5 Marks 70000 to 100000 EPSS or Equivalent: 10 Marks 100000+: 15 Marks	0 Marks 30001 to 60000 EPSS or Equivalent: 5 Marks 60000+ : 10 Marks	
13	92	Annexure XII & Clause 2	Offered UEBA solution should be deployed in one PSU/ Government Organizations / BFSI / Private Sector in India, during last three years as on date submission of Bids. Less than 15000 Users: 0 Marks 15001 to 50000 Users: 5 Marks 50001 to 75000 Users: 10 Marks 75000+ Users: 15 Marks	Request PNB to consider below revised clause – Less than 10000 Users: 0 Marks 10001 to 20000 Users: 5 Marks 20001 to 50000 Users: 10 Marks UEBA solution for such a large user base reference is very limited in India. Hence in order to qualify other bidders, we request you to reduce the user base as mentioned above.	Please be guided as per RFP
14	20 of 122	ESCROW ARRANGEMENT FOR SOFTWARE	The Bidder should agree for Escrow arrangement in following manner: - The bidder shall provide, at its own cost, escrow mechanism for the software used (all components) for rendering the services in order to protect the Bank's interest in an unexpected eventuality at its cost. The software should be periodically tested and latest version to be	We have submitted request internally to get an approval. However, MicroFocus managmeent has rejected the request, citing the reason that source code is a MicroFocus IP. And under no scenario, they can share it. Hence we would gently request bank to delete this clause, so that we can participate in this RFP.	Please refer corrigendum

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			kept under Escrow. -For the third party licensed software used by the bidder for rendering the required services, then the Bidder should have an Escrow agreement with the licensor for the software used (all components) in order to protect the Bank's interest in an eventual situation. In an eventuality the licensor should be in a position to hand		
15	14 of 122	Scope of Work (clause 14 of RFP)	SBDL Provisioning for 1 Peta Byte of uncompressed Data or 3 Months of Data whichever is higher	These 4 points mentioned in RFP and further updated in corrigendum are appearing conflicting and not providing clear instruction or guidelines for factoring the storage for next gen SOC requirement.	Please be guided as per RFP
16	15 of 122	Scope of Work (clause 18 of RFP)	Data Retentions Requirements: 18.1. SIEM - 3 Months on flash drive (Frequent Searches, Reporting & Threat Hunting) Preceding 3 months on non-flash online storage (Non-Frequent Searches, Threat Hunting & Forensic Investigation) 18.2. SBDL - Online: 3 Months on non-flash online storage (Frequent Searches, Reporting & Threat Hunting) – Remaining on offline storage.	As of now, it's not clear which parameter to consider for sizing the storage, as multiple parameters are appearing and contradicting each other (refer below): - Peta byte uncompressed logs - flash drive or non flash drive - 180 days or 365 days - 365 days or 3 years	Please be guided as per RFP

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			18.3 UEBA - Should leverage only on SIEM or SBDL storage as per architecture proposed by the bidder & OEMs.	- Is this 3+4 = 7 years or is it 3+7 = 10 years of archival in totality which are raising confusion while designing solution. Hence we request PNB team to provide clear guidelines to provide consolidated storage for Next Gen SOC. We would recommend, it would be better if bank can simply provide details in following manner:	
17	79 of 122	Technical and functional Specifications; pt 8	The solution must ensure that if data ingested is not parsed then with the new parser old data ingested should also be parsed without need to re-ingest data throughout the retention period of online 180 days and 365 days of archival. Use Case: Referencing old data for predictive analytics, proactive monitoring etc. By not re-indexing and re-ingesting security analyst would save storage cost and identify and pinpoint attack intime.	- Online retention : X Months - Offline retention : X Months/years Also please mention if Tape library is to be provided by Bank or Bidder.	
18	15 of 122	3. Scope of Work. Pt 19	Backup including infrastructure and software - Automated backup of all data / logs / Configuration for NGSOC DC setup. Bidder has to plan for back up of all logs as		Please be guided as per RFP

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			archival for 3 (three) years and tape out of all the data till 7 years.		
19	78	Technical Specifications, S No. 1	<p>The proposed solution must include Next Gen SIEM, Security Analytics, Big Data Analytics with necessary automation capabilities. To avoid maintaining multiple data repositories, proposed solution should have central data repository which should act as common data lake for SIEM, UEBA & SBDL</p> <p>This item / requirement treated as Optional</p>	RFP's core requirement is to have a single data lake for SIEM, UEBA & SBDL for unified next-gen security analytics and threat hunting. Without having a central data repository for the solution, the core requirement of the RFP gets defeated and will also have multiple data storages, increasing risk, point of failure, complexity in management and overall TCO. Lot of capabilities asked in the subsequent points leverage this capability of unified repository. Hence this point should be kept as mandatory requirement.	Please be guided as per RFP
20	20	ESCROW ARRANGEMENT FOR SOFTWARE	The bidder shall provide, at its own cost, escrow mechanism for the software used (all components) for rendering the services in order to protect the Bank's interest in an unexpected eventuality at its cost. The software should be periodically tested and latest version to be kept under Escrow.	COTS solution will be provided for this RFP and it does not require on-site development. Intellectual property of the COTS software code is a confidential and sensitive matter and sharing the same in an ESCROW agreement will not be possible, hence request removal of this clause.	Please refer corrigendum

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21	102	MANUFACTURER'S (OEM) AUTHORIZATION FORM (MAF), Point 2	We, M/s _____ have the IP (Intellectual property) rights for the offered application software and we undertake to enter into source code ESCROW agreement with the bank for the offered application software for digitalization & automation of recovery functions.		Please refer corrigendum
22	104	UNDERTAKING FOR BEING the OEM of the Offered-Next Generation SOC (Security Operation Centre) solution – AI, ML and Datalake, Point 2	We, M/s _____ have the IP (Intellectual property) rights for the offered application Software and we undertake to enter into source code ESCROW agreement with the bank for the offered Next Generation SOC (Security Operation Centre) solution – AI, ML and Datalake.		Please refer corrigendum
23	63	The bidder should have at least 3 qualified data scientists with at least 3 years of experience in applying	Submit Bio data of employee certified by HR head on Letterhead and certificate of Data Science from any Government recognized Institution.	Generally it is observed that in pre-bid response, the specifications, qualifications and markings are relaxed. However, in this case, it has been made even more stringent, compared to the original RFP. Increasing the requirements for this point will further reduce the participation of eligible bidder in this	Please refer corrigendum

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		AI/ML/UEBA in security domain.		prestigious RFP. Hence the original point may be considered for the RFP.	
24	Technical mark sheet	Offered SIEM solution should be deployed in one PSU/ Government Organizations / BFSI Sector in India, in last 5 years as on date of bids submission	Less than 50000 EPS or Equivalent: 0 Marks More than 50000 to 70000 EPS or Equivalent: 05 Marks More than 70000 to 100000 EPS or Equivalent: 10 Marks 100000+ : 15 Marks	Generally it is observed that in pre-bid response, the specifications, qualifications and markings are relaxed. However, in this case, it has been made even more stringent, compared to the original RFP. Increasing the requirements for this point will further reduce the participation of eligible OEMs in this prestigious RFP. Hence the original point may be considered for the RFP.	Please be guided as per RFP
25	61	Annexure III, Point 3	The Bidder should have an annual turnover of INR 200 (Rupees Two hundred Crores) Crores for Indian entity for each of the past three financial years i.e. FY2018-19 & FY2019-20, FY2020-21 from Security Solutions.	The Bidder should have an annual turnover of INR 175 (Rupees One hundred seventy five) Crores for Indian entity for each of the past three financial years i.e. FY2018-19 & FY2019-20, FY2020-21 from Security Solutions. Request bank to amend the clause as above.	Please be guided as per RFP

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26	Corrigendum I Page no 20	Corrigendum I: Annexure XII	Should have the experience in supply & implementation of SIEM Solution as on date of Bids submission. Max Marks: 10 Less than 30000 EPS or Equivalent: 0 Marks More than 30000 to 50000 EPS or Equivalent: 5 Marks 50000+: 10 Marks	Should have the experience in supply & implementation of SIEM Solution as on date of Bids submission. Max Marks: 10 Less than 30000 EPS or Equivalent: 0 Marks More than 30000 to 40000 EPS or Equivalent: 5 Marks 40000+: 10 Marks Request bank to amend the clause as above.	Please be guided as per RFP
27	62	Eligibility Criteria: Annexure III Point 6,7,8	Supporting documents: Satisfactory Performance Certificate from the Clients as per Annexure-VI. OR Purchase Order along with Email from the client containing all the required information. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile no. OR Copy Of Work Order along with Installation Certificate signed & stamped by the Client OR	Requesting bank to consider masked PO's as the supporting documents for point 6,7,8 of eligibility criteria.	Please be guided as per RFP

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			Copy of Work Order along with any other proof of execution. (Kindly note that any of the above documents submitted must be sufficient enough to certify OEM's/bidder's experience, must be authentic and must also contain all the material information as required in Annexure-VI.		
28	63	Point no 3	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.	We propose that this Clause should be removed from this RFP.	Please be guided as per RFP
29	on page 2 of the corrigendum	on page 2 of the corrigendum	The offered SIEM solution must have been implemented with minimum 50000 EPS or equivalent in One PSU/ Government Organizations / BFSI / Private Sector in India, during last five years as on date submission of Bids.	We notice that there is bidders eligibility requirement (on page 2 of the corrigendum) of having deployed 50K EPS in PSU /Govt /BFSI/Private sector in India	Please be guided as per RFP

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30	page 21 of the corrigendum	page 21 of the corrigendum	OEM - Offered SIEM solution should be deployed in one PSU/ Government Organizations / BFSI Sector in India, in last 5 years as on date of bids submission	However on (page 21 of the corrigendum) , on the OEM eligibility the requirement is to have be 50K EPS in PSU /Govt /BFSI only with the obviation of Private sector. Not sure if this is an accidental error or intended deletion.	Please be guided as per RFP
31	62	Eligibility Criteria	The offered UEBA solution must have been implemented with minimum 15000 users in one PSU/ Government Organizations / BFSI / Private Sector in India, during last three years as on date submission of Bids.	Similarly, on the UEBA clause the ask is 15000 users in one single organization is restrictive clause and seek allowance of the number in aggregate than single organization.	Please be guided as per RFP
32				Next Generation SOAR should be part of this RFP for a setup as large as 1lac EPS it will be great value in integration with new generation technologies ,centralization of visibility and accelerating response	Please be guided as per RFP
33	61	ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER Clause No.3	The Bidder should have an annual turnover of INR 200 (Rupees Two hundred Crores) Crores for Indian entity for each of the past three financial years i.e.	We request the bank to kindly amend the turnover clause as: The Bidder should have an annual turnover of INR 15 Crores (Rupees	Please be guided as per RFP

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			FY2018-19 & FY2019-20, FY2020-21 from Security Solutions. The bidder should have positive net worth during the last three financial years i.e. FY2018-19, FY2019-20 & FY2020-21	Fifteen Crores) for Indian entity for each of the past three financial years i.e. FY2018-19 & FY2019-20, FY2020-21 from Security Solutions. Refer Bank's EOI dated 03-Oct-2020 for "SIEM Solution - AI/ML & Datalake features", with criteria on similar lines.	
34	61	ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER Clause No.6	Bidder must have successfully implemented at least 1 project of SIEM with minimum 30000 EPS in last 5 years as on date of submission of bids in one PSU / Government Organizations / BFSI / Private Sector in India. Further bidder must have experience of deploying SOC/SIEM solution(s) with combined capacity of 70000 EPS or more in last 5 years as on date of submission of bids in PSU/ Government Organizations / BFSI / Private Sector in India.	Our understanding is that the date of implementation/IR of the SIEM solution will be considered, irrespective of the PO date. Kindly confirm if our understanding is correct.	Please be guided as per RFP
35	63	ANNEXURE-III - ELIGIBILITY CRITERIA OF THE BIDDER- Clause No.12	The bidder should have at least 3 qualified data scientists with at least 3 years of experience in applying AI/ML/UEBA in security domain.	We request the bank to kindly delete the clause from eligibility criteria and technical scoring.	Please refer corrigendum

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36	20	ANNEXURE-XII - Technical Mark Sheet (Corrigendum)	Number of data scientist in the organization with at least 3 years of experience in applying AI / ML / UEBA in security domain. Less than 3- 0 Marks 3 to 5 resources- 5 Marks 5+ resources- 10 Marks	We request the bank to kindly delete the clause from eligibility criteria and technical scoring.	Please refer corrigendum
37	20	ANNEXURE-XII - Technical Mark Sheet (Corrigendum)	Should have the experience in supply & implementation of SIEM Solution as on date of Bids submission Less than 30000 EPS or Equivalent: 0 Marks More than 30000 to 50000 EPS or Equivalent: 5 Marks 50000+: 10 Marks	Our understanding is that bidder can show combined EPS Count across one or more orders/projects. Kindly confirm if our understanding is correct.	Please be guided as per RFP
38		All eligibility and Technical Scoring Criteria	All eligibility and Technical Scoring Criteria	Kindly add the following Clause to be applicable for all eligibility & technical scoring criteria: "In case of corporate restructuring or Business Transfer, all the Qualifying Requirements / Eligibility Criteria (or any other criteria pertaining to bidder's credentials/resources) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is	Please be guided as per RFP

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				100% owned subsidiary of the parent company) or by its 100% owned fellow subsidiary company. Supporting documents of the parent company's / fellow subsidiary company's credentials/resources shall be acceptable for all the Eligibility Criteria and any other criteria requiring bidder's credentials to qualify."	
39	21	ANNEXURE-XII - Technical Mark Sheet (Corrigendum)	All components of offered SBDL, SIEM, UEBA from a same OEM and should share same data repository. All three from different OEM: 5 Mark, SIEM+UEBA/SBDL from same OEM: 10 marks, SIEM+UEBA+SBDL from same OEM: 15 marks	We request the bank to kindly delete the clause from QCBS and technical scoring.	Please be guided as per RFP
40	13	Scope of work- 1	Supply, install, integrate, operate, maintain and manage all NGSOC technologies together at PNB premises for Contract period for currently deployed entire IT & Security Infrastructure which will get added, upgraded etc. at the Bank during the Contract period.	Provide AMC details of Existing Security Infra	Details will be shared with successful bidder

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41	14	Scope of work-13	Present IT Infrastructure of the Bank: Existing IT Infra of the Bank is in the scope(Including but not limited to) as mentioned in the Point 2 of the NGSOC project.	Provide AMC details of Existing Security Infra	Details will be shared with successful bidder
42	15	Scope of work-19	Backup including infrastructure and software - Automated backup of all data / logs / Configuration for NGSOC DC setup. Bidder has to plan for back up of all logs as archival for 3 (three) years and tape out of all the data till 7 years.	Clarification required - Backup of New NGSOC infra or Complete infra including existing and new!	Please be guided as per RFP
43	15	Scope of work-22.iv	Ensure security and other required patches are applied from time to time by obtaining same from respective OEMs.	Provide AMC details of Existing Security Infra	Details will be shared with successful bidder
44	16	Scope of work-22.vii	In addition to these the vendor needs to provide all those services which are being provided by existing vendor as per SLA in force	Provide Current SLA signed with existing vendor	Details will be shared with successful bidder
45	94	Annexure XIII-1	There should be considerable reduction in MTTD and MTTR for security incidents by leveraging technology's own capabilities.	Provide Current SLA signed with service provider	Details will be shared with successful bidder

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46	96	Annexure XIII-17	The bidder/OEM should provide the on-site support for 24/7 around the year (365 days) for the period of warranty and AMC.....	Request PNB to Provide AMC details of Existing Security Infra	Details will be shared with successful bidder
47	14	Scope of work-13	Present IT Infrastructure of the Bank: Existing IT Infra of the Bank is in the scope (Including but not limited to) as mentioned in the Point 2 of the NGSOC project. .	Request PNB to give clarity on support requirement.	Please be guided as per RFP
48	63	page No 63 of Eligibility criteria.	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	We understand that above clause of supporting 2 bidder from one OEM is applicable to Principal OEM only who actually providing NGSOC solution but would not be applicable to hardware OEM as same hardware/backup software etc OEM will be used for proving NGSOC solution	It is applicable for both Solution and Hardware.