Stock Holding Corporation of India Limited

(StockHolding)

RFP Reference Number: IT-10/2023-24

Date: 16-Feb-2024

GEM Reference No. - GEM/2024/B/4645705

REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR MANAGING ON-SITE SECURITY OPERATION CENTRE (SOC) FOR STOCKHOLDING

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stock Holding Corporation of India Limited *(*StockHolding*)*, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by StockHolding to any parties other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this RFP is to provide the bidder(s) within formation to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. StockHolding makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. StockHolding may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP Document Details

Sr. No.	Description	Remarks
1	Name of Organization	Stock Holding Corporation of India Limited
2	RFP Reference Number	IT-10/2023-24
3	Requirement	Request for proposal (RFP) for selection of System Integrator for managing On-Site Security Operation Centre (SOC) for Stockholding
4	Interest free Earnest Money Deposit (EMD) [*]	Rs.6,00,000/- (Indian Rupees Six Lakhs only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address.
5	Email Id for queries up to Pre-Bid Meet	PRIT@stockholding.com
6	Date of Issue of RFP Document	16-Feb-2024
7	Date, Time and place for online Pre-bid meeting	22-Feb-2024 11:00 AM For participation in pre-bid meeting, please send mail for online meeting link to PRIT@stockholding.com before 21-Feb-2024 05:00 PM
8	Last Date for Submission of Online Bid	27- Feb -2024 03:00 PM
9	Date of opening bid	27-Feb-2024 03:30 PM

[*] - Bidders registered under Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.

This bid document is not transferable.

StockHolding reserves the right to modify/update activities/ dates as per requirements of the process.

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SUBMISSION OF PROPOSAL

StockHolding invites e-tender through GeM Portal, in two bid system (Technical and Commercial bid), from firm/company who has proven experience in the implementation, integration and managing of Security Operation Centre (SoC).

Submission of Bids:

The online bids will have to be submitted within the time specified on website https://gem.gov.in/ the following manner:-

1. Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

Invitation for bids:

This "Invitation for bid" is meant for the exclusive purpose of "Managed Security Service (MSS) / Security Operation Centre (SoC) Operations management from Stockholding's Data centre location" for StockHolding as per the terms, conditions, and specifications indicated in this RFP and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

The System Integrator shall understand StockHolding's overall Information Technology Infrastructure w.r.t. network and network-security architecture and device management of security solutions/ Services mentioned in this RFP and submit a response, to operate a 24*7 security operation centre integrated with Stockholding IT Systems, Servers, applications, network and network-security appliances and devices using standard methods / protocols/ message formats to support Stockholding's critical applications.

Objective of this RFP

The objective of this RFP is SOC Operations Management, Support for MDR Services integrations and management and also to comply with the circulars and advisories issued by, CERT-in, NCIIPC, SEBI, NSDL, CDSL, PFRDA, IRDA, RBI etc. and to implement a robust Security Operation Center (SOC) in Stockholding to prohibit/fight against Cyber Security Threats. The threat landscape will consist of the applications, servers, network appliance and other technologies that support the critical infrastructure.

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of StockHolding in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with the preparation & submission of its bid and StockHolding will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Contents of this RFP Document:

The requirements, bidding procedure, general terms & conditions are prescribed in this RFP document with various sections

a Bidder Details – Annexure 1
b Requirement with Scope of Service and Terms and Conditions
c Format for Eligibility Criteria - Annexure 2
d Technical Bid – Annexure 3
e Format for Price Bid (Commercial) Bids - Annexure 4
f Integrity Pact (Text) - Annexure 5
g Compliance Statement - Annexure 7
h Format for bank Guarantee – Annexure 8

Clarifications regarding RFP Document:

a Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to StockHolding for necessary clarifications.
b A bidder requiring any clarification for their queries on this RFP may be obtained via email to PRIT@StockHolding.com
c StockHolding shall not be responsible for any external agency delays.
d StockHolding reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
e At any time before the deadline for submission of bids / offers, StockHolding may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
f StockHolding reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on StockHolding.
g StockHolding reserves the right to amend / cancel / postpone / pre-pone the RFP without assigning any reasons.
h It may be noted that notice regarding corrigendum/addendums/amendments/response to bidder's queries etc., will be published on StockHolding's website only. Prospective bidders shall regularly visit StockHolding's same website for any changes/development in relation to this RFP.
i It may be noted that bidder mentioned in the document may be either OEM/Distributor/System Integrator (SI).

Validity of offer:

The offer should remain valid for a period of at least **90 days** from the date of submission.

ELIGIBILITY CRITERIA (Documents to be Submitted Online)

The System Integrator must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender document. . The invitation to bid is open to all bidders who need to qualify the eligibility criteria as given below. Eligibility criteria are mandatory and any deviation in the same will attract bid disqualification.

Guidelines to be followed prior to submitting an application-

Bidder should upload all supporting documents at the time of submission duly signed and stamped on their company's letter head.

SI.	Criteria	Documents to be submitted by Bidder
1	The bidder should be a company registered under Indian Companies Act, 1956 or a Partnership Firm registered under Indian Partnership Act, 1932 with experience of managing SOC services and Network-Security device management for the period of 7 years before RFP date.	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory along with supporting documents for SOC related PO.
2	Should have an annual turnover of at least Rs. 12 Crores per annum for last 03 (three) financial years (2020-21, 2021-22 and 2022-23). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder should be in Net Profit in the last 03 (three) audited financial years	Certificate from CA mentioning profit/loss for the past three financial years.
4	The bidder should have executed or managed from customer premise, during last 05 (five) years with any one of the following: • 01 (one) SOC contract with network-security device management from customer premises having value not less than INR 2.4 Crores for any Corporate entity in India OR • 02 (two) SOC contract with network-security device management from customer premises having value not less than INR 1.5 Crores each for any Corporate entity in India •	Copy of Purchase Order /Completion certificate with Customer Name and Address, Contact Person, Telephone Nos. Fax and e-mail Address and customer reference to be provided

	OR • Three SOC contract with network-security device management from customer premises having value not less than INR 1.2 Crores each for any Corporate entity in India	
5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 3 years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
6	The bidder must possess at the time of bidding, following valid certifications: • ISO 9001:2008 or latest/ISO 20000 and • ISO 27001:2013 or latest and	Relevant valid ISO Certificates
7	The bidder Company should have at-least 15 valid qualified Information Security / Cyber Security professionals (CISA or CISM or CISSP or CEH or ISO/IEC 27001:2013 or latest certified lead auditors) in their payroll.	Declaration from HR Manager or authorized signatory on company letter head
8	Bidder shall have their own Security Operation Center situated in India with a ISO 27001 certification compliance for last 5 years as on RFP date	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory with ISO Certificate
9	Bidder should not be existing System Integrator for Network Infrastructure (NOC Services) and/or Cyber Security Consultant or Auditor for StockHolding to avoid conflict of interest	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
10	Bidder/ need to certify that they have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. Bidder also to certify that bidder and OEM are not from such a country or if from a country, has been registered with competent authority.	Self-declaration from bidder on their letter head duly signed by authorized signatory

11	Bidder should have Support office at Maharashtra.	Bidder to provide office address along with GST details.
12	Bidder to provide undertaking that no penalties, amounting to up to 5% of the contract value per year, have been imposed in the last 03 (three) years by any of its client(s).	Self-declaration from bidder on their letter head duly signed by authorized signatory
13	SIEM solution provided by bidder shall be in Gartner/Forrester Leaders Quadrant since last 03 (three) years viz. 2021, 2022 & 2023	Gartner's Report on SIEM Technology for the respective years

Eligibility Criteria (For On-site Manpower Assignment) – **Total 11 nos.**

(A)	Resource Type	Qualification	Experience	Certification Required
1	Project Manager (1 no.) – Mumbai Location	Should be Degree qualified Engineer with Certified Information Security Manager (CISM) / CISSP	Minimum 05 (Five) years of experience in IT Network Security. Minimum 03 of years of experience as Project Manager in Infrastructure Security domain.	• Degree Certificate • Valid CISM / CISSP Certification • Experience Certificates
2	Team Leader (1 no.) – Mumbai Location	Should be Degree qualified Engineer with Certified Information Security Manager (CISM) / CISSP	Minimum 05 (Five) years of experience in Information Security domain	• Degree Certificate • Valid CISM / CISSP Certification • Experience Certificates
3	Security Consultants (6 nos.) – Mumbai Location	Should be Degree qualified Engineer with Certified Ethical Hacker (CEH) and Certified in Cyber Security (CC) and /or Any SIEM / Firewall / ADC / EDR-XDR OEM certified.	Minimum 03 (Three) years of experience in IT Security and Networking. Working as Analyst – Infrastructure Security	• Degree Certificate • Relevant Certifications • Experience Certificates
4	Security Consultants for Active Directory (2 nos.) – Mumbai Location	Should be Degree qualified Engineer. For Active-Directory Consultants: Microsoft Certified IT Professional (MCITP)	Minimum 05 (Five) years of experience in Active Directory and SCCM Management	• Degree/Diploma Certificate • Valid MCITP Certification • Experience Certificates

5	Security Consultants (1 no.) – Bangalore Location	Should be Degree qualified Engineer with Certified Ethical Hacker (CEH) and Certified in Cyber Security (CC) and /or Any SIEM / Firewall / ADC / EDR-XDR OEM certified.	Minimum 03 (Three) years of experience in IT Security and Networking. Working as Analyst – Infrastructure Security	• Degree Certificate • Relevant Certifications • Experience Certificates
(B)	**Criteria**		**Documents to be submitted by successful bidder**	
1	Proposed resources must be on the Payroll of bidder (out-sourcing staff not allowed)		▪ Last 3 Months Payslips / Appointment letter of present organization ▪ Resume of the resources proposed	

BIDS PREPARATION AND SUBMISSION DETAILS

The online bids will have to be submitted within the time specified on website https://gem.gov.in/ . Bidders must familiarize (if not already) with the Portal and check/ fulfil the pre-requisites to access and submit the bid there.

1. Submission of Bids

a The required documents for Eligibility Criteria, Commercial Bid must be submitted (uploaded) online on GeM portal. Eligibility Criteria and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document

b The offer should be valid for a period of at least **90 days** from the date of submission of bid.

c The Bidder shall fulfil all statutory requirements as described by the law and Government notices. The Bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify StockHolding against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.

d The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document(s). Failure to furnish all information required as mentioned in the RFP document(s) or submission of a proposal not substantially responsive to the RFP document(s) in every respect will be at the bidder's risk and may result in rejection of the proposal.

e Delayed and/or incomplete bid shall not be considered.

f There may not be any extension(s) to the last date of online submission of Eligibility Criteria details and commercial Price bids. This will be at the sole discretion of StockHolding.

2. Evaluation of Bids

StockHolding will evaluate the bid submitted by the bidders under this RFP. The eligibility bid submitted by the Bidder will be evaluated against the Eligibility criteria set forth in the RFP. The Bidder needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Noncompliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of *StockHolding* would be final and binding on all the bidders to this document.

StockHolding may accept or reject an offer without assigning any reason what so ever. The bidder is required to comply with the requirement mentioned in the RFP. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of *StockHolding*.

a Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.

b The information provided by the bidders in response to this RFP document will become the property of StockHolding.

Evaluation Process

First the 'Eligibility Criteria bid document' will be evaluated and only those bidders who qualify the requirements will be eligible for 'Technical bid'. In the second stage, for only those bidders who meets the 'Eligibility Criteria', technical bids will be evaluated, and a technical score would be arrived at. In third stage, only those bidders, who have qualified in the technical evaluation, shall be invited for commercial evaluation.

Eligibility Criteria Evaluation

The bidder meeting the Eligibility Criteria as per **Annexure 2** will be considered for Technical evaluation. Any credential/supporting detail mentioned in "Annexure 2 – Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

Technical Bid Evaluation

The Technical bids of only those bidders shall be evaluated who have satisfied the eligibility criteria bid. *StockHolding* may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received by within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the *StockHolding*.

The proposal submitted by the bidders shall, therefore, be evaluated on the following criteria:

Sl. No	Parameter	Scores	Qualifying Scores	Max Scores
A. BASED ON EXPERIENCE, TURNOVER & RESOURCE STRENGTH (60 MARKS)				
1	Average annual turnover of the bidder during last 03 (three) years i.e. 2020-21, 2021-22, and 2022-23	• 16 Crores >= 40 Crores : 10 Marks • >40 Crore but <= INR 80 Crore : 12 Marks • More than INR 80 crore : 15 Marks	10	15
2	Projects of SOC implementation and/or managing SOC (onsite/from customer premises) of value more than Rs. 1.2 Crores each during last 05 (five) years in India	• 3 Projects – 10 Marks • 4-5 Projects – 12 Marks • More than 5 Projects – 15 Marks	10	15
3	The number of professional staff in the area of Information Security (CISA/CISM/CISSP/CEH/ISO 27001 certified) certified person	• Atleast 15 nos. Certified person – 7 Marks • 15-40 Certified persons – 10 Marks • More than 41 Certified	7	15

	on bidder Payroll. Bidder will provide a list of staff signed by authorized signatory on their letter head which will include Name, Qualification, designation, No of year of Experience, Certification, Date of Issue of Certificate and Date of Expiry of Certificate etc.	persons – 15 Marks		
4	Bidder having a ISO 27001 Certified SOC functional in India as on RFP date	• 5 Years : 10 marks • More than 5 Years - <= 10 Years : 12 Marks • More than 10 Years : 15 Marks	10	15
B. BASED ON PROPOSED SOLUTION, APPROACH & PRESENTATION (40 MARKS)				
5	The proposed SIEM Solution should allow for customization to meet StockHolding's unique requirements	Marks will be given based on number of flexible and customizable features	7	10
6	Proposed team structure and experience	Marks will be awarded as per the resource Experience, Certification proposed for the project.	7	10
7	Bidder's technical presentation	• Understanding of the Project requirements • Bidder's SOC Capabilities • Relevant Experience • Proposed Solution for StockHolding • Approach and Methodology • Resource Deployment Plan • Proposed Project Manager / Team lead / resources experience & skillset • SLA Management Framework	14	20

Note:

- The bidder is required to provide documentary evidence for each of the above criteria.
- StockHolding shall verify the credentials submitted with the respective issuer and understand the credentials claimed for the purpose of evaluation and awarding marks.
- The bidder to submit appropriate credentials [other than self- certification] in respect of each of the item.
- The technical score will be allotted by StockHolding to each bidder against each section and will be considered final.

Commercial Bid Evaluation

Selection of bidders for commercial evaluation stage -

1. Only bidders who achieve the specified minimum qualifying marks across each evaluation parameters/credentials for Technical Evaluation, and
2. Cumulative score of 65 marks in the Technical evaluation

L1 bidder will be selected based on the lowest quote submitted. In case of tie between commercials quotes submitted, the bidder with highest technical marks will be shortlisted as L1.

Further, StockHolding reserves the right to negotiate with L1 bidder and based on the negotiation price submitted, order will be placed to the selected bidder.

REQUIREMENT

Stockholding inviting bids from firm/company/organization who has proven experience in the implementation, integration and managing of StockHolding's Security Operation Centre (SoC) for the period of 02 (two) years with one year as extension from 01st April 2024 to 31st March 2027.

Scope of Work (SOW)

StockHolding Corporation of India Limited (StockHolding) is floating a request for proposal for System integrator (SI) to provide managed security services (MSS) / Security Operation Centre (SoC) Operations management from Stockholding's Data Centre locations. Over the years, StockHolding has been scaling up as well as planning to scale up its cyber defense by deploying various technological controls like Cloud based Security Information and Event Management (SIEM), Managed Detection and Response (MDR) Services, Web Site Scanning Suite (WSS), Anti-phishing, Brand Monitoring and Brand Protection, Deep and Dark Web Monitoring, Next Generation (NGX) Firewalls, Intrusion Prevention System (IPS), Virtual Private Networks (VPN), Distributed Denial of Service (DDOS) Mitigation, Web Application Firewall (WAF), Hybrid Proxy Management, Endpoint Detection and Response (EDR), Data Leakage Protection (DLP), Application Delivery Controller (ADC), Management and maintenance of Secure Active Directory and Patch Management SCCM onsite setup and so on. Currently we are using existing System Integrator's (MSSP's) MDR cloud based services and expecting the New MSSP provider must provide similar kind of services maintain and managed by them within India only.

StockHolding is seeking a 24x7 managed service that can detect and respond to advanced cyber threats from both fast-moving threats such as ransomware, worms and from deliberate slower attacks that result in data exfiltration and threat.

Expectation from Managed Detection and Response (MDR) Services:

1) **High Speed Threat Detection and Response:** AI platform and threat hunters continuously scan our entire IT stack for threats and deliver high speed defence for us. **E**arly detection capabilities clubbed with speedier response helps pre-empt and combat known and unknown threats proactively.
2) **No Half-Measures in Defending Your Cyber Assets:** MDR offering to provide for all six components of threat management – intelligence, analytics, SIEM, forensics, cyber incident remediation, and breach management—to protect StockHolding's critical infrastructure and networks.
3) **Low Noise, High Touch Service:** Traditional SIEM-based security monitoring cannot detect complex, targeted, or unknown attacks. It is unable to analyse a high volume of varied data. In short: it is unable to defend us from next-generation cyber-attacks. Security professional along with AI platform, so StockHolding can receive validated threats and high touch response services.

Additionally MSSP must provide consulting services like Secure Network Architecture (SNA) activity, Risk Assessment and Risk Treatment, Remote Exposure Assessment, Policy and

Procedure review etc. as per the detail methodology and deliverables mentioned in the RFP document. StockHolding also expects MSSP must conduct security testing activities like configuration audits, Internal and external Vulnerability assessments and penetration testing activities, Internal and External Red Team Assessment as per the detail methodology and deliverables provided in this RFP document.

Considering all these factors StockHolding has bundled various services and detail scope of work in each of these services are included in the request for proposal (RFP) for MSS and SOC Services to be provided to StockHolding for a period of next 02 (two) years with 01 (one) year of extension.

Understanding of Scope

A. Device Management

Typical Daily Operation:

The objective of device management service is to align cybersecurity operations and governance with existing and new initiatives. The operations includes

- Ensuring updates in protection from the evolving threat landscape.
- Understanding impacts from risks present in the environment.
- SOC Internal planning, operations and maintaining of infrastructure devices.

Examples of Typical daily activities by the Device Management team for daily operations are listed below:

a) Perimeter Security / Branch Firewall
    - Regular rule addition, modification on perimeter devices as per the request received from the customer end.
    - Handling Change request regarding Production or Pre-production environment since approval received.
    - Daily troubleshooting task related to an incident reported towards perimeter devices.
    - Regular Backup Maintenance.
    - Sharing regular health status-related reports which include status on CPU, Memory and disk utilization.
    - Co-ordinate with stakeholders for Upgradation of devices based on new firmware available and also involving vendor support in critical cases.
    - Vendor support handling for critical issues by creating, keeping records and continuous follow-up on cases related to support.
    - Implementing NAT related policies on the firewall.
    - Security Auditing and review of Perimeter devices.
    - Creation, modification of new IPSEC tunnel/SSL VPN on the firewall.
    - Performance configuration, tuning, and management.
    - Coordinating with stakeholders for an understanding of new set-up of any technologies or any new changes in infrastructure and provide recommendation according to that.

- Reporting unexpected trends observed on perimeter devices.
- Performing blacklisting of domains and IP addresses which are threats to the organization based on data received from SOC analysis.

b) End point Security (On-premise and/or Cloud based)

Currently StockHolding has on-premise Endpoint detection and response (EDR) solution from TrendMicro. During the future course of action StockHolding may use cloud based XDR Solution. Following activities as a part of EDR and XDR Solution has been highlighted to be perform by on-premise device management team.

- Preparing Daily, Weekly, Monthly compliance reports.
- Co-ordinate with stakeholders for Upgradation of Servers / devices on the basis of new version upgradation / firmware available and also involving OEM and vendor support in critical cases.
- Sharing health status related reports which include status on CPU, Memory and disk utilization (on premises).
- Vendor support handling for critical issues by creating, keeping records and continuous follow-up on cases related to support.
- Incident management, Troubleshooting, and break-fix for devices.
- Daily /Weekly/Monthly & Ad-hoc and scheduled reporting for management and technical team.

<u>Trend Micro Endpoint Detection and Response:</u>

Antivirus Servers and Clients Management along with control mechanism: Trend-Micro Anti-Virus Suite - Inclusive of Installations / reinstallations, configurations & regular maintenance on all Servers and clients. Keeping Up to-date antivirus version, pattern file update, Virus scan engine, Spyware scan and pattern file engine on all servers and clients. Coordination with branches for antivirus scan engine, pattern file updates and patch updates. Major Tasks Include:

- Advanced Malware and Ransomware protection. : Protects end points, on or off the StockHolding network against malware, Trojans, worms, spyware, ransomware and adapts to protect against new unknown variants as they emerge.

As StockHolding has procured additional features for endpoint detection and protection, we expect on site device management team to do necessary analysis on following features and close within the SLA parameters. Device Management team has to coordinate with respective end user and close the issue and report the same to designated StockHolding officials from time to time basis and record the same in monthly managed Information Security report. Features include:

- Context-aware EDR, recording, and reporting of system-level activities to rapidly assess attacks.
- Detailed root cause analysis (RCA) shows source and spread of attacks.

- Threat hunting tools leveraging Indicators of Attack (IOA) and behavioural analysis rules.
- Detects and analyses advanced threat indicators such as file less attacks.
- Complete visibility – Helps understand full impact of detections, including how many users were compromised or which user was 'patient zero'
- Endpoint sweeping – Perform searches (Sweeping) for indicators of attack, such as malware, registry activity, running processes and more. Open IOC or YARA files can be used to as search criteria as well
- Advanced threat hunting – Investigators can perform threat hunting based on indicators of attack (IOAs). This allows investigators to develop attack discovery rules or work with the IOAs provided by Trend Micro to hunt for threats
- Rapidly responds before sensitive data is lost.
- iDLP, Application Control and Virtual patching.
- Server protect for Windows, Linux Servers.
- Deep Security for AIX Servers.

c) Web Application Firewall (On-premise and/or Cloud based WAF)
- Creating new policies as per the requirement from customer.
- Creating change tickets and implementing changes by taking approval on POA.
- Performance configuration, tuning, and management.
- Regular Backup Maintenance.
- Managing Certificate status on individual WAF.
- Troubleshooting of incidents reported from the stakeholder end.
- Performing blacklisting of domains and IP addresses which are threats to the organization based on the data received from SOC analysis and whitelisting of the domain.
- Analysis of frequent attack alerts on WAF and share it with the stakeholder on a regular basis.
- Coordinate with stakeholders for upgrade of devices based on new firmware available and also involving vendor support in critical cases.
- Vendor support handling for ALL issues by creating, keeping records and continuous follow-up on cases related to support.

d) Email Security (On-premise and/or Cloud based)
- Check mail content, Mail body /subject for Suspicious content such as Profanity, Racial content, sexual content, Social engineering attempts.
- Blacklisting of Domain and IP address of the sender on E-mail security products on the basis of reputation on various threat investigation portal.
- Verifying the attachments and web links embedded in the mail on portals like as "virustotal.com" & "ipvoid.com"
- Addition of transport rules on Email security gateways for better security from attacks like Spoofing.

- Categorization of attacks after analyzing the email contents and sharing the consolidated data to customer weekly.
- Co-ordinate with OEM and support for critical issues.
- Header analysis of mail which includes originating Source IP, DMARC, SPF value, the domain name for better understanding the attacks and then suggesting appropriate steps to the stakeholders for remediation.
- Analyzing of mail and sharing relevant remediation steps in the form of Advisory mail to users directly.
- Coordinate with stakeholders for upgrade of devices based on new firmware available and also involving vendor support in critical cases.

e) Application Delivery Controller (ADC) Appliances
- Creating change tickets and implementing changes by taking approval on POA.
- Performance configuration, tuning, and management.
- Regular Backup Maintenance.
- Managing Certificate status on individual WAF.
- Troubleshooting of incidents reported from the stakeholder end.
- Coordinate with stakeholders for upgrade of devices based on new firmware available and also involving vendor support in critical cases.
- Vendor support handling for all issues by creating, keeping records and continuous follow-up on cases related to support.

f) On Premises Hybrid and/or Cloud Based Proxy Support
- Creating new policies as per the requirement from customer.
- Creating change tickets and implementing changes by taking approval on POA.
- Performance configuration, tuning, and management.
- Regular Backup Maintenance.
- Managing Certificate status on individual proxies and Cloud based proxies.
- Support to on-premise users for proxy support and remote users with Hybrid proxy support.
- Co-ordinate with OEM and support for critical issues.
- Coordinate with stakeholders for upgrade of devices based on new firmware available and also involving vendor support in critical cases.

g) Data Security
- Analyzing incidents daily and share with the stakeholders on a regular basis.
- Tracking and verifying regular Backup Maintenance.
- Creating new policies as per the requirement from customer.
- An incident, Troubleshooting, and break-fix for devices.
- Co-ordinate with Vendor supports for critical issues and keep track of it for an immediate closure of issues.
- Integration with multiple channels like email, endpoints, etc. for monitoring and analyzing incidents.

h) Active Directory Management (Standalone as well as on Private cloud deployment)

- Installation and Configuring Domain Controller.
- Maintain Domain Name Services (DNS) and Lightweight Directory Access Protocol (LDAP) databases.
- DNS Scavenging & Aging
- Experience with system monitoring, design, maintenance, and administration duties
- Demonstrated Windows System Administration Skills (Windows 10)
- Ability to create script in Batch, Powershell
- DNS server Health check
- Promote/demote of domain controllers.
- Plan and implement migration, upgrade /Updates /patching.
- Sound Knowledge on pki infra management, Certificate infra management
- Domain controller health monitoring, Backup and restore
- Configure and Manage Active Directory Site and Services.
- Configure & Manage Active Directory and Group Policy.
- Migration active directory from 2016 to 2019 & from 2019 to 2022
- Deployment of group policies as per business requirement.
- Deployment of hardening settings via group policies to UAT and production servers.
- User account creating, unlocking, and password reset from the active directory.
- Active Directory Recycle Bin
- Enabling and disabling user account and system host from the active directory.
- DNS record creation and modification activity like Host A Record, PTR, CName
- Object creation and domain joining in active directory and support AD client application support.
- Participate in DR activities AD
- Maintain incident management,Change Management and SOPs.
- Server integrate in domain and reboot,Migration of SOC servers in Domain.
- Checking the replication of all ADC on daily basis.

i) Microsoft System Centre Configuration Manager (SCCM) – (Standalone as well as on private cloud deployment)

- Configuration and management of Windows operating systems and installation/loading of operating system software.
- Experience with System monitoring, design, maintenance, and administration duties.
- Demonstrated Windows System Administration Skills (Windows 10)
- Application installation
- Manage patching of virtual and physical servers with windows server 2016,2019,2022 OS

- Plan and implement migration, upgrade /Updates /patching.
- SCCM Infrastructure health monitoring
- SCCM server backup and restoration.
- Microsoft windows server patching(Server Patch management)
- Maintain incident management, Change Management and SOPs.
- PAN India Providing technical support (software installation)
- Updating servers with latest service packs and hot fixes.
- Knowledge on SCCM upgrade/Migration and site implementation
- Periodical health checks of SCCM environment and site backup.
- Troubleshooting SCCM infrastructure, primary server and SCCM client remediation
- Monthly patch testing on UAT systems, installation of SCCM client, SCCM Client Upgradation Policy
- Monthly patch deployment on production endpoints, Monthly patch testing and deployment on uat servers
- Troubleshooting on no client and unhealthy endpoints and servers
- Software distribution and OSD/Win10 servicing process.
- Experience in Feature upgrades /IN place upgrade
- Experience in Baseline configuration
- Deploy all software from SCCM tools
- patch Management with SCCM,WSUS
- SCCM package, SCCM backup monitoring
- Power Plan policy to disable sleep mode and wake-on on endpoints
- Report Administration i.e. Installed software and Hardware reports
- Preparing customized reports in SCCM console and SQL.

j) Dynamic Host Configuration Protocol (DHCP) deployment - (Standalone as well as on Private Cloud Environment)
   - Configuration of DHCP Server
   - Maintains a pool of IP addresses and leases an address to any DHCP-enabled client
   - DHCP server health monitoring, Backup and restore
   - Create, delete, and manage different areas of the server's scope
   - Experience with system monitoring, design, maintenance, and administration duties
   - Demonstrated Windows System Administration Skills (Windows 10)

k) Support for Secure Network Virtualisation NSX-T with VMware for StockHolding's private Cloud
   - NSX-T Distributed Firewall
     - Policy configuration via Firewall Rule table, using GUI or REST
     - API via NSX-T Manager.
   - Static & Dynamic grouping based on compute objects & Tags

- Enforce FW rules regardless of network transport -Overlay or LAN
- vMotion-Policy move with VM
- Simplified UI & Workflows with categorise available for Distributed firewall and Gateway firewall.
- Configuration of Global rules – AD, DNS, NTP, DHCP, Backup, Mgmt Servers.
- Rules between Zones – Production V/s Development, PCI v/s Non PCI, Inter BU rules.
- Rules between Apps, App tiers or the rules or between Micro-services.
- NSX integration with SIEM-MDR platform and creation of use cases as per the requirements

B. SOC Operations

The System Integrator will develop the work flow process for attending to the various functions at the SOC including the work flow for attending to the incidents generated with network-security device management. System Integrator will develop documents such as Standard Operating procedures for smooth functioning of SOC.

System Integrator will establish full featured cloud based Managed Detection and Response (MDR) Services along with Incident Management capabilities. In future System Integrator will configure and integrate Database Activity Monitoring (DAM), Privileges Identity Management (PIM), any other new security device, and Cloud based services in consultation with StockHolding and MDR team to generate meaningful incidents/reports and reduce the generation of false positives and operate the SOC Operations. System Integrator will manage SOC operations in consultation with StockHolding's team.
StockHolding has the right to use the MDR services of tool for the functions provided by the tool from StockHolding branches, subsidiary units, joint ventures, geographical location of the devices being monitored. StockHolding will also have a right to use the services of the tools from different locations. System Integrator has to keep a note of the same and integrate the devices from centralized location.

Intended Principles of the Managed Detection and Response (MDR) Service:

The principles that form the underlying platform for the MDR Services under Managed Detection and response are as follows. The services offered should follow from these principles. The "System Integrator" is expected to adhere to these principles while supporting this service.

Functional Principles:

The intent for SOC device management / Managed Detection and response Solution service is covered in the below functional principles:

- Device Management, Prevention & Identification of Information Security Vulnerabilities: The SOC device management solution and SIEM Service operations should be able to identify information security vulnerabilities in StockHolding's environment and prevent these vulnerabilities.

- Incident Management: Reporting of information security incidents through the use of appropriate tool centrally managed dashboard to track and monitor the closure of these information security incidents and escalation of these incidents to appropriate teams/ individuals in StockHolding.
- Continuous Improvement: Continuously improve SOC device management / Services / Solutions.

Scalability Principles:

The services/ solutions offered are modular, scalable, and are able to address StockHolding's equipment during the period of contract.

Availability Principles:

The services/ solutions in scope designed with adequate redundancy and fault tolerance to ensure compliance with SLAs for uptime as outlined in this RFP.

Performance Principles:

The services/ solutions offered should not have any significant impact on the existing Infrastructure/business of StockHolding either during integration or during operation of SOC.

Based on the above principles, the following services/ solutions have been identified to enhance the security posture of StockHolding:

- Security Information and Event Management (SIEM)
- Security Intelligence Services.
- Security Advisory Services.
- Anti-Malware Services.

The System Integrators who wish to take up the project shall be responsible for managing the MDR Services procured by StockHolding for devices managed under Data Centre (DC) at Mahape and Disaster Recovery Site (DRS) at Bangalore.

- Integration of new devices (Servers, Applications, Databases, network devices, security devices under the respective services/ solutions including configuration, customization as per the requirement of StockHolding.
- MDR tool has provided a comprehensive single dashboard view of the security risks/ incidents for StockHolding.
- Work/ Liaison with the MDR team System Integrator(s) and various application vendors of StockHolding for integration of services/ solutions of existing / New application platforms, servers, security devices, storage environments, enterprise network, and security solutions, etc.
- Development of operating procedures in adherence with StockHolding's policies.
- Adherence to agreed Service Level Agreements (SLA) and periodic monitoring and reporting of the same to designated team and official of StockHolding.
- Continual improvement of the Security Operations Services as defined in the SLA.

Devices under Scope of Device Management:

Devices		Mahape	Bangalore	Fort	Branches
Application Delivery Controllers (ADC Appliances)		3	2	0	0
Checkpoint Firewall Management		1	1	0	0
Cisco FMC		1	1	0	0
Forti Manager & Analyzer		4	0	0	0
Firewall Appliances	Checkpoint	4	4	0	0
	Cisco FPD	4	2	2	0
	Fortinet	4	0	1	14
Email Security Appliance Cisco IronPort		1	1	0	0
Imperva WAF Management		1	0	0	0
Imperva WAF Appliance		1	1	0	0
Array VPN Appliances.		2	2	0	0
Linux Servers					
	Tenable SC	1	0	0	0
	Nessus Scanner	1	0	0	0
	Nessus Manager	1	0	0	0
	Force point Proxy Gateway	2	1	0	0
	Syslog Server	1	1	0	0
	SIEM LEC server	1	0	0	0
	SIEM Logger server	1	1	0	0
Windows Servers					
	Trend Micro AV EDR for Endpoint	1	1	0	0
	Trend Micro AV Management Server for Endpoint	1	1	0	0
	Trend Micro AV Database Server for Endpoint	1	1	0	0

	Trend Micro Deep Security Server	1	1	0	0
	Smart protection Server	1	1	0	0
	DSM Database	1	1	0	0
	Force point Proxy Management	1	1	0	0
	SIEM LEC server	1	1	0	0
	Trend Micro Edge replay server	1	0	0	
	Active Directory Management	2	1	0	0
	SCCM	1	1	0	0
	DHCP	2	0	0	0
Total Number of devices		**48**	**29**	**3**	**15**

C. Managed Detection and Response Services

- 24x7 monitoring of security alerts (from SIEM), prioritizing and notifying high priority alerts.
- Provide Assistance for StockHolding's compliance needs- like ISO 27001:2022, SOC2 Type 2 Audits etc. and Internal policy violations in standard formats.
- Investigation on potential incidents and high priority alerts.
- Raising remediation tickets to pre-defined users with recommendations and/or response playbooks
- 24x7 access to security operations personnel over email, voice and video calls and chats.
- Publishing Monthly MIS report based on predefined dashboards and reports.
- Curating threat intelligence (TI) relevant for our organization and notifying on threats matching such TI.

Brief description of how operations are performed post Implementation:

- **Security Monitoring**: MSSP's Security Operations team starts the MDR Remote Log Monitoring service upon successful implementation of technology/platform. The alerts generated on Alerting Sources (SIEM, RCE, IPS, EAF, etc.) are fed in to MDR platform and investigated for who, what, when, and how to the determine extent of the impact.

- MSSPs MDR offering validates the threats and provides deep incident analysis combining their platform with specialized incident responders. As part of the service, triaging of alerts begin to focus on the most relevant threats and then investigates them to establish if there is a security incident. All the relevant evidences and artefacts related to investigation are stored and maintained in the platform. Alerts are converted into more significant information such as the attack chain, blast radius, and potential impact to assets.

- **Threat Anticipation**: This is threat intelligence in action, and tailored threat anticipation goes far beyond traditional passive threat intelligence feeds available. Global threat intelligence is applied in StockHolding's specific context to enhance our protection. A key part of the MDR service from MSSP is to gather data and intelligence on threats and attacks worldwide, and to then distil the information to identify which customers might be affected. MSSP's Threat Anticipation Service is designed to help us stay protected from the latest threat and vulnerabilities by providing actionable inputs related to Vulnerability, Threat and Threat Intel. The TA feed is sent from MSSP's Intel. Threat Intelligence component of TA feed is fed directly into the MDR platform and is tracked and closed for implementation delivering Actionable Threat Anticipation i.e. From Security News to Protection within Hours.

- **Auto Containment:** MSSP's auto remediation to quickly contain threats by enabling rules on firewall, NGFW, IPS, Proxy, EDR, WAF, Patch management, Routers or AD. MSSP will integrate our security devices and push rules based on pre-defined response playbooks, for us.

- **Threat Hunting:** Threat hunting advocates – "Don't wait for alerts to show up; hunt them". Output of advanced security analytics models run on the platform which is analyzed by a specialized hunting team and the data is queried further to detect threats that may have bypassed other security controls or use cases. This is security analytics in action: MSSP should apply data science and machine learning models to network, application, user, and machine data to proactively hunt for unknown and hidden threats in our environment.

- As a part of the Standard MDR offering MSSP should detect, investigate and contain threats. Post that, they will send out tickets to StockHolding team for mitigation and response actions within our network. They will also provide playbooks and knowledge base to help us resolve these tickets. StockHolding team can reach back to them for query resolution but such support is provided on best effort basis.

D. Security Testing

Sl No	ACTIVITY	SCOPE	FREQUENCY	MODE
1	Network Penetration Testing	Internal - Up to 200 IP Addresses	Twice a Year (2 Initial Test + 2 Confirmatory	On-site

			Test)	
2	Firewall rule base review - To be performed by device Management team.	Checkpoint – 2; Cisco FPD – 8 and FMC – 2	Twice a Year (2 Initial Test + 2 Confirmatory Test)	On-site
3	Red Team Assessment (Internal + External)	Internet facing and Internal Assets	Once a Year (Initial +Confirmatory)	On-site / Off-site
4	Cyber Security Drill (Hybrid Scenario based Drills)	IT Assets	Once a Year (Initial +Confirmatory)	On-site
5	Remote Exposure and Breach Assessment (External + Internal)	IT Assets	Once a Year (Initial +Confirmatory)	Off-site
6	SOP Review	In-Scope Devices	Device Specific on Monthly basis. (Initial + Confirmatory)	On-site
7	Configuration Audit (CA), Vulnerability Assessments (VA) & Penetration Testing (PT) - (As per CIS Benchmark and close the gap's and provide the clean report)	200 IP addresses	Twice a Year (2 Initial Test + 2 Confirmatory Test)	On-site.
8	IPS Review - To be performed by device Management team.	On Firewall blades	Once a Year (Initial +Confirmatory)	On-site
9	AdHoc network security assessment	Up to 5 IP Addresses / 5 Apps in a year PT: 5 IP's Black / Grey Box Scan – app – 5 apps	Twice a Year (2 Initial Test + 2 Confirmatory Test)	On-site
10	Vulnerability Assessment and External PT (With White listing and Without White listing)	50 IP Addresses + Additional 10	Twice a Year (2 Initial Test + 2 Confirmatory Test)	On-site

11	Adhoc Revalidation post any planned / unplanned audits findings implementation	Up to 10 Units PT	Initial Test + Confirmatory	On-site
12	Report Analysis	VA PT Audits (Initial and Confirmatory)	Quarterly / Half yearly	Onsite
13	Backup and Restoration.	In-Scope Devices	Device Specific Monthly rotation.	On-site
14	Network and Network-Security devices Failover Testing as per calendar schedule.	In-Scope Devices	Monthly	On-site

E. Consulting Services

Sl No	ACTIVITY	SCOPE	DELIVERABLE	FREQUENCY	Location
1	Network-security Infrastructure architecture (functionality and security) is put in place, and conduct methodical reviews / assessments on a yearly basis (to identify any gaps / loopholes OR areas of concern and Improvement.	180 IP Addresses	SNA Report	Onsite & Yearly	Navi Mumbai
2	Risk Assessment of network-security devices on yearly basis and reporting with proper analysis with industry supported guidelines.	180 IP Addresses	Risk Assessment Report	Onsite & Yearly	Navi Mumbai
3	Ensuring adequate, appropriateness and concurrency of various policies and guidelines in place and shall provide Information Security consultancy for newer technology deployment for new and existing applications and products.	15 Policies & Procedures to be reviewed & 5 new policies and procedures Development	15 Policies & Procedures to be reviewed & 5 new Policies Development	Onsite & Yearly	Navi Mumbai
4	Assisting StockHolding in planning, execution, and implementation of information security related initiatives / projects / Preparation of request for proposals programs in StockHolding.	Handholding & Assistance to StockHolding in implement	Advisory Support	OffSite / Onsite & Monthly	Navi Mumbai

		ing Informatio n Security			
5	Cyber Security Drill	IT Assets	No Table Top exercised. Scenario based Drill Live Simulation	Onsite & Yearly Once	Navi Mumbai
6	Remote Exposure and Breach Assessment	IT Assets		Onsite & Yearly Once	Navi Mumbai
8	Active Directory Risk Assessment Programme (AD RAP) Assessment	Active Directory & Related Setup	AD RAP Assessment Report	Onsite and Half Yearly basis	Navi Mumbai
7	Secure Active Directory , DNS and DHCP Setup Management	IT Infrastruct ure Assets	User Management. Group Management. Policy Management. DNS Management. DHCP Management. Managing Site. Managing Trust. Managing Forest. Managing FSMO roles. Managing Replication. Remote user logon permissions.	Ongoing with Onsite Team	Navi Mumbai

Note: Any modifications in security testing's and consulting services as per the compliance requirement, needs to adhered and factored.

Deliverables for Security Testing

Certifications for Security Consultants.

Certified Red Team Operator (CRTO): Offered by the Cybersecurity and Infrastructure Security Agency (CISA), the CRTO certification program focuses on training individuals to conduct red team operations, including adversarial emulation, threat emulation, and penetration testing.

Offensive Security Certified Professional (OSCP): Offered by Offensive Security, the OSCP certification program focuses on offensive security techniques, including penetration testing and ethical hacking. While not explicitly an audit certification, it provides hands-on training in red teaming methodologies and techniques.

A. Network Penetration Testing – External/Internal

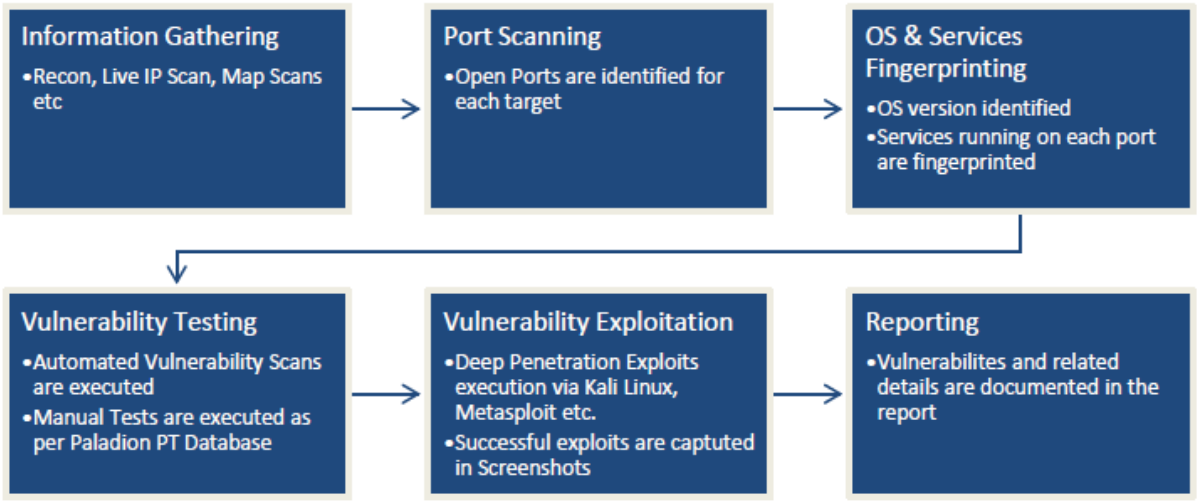
SERVICE HIGHLIGHTS

- Provides hacker's view of network vulnerabilities in organizational assets.
- Comprehensive methodology from Information Gathering, Fingerprinting to Vulnerability Detection, Exploitation and Reporting.
- Tool driven automated scans for discovering breadth of security issues.
- Expert executes in-depth manual penetration exploit steps.
- Detailed Solution Repository for different technology platforms.

SCOPE

• Public & Internal IP address count or Net Blocks as documented during estimation process.

METHODOLOGY



Report Expectation:

- A Penetration Testing Report containing Executive Summary, Vulnerability Details with screenshot evidences, Impact, Risk Rating, case-specific Solutions and Good Reads.

Frequency:

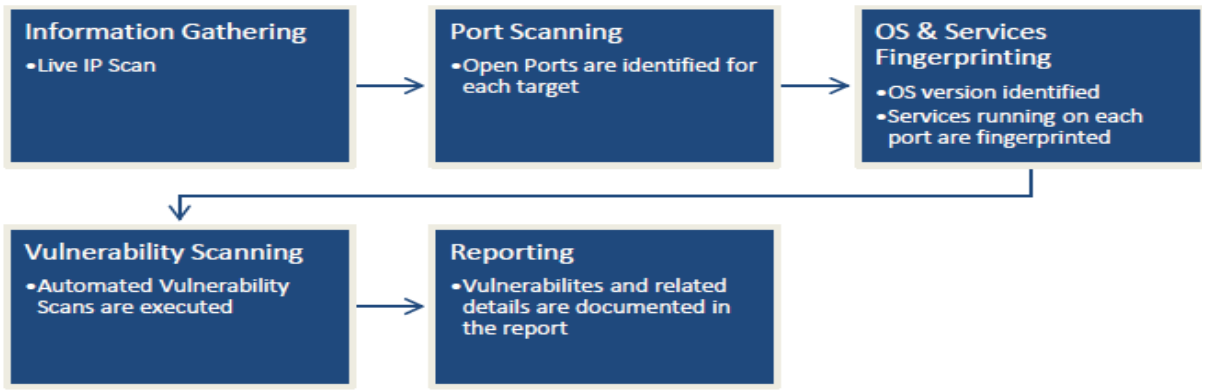
- This activity required to be perform on half-yearly basis with confirmatory to be perform 3 months after initial assessment report.

B. Vulnerability Scanning

SERVICE HIGHLIGHTS

- Automated Scans performed for faster turn-around cycle.
- Scan option is available in both authenticated and un-authenticated mode.
- More information like missing patches, confirmation of certain potential vulnerabilities is possible with authenticated mode.
- Assurance that basic VM program is in place and basic security level is complied.

METHODOLOGY



SCOPE

- All IP addresses as documented during initiation process.

REPORT EXPECTATION:

- A Network Vulnerability Scan Report containing Executive Summary, Vulnerability Details, Impact, Risk Rating and Solutions in excel as well as in pdf formats.
- This activity required to be perform on yearly basis with review of action taken on last year's assessment report.

C. Configuration Review- Nessus Based Compliance Scan

APPROACH:

- Configuration Audit will be done against CIS Derived Controls.
- Customization of CIS benchmarks is out of scope.

Assumptions:

- Bidder is allow to setup and run Nessus scanner.
- Provide required pre-requisites for each system to be reviewed.

List of activities	Deliverables
Implementation of software	Scan report for each system with the indication of non-compliant settings as compared to CIS Benchmarks and recommended fixes/settings to secure the system
Testing scan prerequisites	
Scanning of target systems	
Report generation	

AUTOMATION APPROACH FOR SECURITY CONFIGURATION AUDIT

Configuration Audit is a process to identify insecure features present in the system & the configuration settings for devices (such as servers, databases, routers, etc.). These insecure features are detected by performing scans using Nessus. Exhaustive methodology is used to perform these scans. Authenticated Configuration Scanning process as shown below.

I. STEP 1: TARGET IDENTIFICATION

First step is to identify the scan targets with the platform and verify scan prerequisites. The outcome of this step is:

1. Identification of Asset Type \ Platform
2. Verification of
    a. Network Connectivity
    b. Credentials
    c. Other configuration details (like instance name etc)

3. In this step, valid administrator credentials will have to be supplied in Nessus.
4. If prerequisite verification stage is passed then the target is ready for scanning.

II. STEP 2: TARGET POLICY PROFILE SELECTION

Depending upon the platform of target a base policy profile will be selected which includes Policy Profile Selection for target

III. STEP 3: AUTHENTICATED CONFIGURATION SCAN

Using Nessus, configuration scan is scheduled which takes some time to collects the value of technical controls (configuration settings) from target and compares them against a selected policy baseline; and provides compliance reporting by leveraging a comprehensive knowledgebase that is mapped to prevalent security regulations, industry standards and compliance frameworks. The knowledge base of the tools is updated regularly.

IV. STEP 4: PUBLISH REPORT

A detailed report is prepared for the verified scan results. The vulnerabilities identified are detailed with description, severity level, solution details etc.

PRE-REQUISITES FOR SCANNING

- IP addresses of the server / device
- Nessus needs to be provided with Administrator Username & password of each server/ device (OS, DB etc)
- Nessus needs complete access to the servers that are behind firewalls over required network protocols.
- Few more settings on servers need to be adjusted (only for scan duration) to enable successful scanning by tools (e.g. Group Policy, powershell enablement, services tweaking etc).
- RDP access on the server where Nessus is installed to login and perform the scans.

Report Expectation

- A CONFIGURATION REVIEW Scan Report containing Executive Summary, Vulnerability Details, Impact, Risk Rating and Solutions in excel as well as in pdf formats.

Frequency

- As per enclosed Calendar

D. APPLICATION PENETRATION TESTING- GRAY BOX

SERVICE HIGHLIGHTS

- Detect Application level vulnerabilities via Gray Box approach.
- Application specific Threat Profile.
- OWASP Top 10 attacks like Injection flaws, XSS, Authentication, and Session flaws etc.
- Leverage both open source tools and commercial tools.
- Employs manual testing on top of automated tools for specific test cases like business logic bypass.

METHODOLOGY

SCOPE

- Scope of this test is to discover web application vulnerabilities in the application under scope.
- A gray box test scope includes all internal protected pages and the APIs that are reachable from the web application front end.

REPORT EXPECTATION:

- Application Security Testing Report containing Executive Summary, Vulnerability Details with screenshot evidences, Impact, Risk Rating, Solutions and Good Reads.

Frequency

- This activity required to be perform on yearly basis with review of action taken on last year's assessment report.

E. FIREWALL RULEBASE REVIEW

SERVICE HIGHLIGHTS

- Review of the configured Firewall Rule base to discover common configuration weaknesses
- Assurance via audit approach that the firewall basic security level is complied

METHODOLOGY

SCOPE

- All Firewalls (and rule counts) as documented during initiation process.

REPORT EXPECTATION:

- A Firewall Rule base Review Report containing Insecure Rules, its Impact and Solutions.

Frequency:

- This activity required to be perform on half-yearly basis with review of action taken on last assessment report.

F. RED TEAM ASSESSMENT

SERVICE HIGHLIGHTS

- Provides a holistic view of organization's potential for a security breach.
- Emulates real world attack scenarios that spread across the gamut of people, process and technology of an organization to achieve defined objectives
- Comprehensive MITRE ATT&CK framework-based methodology that delivers a controlled, bespoke, intelligence driven security test
- Enhances visibility into effectiveness of security controls leading to better ROI
- Help improve detection and response capabilities of the SOC.

Scoping for Internal Red Team Assessment

- Compromise Active Directory and upto 2 Critical Applications.
- Compromise any one of the cloud services setup and configured by the client.
- Perform Data Exfiltration from compromised applications/ Servers.
- Attempt to erase logs from the compromised systems.

METHODOLOGY

- The primary intent of an organization to perform a Red Team Assessment is to understand the current weaknesses in the environment that could allow an attacker to breach the network and applications. To meet this intent, bidder needs to first define a

set of objectives that are to be achieved to measure the outcome of the Red Team Assessment.

The typical objectives recommend to organization are:

- Test effectiveness of existing security controls
- Test detection and response capabilities
- Test effectiveness of response procedures

REPORT EXPECTATION:

- A detailed Technical report covering Executive summary, List of vulnerabilities with severities, Impact and ease of exploitation of each finding, List of exploits attempted and their status, Screen shots / Proof of concepts wherever possible and Recommended solutions.
- Status updates shall be provided over an email.

Frequency

- This activity required to be perform on yearly basis with review of action taken on last year's assessment report.

RED TEAM OBJECTIVES

#	Domain / Area	Target Objectives	Evidence Example
1	Identity and Access Management	Access to a Domain Admin Account	Change a user's properties / Add a new user account/ Screenshot
2	Communication Infrastructure	Compromise Email Infrastructure	Send Phishing emails from a company Internal account
		Compromise Messaging Infrastructure	Send messages with malicious links from a legitimate account
3	Compromise Internal Collaboration Portals.	Privileged access to Cloud portal	Access to restricted content / Portal admin access / Host malicious files.

4	Security Infrastructure	Privileged Access to IPS	Privileged Access to IPS Logs
		Access to SIEM	Access to Collected Logs
		Privileged access to Perimeter Firewal	Firewall admin access screenshot.
5	Internal Project Management Systems	Access to Sensitive Corporate Data	Account admin access / Portal admin access / Record tampering / Access to financial reports or customer details
6	Network Routing Infrastructure	Privileged access to DNS servers	Poison DNS with a malicious record
		Privileged access to edge routers	Root access
7	Enterprise Segregation Controls	Access sensitive systems	Sensitive systems' contents
8	Transaction Systems	Compromise Transactional Systems	Access to tamper with inputs for transactional systems
9	Customer PII	Compromise PII in RM (Relationship management) systems	List of PII database / table
10	Source Code Control	Code change access to source code repository	Tampered dummy source code file in the repository

G. CONSULTING SERVICES & DELIVERABLES

POLICY & PROCEDURE REVIEW

METHODOLOGY

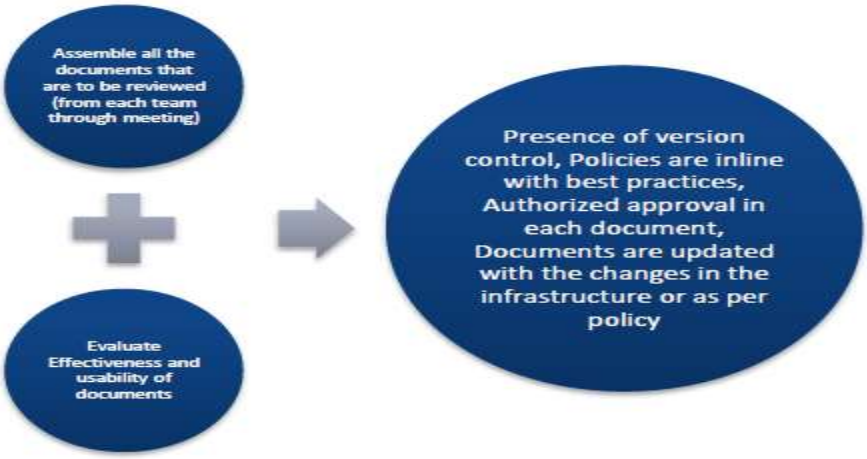
Bidder has to follow a approach for performing review & redrafting of the policies and procedures, as depicted below.

Process Study

The scope of assessment needs to be defined clearly in terms of organizational units and the internal/external parties that interact with the structure, processes, people & technology. SPOCs will be identified from each team for effective coordination.

Policy Review

All relevant documents will be identified and collected from each department during the course of discussions after which, review of these documents will be carried out.



The policies and processes will be studied and its understanding and adequacy will be assessed as part of the document review activities. As part of the documentation review, all policies, processes and records will be identified and reviewed.

Policy Validation

After the policies and procedures are assessed against worldwide standards such as ISO 27001:2013, ISO 27001:2022 etc. and industry best practices, all the identified gaps and recommendations for the same will be documented in a draft report for the purpose of discussion with the management. After obtaining approval on the same, the corresponding changes will be made in the policies.

The validated policy drafts will be presented to the management and upon their approval, the drafts will be finalized.

REPORT EXPECTATION:

Reviewed and Updated Policies.

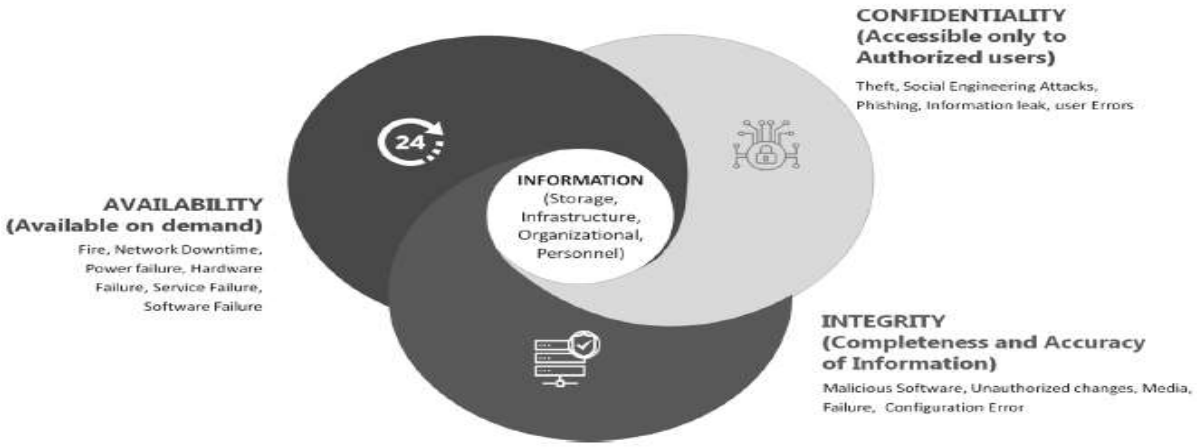
Frequency
This activity required to be perform on yearly basis with review of action taken on last year's assessment report.

H. RISK ASSESSMENT AND RISK TREATMENT

METHODOLOGY

The objective of Risk Assessment activity is to develop robust and comprehensive standards and supporting materials to enhance IT security. These materials include a framework of specifications, tools, measurements and support resources to help organizations ensure the safe handling of organization's IT at every step.

INFORMATION ASSET REGISTER PREPARATION



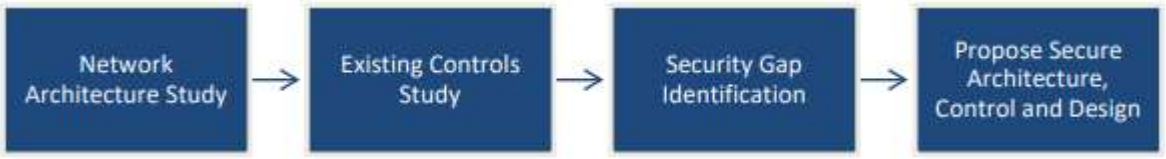
REPORT EXPECTATION:
• Information Assets Register
• Risk Management Methodology
• Risk Assessment Report
• Risk Treatment Plan Document

Frequency
This activity required to be perform on yearly basis with review of action taken on last year's assessment report.

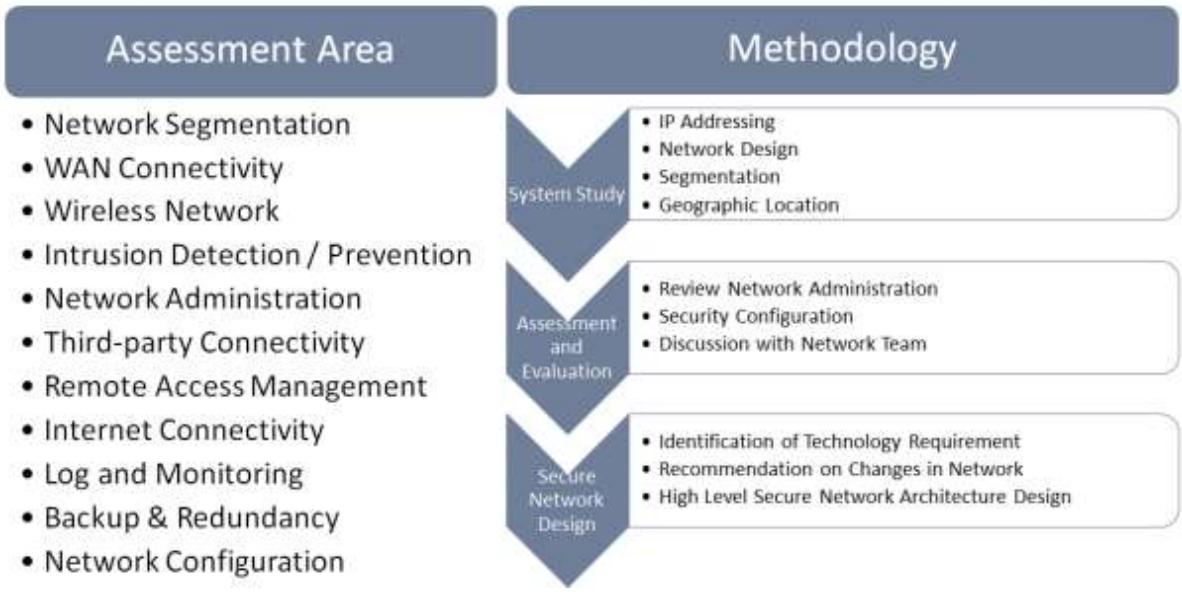
I. SECURE NETWORK ARCHITECTURE REVIEW

METHODOLOGY

This activity will involve 4 steps, that helps understand the security gaps in the IT Network architecture and recommend the solutions for fixing the security gaps.



Following assessment areas to be covered in the service.



Bidder's consultant should propose and review a secure network architecture and implementation approach on yearly basis. It should cover following things.

REPORT EXPECTATION:

- High Level Network Architecture Design
- Suitable changes in access controls on, routers, switches, modems and other network devices to prevent unauthorized users.
- Stronger schemes for authentication for critical and sensitive information assets.
- Means to improve the security of IT environment.
- Recommendations on industry trusted technologies for fortifying security using the defense-in-depth approach.
- Recommendation on security monitoring and intrusion detection.
- Suggestions on relocation of critical existing network elements for improved security and performance.
- Review of adequacy of business continuity, capacity and threat management aspect of the network.
- Detailed Secure Network Architecture Review Report.
- Network Architecture Security Risks & recommendations.

Frequency

This activity required to be perform on yearly basis with review of action taken on last year's assessment report.

J. REMOTE EXPOSURE ASSESSMENT

METHODOLOGY & DELIVERABLES

Scope	Remote - People, Process and Technology	Upto 25 Assets	Upto 3 processes and 1 applications	Process Review	Existing BCP (review of RTO & RPO) & DR plan	
Coverage	Current state – People, Process and Technical understanding	• Interview business stakeholders to identify crown jewels and establish confidentiality, integrity and availability requirements • Inventory of asset register & risk registers	Inventory of Data register	DLP Process Review	Existing BCP Plan 1 DR Plan	
Deliverables	Establishing the Business context	• Asset Register with confidentiality, integrity and availability rating • List of threat scenarios with inherent exposure rating	• Data Classification Register rating • RBAC Review (Role based access control) - Report • Data Flow diagram for one application •	DLP Process Review – Report	Report on BCP & DR Plan	Remote Exposure gap Assessment Report

Resource Management

All team resources included in SOC Operations and device management should be on the payroll of System Integrator. Minimum 11 resources [(DC Site - Project Manager, Team Leader, 6 Security Consultants, 2 resources for Active Directory Management and at DR Site 1 Security Consultant] for DC and DR Site. So, In a nutshell exact 11(Eleven) nos. of resources should be available on site fulfilling all the shifts. SI has to factor resources accordingly to take care of shifts, weekly off's, emergency / Planned leaves Holidays and resource replacement (in case of resignation) allocated for StockHolding for the full project contract duration as a Security Consultants. They should have professional qualifications like Certified in Cybersecurity / CEH/ CISM or OEM Certified for the product/ solution available in StockHolding. Resume/CV for each of these members should be provided to StockHolding for completing screening of such candidates. StockHolding reserved the right to select / reject the candidates without giving any reason at our sole discretion. Candidates should have an experience in a StockHolding / Financial Institution for SOC implementation / device management of at least 2 years each, with the Services/ Solutions mentioned in the RFP. The System Integrator shall submit the proof of the experience.

Notice Period:
For all proposed resources notice period is 45 days from the date of information to StockHolding.

Proposed Team

Following team shall be deployed onsite to provide device management services 24x7x365 excluding Sundays and StockHolding Holidays.

For Network-Security Consultants (DC & DR Site)
Support Window: 24x7x365
Support on Sunday and Stockholding Holidays: All 3 shifts should be cover with minimum resources available at Mahape Navi Mumbai Site.

For DR Site:
Support from Monday to Saturday: 9:00AM to 18:00PM

For Active Directory Management: 16x6x365 (Sunday Holiday):
2 shifts should cover with minimum resources available at Mahape Navi Mumbai Site from Monday to Saturday.

The remote team shall be present at SOC to support onsite operations of MDR as required.

Minimum 11 resources must be available at any given day as per the shift schedule. SI must factor number of shadow resources required to managed the Network-Security operations and accordingly include the same. These pool of resources must be dedicated to StockHolding project only.

Sr. No.	Role	Experience	Location	Shift Type	Count of

					Resources
1	Project Manager	5 Years working experience in Information Security domain	Navi Mumbai	9x6	1
2	Team Leader	5 Years in Information Security domain	Navi Mumbai	9x6	1
3	Security Consultants (6)	3 Years in Information Security domain	Navi Mumbai	24x7	6
4	Security Consultants for Active Directory (2)	5 Years in Active Directory domain.	Navi Mumbai	16x6	2
5	Security Consultant (1)	3 Years in Information Security domain	Bangalore	9x6	1

TEAM PROFILES

PROJECT MANAGER and TEAM LEADER

Professional Summary
Minimum 05 (Five) years of experience in IT Network Security. Minimum 03 of years of experience as Project Manager in Infrastructure Security domain.

Designation
Project Manager / Team Leader– Infrastructure Security

Education
Bachelor of Engineering / Bachelor of Science.

Work Experiences on Solutions & Technologies

- Web Application Firewalls
- Intrusion Prevention Systems
- Routing and L2 Switching
- URL Filtering
- Proxy
- Next Generation firewalls (Checkpoint, Cisco ASA/Firepower, Fortigate, Palo Alto etc.)
- Vulnerability assessment
- Load Balancing
- SSL Virtual Private Network (Juniper, Array, F5, Cisco, Checkpoint etc.)
- Anti-Virus (Trend Micro OfficeScan/Apex One and Symantec Endpoint Protection etc.)

- Single Sign on
- Patch Management (Windows Server Update Services)
- Ticketing Tool

Certifications:
Certified Information Security Manager (CISM) / CISSP

Job Role:
- Managed Detection and Response Administration. Monitoring and analyzing the High and Medium Severity tickets raised for the IT Assets integrated with MDR.
- Track Incident detection and reporting.
- Incident closure.
- Incident escalation.
- Identify new alert requirement.
- Ensure services are being provided within SLA parameters.
- Performing periodic DR drill.
- Follow-up up departments for closure of various reports / Incidents and escalate the long outstanding issues / Change Management / Problem Management.
- Create and Submit Weekly Activity Summary Report, Monthly Security Report pertaining to Managed SOC services and technologies, Monthly Incident Reports, Monthly shift schedule.
- Reviewing Daily, Weekly, Monthly and Quarterly all SOC reports.
- Perform review of Firewall Requests and provide recommendations before approving.
- Involvement during POC conducted by customer for new security solutions.
- Perform Vulnerability Assessments of Network, Security, Windows and Linux technologies. Assist team while performing closures related to these technologies. Sending report of closures performed vs open observations vs exception needed.
- Giving implementation sign off as a service provider to customer for new solution implementations that are done.
- Reviewing customer policies and aligning the technical aspects of on premise technologies with respect to it.
- Conduct Weekly and Monthly meetings with customer thereby presenting achievements, next plans and improvement areas.
- Investigate and streamline Security Incidents.
- Reviewing SOPs and knowledge base articles.
- Reviewing Security alerts like virus activity, network security events, application compliance, asset monitoring and firewall alerts.
- Reviewing Firewall Access Policy Rules review, Router acl review, WAF & IPS Signature Review, Websense URL Filtering policy reviews Review closure report of Cisco Router and Switches closure plan review.
- Review action plan of Risk Assessment prepared by Team and track closures.

SECURITY CONSULTANTS - SOC Operations

Professional Summary

3 years of experience in IT Security and Networking. Working as Analyst – Infrastructure Security.

Role – Security Consultant - Infrastructure Security

Education - Bachelor of Engineering

Work Experiences on Solutions & Technologies.

- Web Application Firewalls
- Intrusion Prevention Systems
- Routing and L2 Switching
- URL Filtering
- Proxy
- Next Generation firewalls (Checkpoint, Cisco ASA/Firepower, Fortigate, Palo Alto etc.)
- Vulnerability assessment
- Load Balancing
- SSL Virtual Private Network (Juniper, Array, F5, Cisco, Checkpoint etc.)
- Anti-Virus (Trend Micro OfficeScan/Apex One and Symantec Endpoint Protection etc.)
- Single Sign on
- Patch Management (Windows Server Update Services)
- Ticketing Tool

Certifications:

Certified Ethical Hacker (CEH) and Certified in Cyber Security (CC) and /or Any SIEM / Firewall / ADC / EDR-XDR OEM certified.

Job Role:

- Managed Detection and Response Administration. Monitoring and analyzing the Critical, High, Medium and Low Severity tickets raised for the IT Assets integrated with MDR and closed the same by coordinating with respective IT Team as per SLA parameters.
- Management and Administration of Security Network Devices like firewall, Remote VPN, Proxy, Routers, Switches and WAF.
- Performing analysis of network security needs and contribution in design, integration, hardening and installation of hardware and software.
- Firewall implementation for integration of 3rd Party vendor connectivity as per client requirement.
- Formulating the security architecture for various application implementations.
- Performing Vulnerability Assessments of network and security devices as per requirement.
- Handling Escalation of Team and troubleshooting
- Monitoring security environment; identifying security gaps; evaluating and implementing enhancements as per client requirement.
- Creating and submitting daily, weekly reports as per client requirement.
- Following up with MDR team from Call initiation till call closure in MDR Dashboard for all the IT assets integrated with MDR.

- Incident Validation.
- Detailed analysis of attacks and Incident Response.
- Solution recommendation for IT Assets vulnerabilities.
- Implementation of patches and secure configuration of servers.
- Manage security devices.
- Risk analysis for change management for security devices.
- Escalation point for device issue resolution.
- Resolve escalation.
- Identify missed incidents.
- Maintain knowledge base.
- VA Tool administration.

Security Consultants – Active Directory Management

Professional Summary

03 years of experience in Active Directory and SCCM Management

Designation – Security Consultant – Active Directory Management

Certification - For Active-Directory Consultants: Microsoft Certified IT Professional (MCITP)

Job Role:

- Installing and Configuring Domain Controller.
- Maintain Domain Name Services (DNS) and Lightweight Directory Access Protocol (LDAP) databases.
- DNS Scavenging & Aging
- Configures and manages Windows operating systems and installs/loads operating system software,
- Provide systems administration support for new and existing infrastructure for the client
- Experience with system monitoring, design, maintenance, and administration duties
- Demonstrated Windows System Administration Skills (Windows 10)
- Application installation, support, testing, and troubleshooting skills
- Manage virtual and physical servers with windows server 2016,2019,2022 OS
- Ability to create script in Batch, Powershell
- Should have very good communication skill
- DNS server Health check
- Promotion/decommission of domain controllers.
- Plan and implement migration, upgrade /Updates /patching.
- Sound Knowledge on pki infra management, Certificate infra management
- Infrastructure health monitoring, Backup and restore
- Troubleshooting and Monitoring Windows 2012 Servers, 2016 Server, 2019 Server. 2022 Server etc.
- Configure and Manage Active Directory Site and Services.
- Configure & Manage Active Directory and Group Policy.
- Active directory server backup and restoration.

- Migration active directory from 2016 to 2019 & from 2019 to 2022 etc.
- Installing & configuring network printer and other software / hardware devices
- Responsible for Management and delivery of windows based services.
- Perform day to day routine task as mentioned in the checklist OS Services, Events & hardware monitoring.
- To add client system into domain and support end user for application troubleshooting.
- Providing day-to-day technical support - Analyzing, Troubleshooting and addressing technical issues related to servers and client.
- Deployment of group policies as per business requirement.
- Deployment of hardening settings via group policies to UAT and production servers.
- User account creating, unlocking, and password reset from the active directory.
- Active Directory Recycle Bin
- Enabling and disabling user account and system host from the active directory.
- Knowledge about RAID.
- DNS record creation and modification activity like Host A, PTR, CName
- OS deployment, Hardening and Application installation for windows servers.
- Object creation and domain joining in active directory and support AD client application support.
- Microsoft windows server patching(Server Patch management)
- Knowledge of Operating systems Windows Installation
- Participate in DR activities AD
- Maintain incident management, Change Management and SOPs.
- Server integrate in domain and reboot, Migration of all servers in Domain.
- PAN India Providing technical support (software installation & configuration, managing update patches)
- Updating servers with latest service packs and hot fixes.
- Checking the replication of all ADC on daily basis.
- Knowledge of Virtualization Technology like Hyper-V.
- AD Computer Disable and Deletion, AD user Disable and deletion. Weekly Report
- Knowledge of database server, application server, SMTP, IIS for windows.
- Knowledge on SCCM upgrade/Migration and site implementation
- Periodical health checks of SCCM environment and site backup.
- Troubleshooting SCCM infrastructure, primary server and SCCM client remediation
- Preparing customized reports in SCCM console and SQL.
- Monthly patch testing on UAT systems, Installation of SCCM client, SCCM Client Upgradation Policy
- Monthly patch deployment on production endpoints, Monthly patch testing and deployment on UAT servers.
- Troubleshooting on no client and unhealthy endpoints and servers
- Software distribution and OSD/Win10 servicing process.
- Experience in Feature upgrades /IN place upgrade
- Experience in Baseline configuration.
- Deploy all software from SCCM tools.
- Patch Management with SCCM,WSUS.
- SCCM package, SCCM backup monitoring.
- Power Plan policy to disable sleep mode on endpoints.

Other Conditions:

In case of exigencies, Security consultants and Project Manager / Team Leader should be available on Sundays and Holidays as well.

StockHolding may conduct screening of each of the System Integrator's selected resource before deployment in the project. Regarding shadow resource, If StockHolding is not satisfied with the performance of the standby personnel, StockHolding may not accept such standby manpower and in such cases, charges on actual basis of manpower support will be charged to the System Integrator subject to adherence of SLA conditions. The above details are only indicative figures and may undergo change as per the requirement of StockHolding from time to time.

A Technical Program Manager shall be appointed & be responsible for execution and compliance of entire Scope of Work. Although the Technical Program Manager for the project would not be stationed at StockHolding, but he or she shall be required to visit StockHolding for attending the meetings, taking feedback, review of policies, consultation etc. and giving recommendations there of as and when required by StockHolding as well as to meet the project requirement.

The Technical Project Manager shall visit StockHolding at least 2 times per month or as directed by StockHolding officials to review the project. The number of visits may increase during important activities or as and when required.

System Integrator and the personnel's deployed for SOC Operation and device management having access to information on StockHolding's security programs and systems received or generated under this contract shall ensure that they meet StockHolding's requirements.

System Integrator shall conduct adequate background checks of the personnel who will be deputed at positions handling StockHolding's sensitive information. System Integrator shall submit an undertaking that they have conducted adequate background screening of their employees who will be assigned for this project. The background check report for each personal deputed at StockHolding's site has to be submitted to StockHolding till contract expiration period.

- System Integrator shall maintain confidentiality of StockHolding's information accessed by them.
- System Integrator shall sign Confidentiality cum Non- Disclosure Agreement on behalf of all such employees.
- Once System Integrators' personnel are removed from the project, whether on termination / resignation etc. the same should be immediately informed to StockHolding and preclude any further access to all information to such person. Prior approval should be obtained from StockHolding before granting access to StockHolding's information either at System Integrator's site or at StockHolding's sites.
- System Integrator should not transfer any of its onsite resources (Security Consultants and Active Directory Support Consultants) from StockHolding's premises within 12 months of deployment without written consent of the designated StockHolding official. In case of inevitable circumstances, System Integrator shall deploy an eligible employee with an equivalent or higher work experience at least one month prior to replacement of the deployed resource.

Deliverables

A. Device Management

As a part of 24x7 device management project system integrator will carry out the following activities:

S.N.	Activity	Deliverables

1	Device Onboarding (One Time)	• System Study
		  ○ Understanding current Architecture
		  ○ Understanding current SOPs
		  ○ Understanding Escalation current Utilization thresholds
		• Credentials and Logon Process, Backup Management Process
		• Service Request, Change Management, and Incident Management processes
		• Key Stakeholders and alignment
		• Draw Escalation Matrix
		• Get Vendor Support details
		• Perform Issue tracker review

2	Service Request Management	Addition / deletion of rules / policies
		Reports
3	Change Management	Administer rules/signatures, access controls, and other configurations
		Configure the custom Use cases on request and as applicable
4	Availability Management	Monitor health of device and related components
		Take proactive measure to maintain maximum uptime
		Respond and resolve availability related issues
		Provide periodic update on key parameters
5	Incident Management	Troubleshoot/Resolve issues
		Interface with IT Contacts for resolving issues/faults
		Interface with OEM for support
		Securely configure devices/console to ensure minimum vulnerabilities Regularly update the product to the latest versions (assistance of OEM / SI Required)
		Patch & Policy Management Coordinate with OEM for Preventive Maintenance Check Ups and take remediation actions

		Securely configure devices/console to ensure minimum vulnerabilities Regularly update the product to the latest versions (assistance of OEM / SI Required)
		Patch & Policy Management Coordinate with OEM for Preventive Maintenance Check Ups and take remediation actions
6	Version Upgrades & Agent Compliance Monitoring (Version, Definitions)	Securely configure devices/console to ensure minimum vulnerabilities Regularly update the product to the latest versions (assistance of OEM / SI Required)
7	Other Activities	Patch & Policy Management Coordinate with OEM for Preventive Maintenance Check Ups and take remediation actions

B. Network Security and related Services

Areas	Activities	Deliverables
Security Monitoring	Log Monitoring; Server Monitoring; Security and Network Device monitoring	• 24*7*365 log monitoring • Detection of threats from integrated log sources and based on the use cases defined. • Event Analysis • Alerts as per defined escalation matrix
Network Threat Hunting	Analytics Based Hunting & IOC Based Hunting	• Ongoing continuous process. • Notification of alerts generated through analytical models on Threat Hunting enabling hunting for attacks including but not limited to Lateral Movement, Malware Beaconing, Data Exfiltration, Watering Hole, Targeted network attacks, Dynamic DNS attacks etc.
Incident Management	Incident Analysis, Identification of all components of the incident, root cause analysis and mitigation plans	• Provide logs and incident report for any identified security incident. • Coordinate with StockHolding's team and help to contain attack/incident.

		• Provide evidences for legal and regulatory purpose in the form of log data.
SOC Maturity Improvement		• Quarterly briefings on Analysis and insights from data: trends, high risks areas, roadmap for strategic improvements, security posture benchmarking. Briefings on global threat trends, regulatory trends and cyber technology trends.
Report Management	Periodic reports; Trend analysis; Customized reports	• Review multiple reports including top attackers, attacks, attack targets, trends. • Monthly MIS reports for monitored devices. • Recommendation for improvement of security posture and threat landscape.
Global Intelligence Feeds(Optional)	Continuous and regular global feeds from external known agencies.	• Threat & Vulnerability advisories in form of E-mails. • Recommendations for security improvements. • Provide Historical, Operational, Analytical and predictive • Analysis.

C. Managed Detection and Response Sizing and Capabilities

Project Initiation and Transition:

As a part of the project initiation phase, SI's program manager will conduct a Kickoff meeting and provide walkthrough of scope, pre-requisites, implementation plan, task management tool, escalation Matrix and Governance Model.

SI will provide and follow an agile approach for Integration of log sources. Their methodology is described below:

- Critical First - Critical log sources are monitored first. This will reduce the risk of breach.
- Incremental Value - Phase wise approach will ensure STOCKHOLDING see incremental value.

- Continuous Improvements-Learnings from every phase can be deployed in the latter phases.
- Quick value realization- STOCKHOLDING will be able to see the value of the service at high speed and not wait for all log sources.

System Integrator will deliver:

- Unified Tool - Once click access to program Status. Access and demo will be provided during the pre-kick off discussion.
- Accountability - All tasks of the project are assigned on SI's tool with a due date. The Managed Service team and MDR tasks are assigned on the tool
- Dashboard - Risks, dependencies, milestones, and work progress can be viewed in a single click – anytime and anywhere transparency

MDR Sizing

The expected EPS count for StockHolding should be a minimum of 2,000 and scalable to 5,000. The System Integrator needs to coordinate with MDR team and provide support for MDR services that cater to as per the requirement of devices on boarded with MDR.

Support for Managed Detection and Response Services (MDR Services):

The MDR solution/ service are collecting logs from security and network devices, appliances, servers and various application and database server security logs. The System Integrator is expected to perform thorough log analysis and take necessary action for In-scope devices as well as co-ordinate with respective internal team members of StockHolding and close the MDR tickets generated in dashboard to ensure compliance.

Log Collection

Logs from all the in-scope and other StockHolding Servers and network devices located at the geographically dispersed location should be collected. System Integrator should coordinate with MDR team and follow the baseline document provided by MDR team and provide the necessary inputs to StockHolding team for the level of logs to be enabled from different components of IT infrastructure assets. The log baseline should be in line with global best practices. In case the systems/applications are writing logs to the local hard disks, System Integrator is expected to provide solution to pull the logs from these devices through secure transfer. Only in case where remote log collection is not feasible, System Integrator should install agent on respective servers and applications for collection of logs by coordinating with respective support team members of StockHolding. Raw logs should be made available in case of legal requirement for number of years of compliance requirement followed by StockHolding.

Logging of critical devices

- The System Integrator is required to maintain the syslog of critical network devices installed at DC, DRC and Critical locations for a period of three months. The logs should be onsite for three months thereafter logs can be stored on tapes and submitted to StockHolding.
- The System Integrator has to ensure that the logs from Critical network devices are being stored in the syslog servers on regular basis.
- The periodicity for the retention of the log will be reviewed by StockHolding officials on quarterly, half yearly and yearly basis and same has to be ensure by System Integrator.

- System Integrator will design and implement all simple scripts that may be needed to analyse logs and produce reports as required by StockHolding officials.

Log Aggregation and Normalization

Logs collected from all the devices should be aggregated as per the user configured parameters. Logs from multiple disparate sources should be normalized in a common format for event analysis and correlation.

Log Encryption, Compression and Transmission

Collected logs should be encrypted and compressed before the transmission to the remote Log Correlation Engine.

Log Archival

Logs collected from all the devices should be stored in a non-tamper able format on the archival device in the compressed form. Collection of Logs and storage should comply with the Regulatory requirement and should maintain a chain of custody to provide the same in the court of law, in case the need arises. For correlation and report generation purpose, past -3- months log data should be available online. Logs prior to -3- month's period should be stored on removable media.

System Integrator will ensure that retrieval of archived logs should not require any proprietary tools/protocol and should be retrievable using open standards/protocols.

Log Correlation

Currently collected Logs are correlated according to various predefined criteria for generation of alert and identification of the incident. The correlation rules are predefined and also user configurable. System Integrator will coordinate with MDR team and ensure that correlation rules should be customized by them on regular basis to reduce false positives. In any case false negatives will not be permitted. In case of detection of any such incident, coordinate with MDR team and correlation rules must be customized immediately to capture such incidents.

Alert Generation

Current MDR Solution is capable to generate alerts, register and send the same through message formats like SMTP, SMS Syslog, SNMP, and XML as per user configurable parameters. System Integrator has to ensure that all such alert mechanisms are intact and brought to the notice of StockHolding team during their tenure on immediate basis to ensure compliance.

Event Viewer/Dashboard/Reports/Incident Management

MDR Solution is capable and providing web based facility to view security events and security posture of StockHolding's Network and register incidents. System Integrator's onsite team should analyze the logs on regular basis and drill down MDR's capability to view deep inside the attack and analyze the attack pattern. Dash board have filtering capability to view events based on various criteria like geographical location, Device type, attack type etc. MDR Solution is providing various reports based on user configurable parameters and standard compliance

reports for ISO27001:2013 and regulatory reports. System Integrator has to ensure that StockHolding should get all the configured reports to ensure compliance.

System Integrator will customize incident management/dashboard/reports by coordinating with MDR team and provide meaningful reports to StockHolding and will modify the same as per the changing requirement of StockHolding.

Integration with in-scope monitored devices

System Integrator's onsite team members should have expertise on MDR and SIEM solution and should suggest the detailed commands/guidelines for integration of the other in-scope devices with the SIEM to be integrated in future.

Development of Connectors for customized applications/ devices.

While it is expected that connectors for all the standard applications and devices will be readily available in the collector and Log management devices, connector for mostly in-house/custom built applications will need to be developed. As MDR team deployed for SOC operations will be expected to develop applications connector, in house SOC team of System Integrator expected to support them for integration of devices as per the custom connectors provided to them by MDR team.

Workflow Automation.

System Integrator will define the work flow automation so that applications are integrated and manual intervention is minimal.

Integration of devices in Managed detection and response along with SIEM Services:

- Integrate the devices with MDR and SIEM to collect logs from the identified devices, applications, and databases etc.
- Develop parsing rules for non-standard logs.
- Implement correlation rules of the SIEM solution/ service design provided by MDR team.
- 24X7X365 log monitoring for in scope devices and applications.
- Rapid real-time response to incidents.
- Evaluation of incidents.
- Forensics to identify the origin of threats, mitigation thereof, initiation of measures to prevent recurrence.
- The SIEM solution/ service shall also have capability such that StockHolding Team can also execute the queries to identify custom made scenarios/incidents.

D. Security Intelligence Services

The System Integrator shall regularly track and advise StockHolding about new global security threats and Vulnerabilities. The advisories shall be customized to suit StockHolding's network and information security infrastructure. The System Integrator shall advise upgrades/ changes in the security infrastructure of StockHolding against evolving threats and vulnerabilities. Onsite team shall conduct impact analysis of new vulnerabilities and threats

to StockHolding's assets and take necessary action on immediate basis for High and Medium Severity Vulnerabilities.

The System Integrator should advise and coordinate implementation of controls to mitigate new threats.
The System Integrator or their onsite team shall ensure adequate, appropriateness and concurrency of various policies and guidelines in place and shall provide Information Security consultancy for newer technology deployment for new and existing applications and products. Onsite Team shall track and support implementation and coordinate for closure of vulnerabilities on assets that are affected. The System Integrator shall provide a security dashboard for online view of the global vulnerabilities and threats applicable to StockHolding's environment, number of assets affected and status of mitigation.

The System Integrator shall guide and recommend StockHolding with respect to any change required in the existing infrastructure of StockHolding for deployment of new application and services, which can have security implication to StockHolding, like- changing of rule in Firewall, Router, IPS, and application/ server configurations.
SOC team shall identify evolving vulnerabilities and threats to IT infrastructure assets, deployed in StockHolding. This includes

- Top global attack sources
- Top global attack targets
- New Vulnerabilities and advisories
- New Attack vectors
- Worms & Virus outbreaks

System Integrator should provide countermeasures, patches and recommended workarounds or Solution to remediate vulnerabilities as and when they are discovered for StockHolding IT Assets.

E. Security Advisory Services

- The System Integrator should regularly track and advise StockHolding about new global security threats and vulnerabilities.
- The advisories should be customized to suit StockHolding's security infrastructure. Advise upgrades / changes in the security infrastructure of StockHolding against evolving threats and vulnerabilities.
- The System Integrator shall providing Risk Assessment and Risk Treatment Services to StockHolding on yearly basis.
- The System Integrator shall assist StockHolding in formulation and review of various Policies and Plans, like- IT Security Policy, BCP-DR Plan, Cyber Fraud Policy, Digital Evidence Policy, Migration Policy, MDM Policy, Hardening Policy, and IS Audit Policy etc. The System Integrator shall also assist StockHolding in development of necessary procedures for the same.
- Evaluation of Information Security related audit observations of StockHolding and facilitating the rectification thereof.

- The System Integrator shall assist StockHolding in planning, execution, and implementation of information security related initiatives/projects/programs in StockHolding.
- The System Integrator shall assist StockHolding in development/review, monitoring, testing, and implementation of BCP and DR Planning related to network and network-security devices.
- The System Integrator shall participate in the periodic DC-DR Drill activity of StockHolding and suggest and assist in implementation of enhancements in the DC-DR Drill process related to network-security.
- For any new applications rollout by StockHolding, the System Integrator shall do network-security requirement assessment and advise StockHolding.

F. Transition Management

StockHolding recognizes that the transition process and its effectiveness has a significant impact on the success of ongoing services. Transition involves one- time activities required to transfer responsibility for the services, including processes, assets, facilities, technology and other knowledge to the System Integrator. StockHolding has considered a transition period of 2 months from existing System Integrator to new System Integrator for smooth transfer of the SOC services handover process.

The System Integrator should ensure the smooth transfer of the services so as to continue to meet StockHolding's business requirements in a way that minimizes unplanned business interruptions.

The System Integrator will be responsible for planning, preparing and submitting a Transition Plan to StockHolding. System Integrator will fully cooperate and work with any and all StockHolding's Third Party Contractors/Vendors/Consultant in a manner that will result in a seamless transfer of Services, and such transfer of Services shall be in accordance with the Transition Plan. During the Transition Period, System Integrator will be responsible for implementation of the Governance Model.

System Integrator will identify the suitable personnel for the roles defined under the governance structure for implementation. System Integrator will also be responsible for appointing its representative members to the newly established governance forums.

System Integrator will have the sole responsibility for implementation of the new System Integrator's delivery organization structure. All preparation and planning for such implementation must be completed during the Transition Period.

The System Integrator will explain how and when it will implement the transition activities, describe how it will transition Services from StockHolding's current environment. The System Integrator will include a project plan ("Transition Project Plan") indicating the tasks, timeframes, resources, and responsibilities associated with the transition activities.

System Integrator has to develop a detailed transition plan covering at least the following key areas:

- Transition Schedules, Tasks and Activities
- Transition activities
- Operations and Support
- Maintenance
- Resource Requirements
- Software Resources
- Hardware Resources
- Facilities
- Personnel
- Other Resources
- Relationships to StockHolding's other Teams / Projects
- Management Controls
- Reporting Procedures
- Risks and Contingencies- Key Risks, issues, dependencies and mitigation plans.
- Transition Team Information
- Transition Impact Statement and assessment
- Review Process
- Configuration Control
- Plan Approval
- Describe tools, methodologies and capabilities of the teams deployed for transition.

All System Integrators are required to ensure that their framework for transition of proposed services from StockHolding IT team/current Service Provider, at a minimum should include the following phases and allied activities:

Service Requirements	Description
Initiation	Kick off the transition based on the agreed transition plan
Planning	This phase takes care of all the planning activities required for successful transition of services
Execution	Execute the transition of services while ensuring near zero risk and no disruption to business.
Closure	Create all the transition documents and submit to the client for review and sign off and start off with MIS & SLA reporting.

System Integrator's Roles & Responsibility

A	**Initiation**
1	Project kick- off
2	Team mobilization
B	**Planning**
3	Project charter
4	Communications plan
5	Set- up transition management process (risk, issues, changes, dependencies, reporting etc.)

6	Agreement on acceptance criteria and sign- offs
C	**Execution**
7	Discover and study existing practice, process, assets etc.
8	Define service delivery process
9	Define processes; develop SOPs, checklists, escalation matrix and flow charts. (System Integrator has to obtain StockHolding's sign off on documentation prior to completion of transition phase)
10	Deploy tools Monitoring tools as a service
11	Configuration of monitoring parameters and SLAs
12	Shadow support
D	**Transition Closure**
13	Primary Takeover
14	Business as usual to be delivered by successful System Integrator's operations team as per scope of work
15	Finalized run- books
16	Hand- over document
17	Finalize the Service transfer process document
18	Submit the Transition documents to StockHolding for review and sign off
19	MIS report generation and SLA reporting
20	The scope of work mentioned is illustrative and not exhaustive. The System Integrator needs to comply with StockHolding's requirements and any statutory or regulatory guidelines

- System Integrator to ensure proper documentation during each phase of transition and get them approved by StockHolding Networking team.
- Maintain steady operation of Transition period will have to be done within 30 days from the date of the order from the existing System Integrator
- System Integrator has to provide sufficient staff during the transition period however the payment for services shall start after the transition period and formal handover of service to the System Integrator.
- Finalize the reporting mechanism in consultation with StockHolding.

G. Periodic Review of the project

StockHolding officials will hold a meeting with the senior officials of System Integrator once in a Quarter or as decided by StockHolding on a later date to review the progress and to take necessary steps/decisions for performance improvement. The scope of the meeting includes but not limited to the following.

- Taking decisions on network-security architecture designs.
- Making necessary Policies/ changes as part of change management.
- Examining the level of SLA compliance achieved and taking steps for improvement.
- Attending to dispute resolution.
- Suggesting extra reports based on SLA requirement.
- Transition process planning.
- Health monitoring of the network-security appliances and devices
- Any other issues that arise from time to time.

Service Level Agreement (SLA) and Penalty

The System Integrator needs to execute a Service Level Agreement with StockHolding covering all terms and conditions of this tender. System Integrator need to strictly adhere to Service Level Agreements (SLA). Services delivered by System Integrator should comply with the SLA mentioned in the table below.

The System Integrator should generate SLA reports for tracking the delivery of services. SLA will be reviewed on a monthly basis and based on the review payments for the services will be done. Thus enabling StockHolding to continuously track the SLA. Penalty amount applicable for the services will be estimated and reported every month. The total estimated penalty amount will be shared with SHCIL.

In all other Operational conditions - The maximum penalty applicable will be 10% of the monthly billing.

Only for resource management the penalty is applicable as per penalty terms and conditions.

Service Level Targets Metric Calculation and Penalty Calculation

High level service level targets are described in sections below.

Service Level Agreement (SLA)

1. SLA deviation calculation to be considered on monthly basis.
2. The penalty will be calculated on the monthly contract value.

Monitoring and Management of Network Devices

Uptime Commitment for Network Security Devices under Device Management

Parameter	Metric	SLA	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Uptime	Uptime of all In-Scope devices.	SLA	Total no. of hours the in-scope devices are unavailable.	Percentage - As per severity of devices	Monthly	99.5%

Business Hours Window: (24 * 7 * 365 Support = 24 hours in a day * 30 days = 720 hours.

Uptime shall be calculated at the end of each month as follows.

Uptime: {(Actual Uptime in Hrs. – Downtime in Hrs.) / Schedule Hrs.} x 100

A. Actual Uptime means, of the scheduled hours, the aggregate number of hours in any month during which each defined and supported equipment is actually available for use.
B. Downtime in Hrs. means the aggregate number of hours in any month during which each defined and supported equipment and service is down during scheduled hours

other than due to preventive maintenance, scheduled outages, Upgrades and updates, LAN cabling faults, infrastructure problems or any other situation which is not attributable to System Integrator's failure to exercise due care in performing its responsibilities.

C. Scheduled hours means the days of the week and the hours per day for which the System Integrator has committed to an availability service level for a system or network and during which periods such Availability Service Level will apply.

A. Configuration and Capacity Management of Network Devices:

Event	Criticality	Timeframe	Benchmark	Penalty Calculation
Create, modify and delete configurations in network devices after obtaining approval from the StockHolding Team.	As per device / Application risk severity rating.	Response Time : 30 min	Resolution time: 2 hour	For each instance of breach, penalty of 0.5% up to 2 Hrs. Above 2 Hrs. and less than 4 Hrs. additional 0.5 %, And above 4 hours 1% Subject to total cost of monthly Invoice cap.
Review of capacity planning of in scope network and network-security devices, appliances and Servers.	As per device / Application risk severity rating.	Response: starting on the 1st day of the first month of the Start of every Quarter.	Resolution: within 5th day of the first month of the start of every Quarter.	For every 1 week of delay or part thereof, the penalty of 0.5% of the total cost of monthly invoice value/week basis till resolution.
Loss of any network assets, under the control of the System Integrator's onsite team, due to omission or negligence or failure, to follow the due process in handling and updating the network inventory.	High			For each instance of breach, penalty will be 1% of monthly invoice value. In addition, the purchase value of the lost asset at that period of time will be recovered at the discretion of StockHolding.

Penalty: If the estimated penalty amount for the month is less than or equal to 5% of the Monthly Billing, the estimated penalty amount will be deducted from Monthly Billing.

If the estimated penalty amount for the month is above 5% of the Monthly Billing, an amount equivalent of 5% will be deducted as penalty.

If the estimated penalty amount exceeds 5% for two consecutive months, an amount equivalent of 10% will be deducted for the second month.

In all other conditions – the maximum penalty applicable will be 5% of the monthly billing.

B. Incident Management and Investigation Metric Calculation and Penalty

Incident Management aims to restore normal service operation as quickly as possible and minimize the adverse effect on business operations, thus ensuring that the best possible levels of service-quality are maintained. 'Normal service operation' is defined here as service operation within service level agreement limits.

Incident management can be defined as any event which is not part of the standard operation of the service and which causes, or may cause, an interruption or a reduction of the quality of the service.

The objective of incident management is to restore normal operations as quickly as possible with the least possible impact.

Parameter	Metric	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Response Time	% of Tickets responded within the SLA	Total number of Tickets responded within SLA by total number of Tickets handled by the SOC team.	Percentage - As per severity of devices	Monthly	Within 30 Minutes for all Severity cases.
Resolution Time	% of Tickets resolved within the SLA	Total number of Tickets resolved within SLA by total number of Tickets handled by the SOC team.	Percentage	Monthly	Very High >=99.5% within 3 Hours, High >=99% within 7 Hours, Medium >=98% within 14 Hours, Low>=97% within 21 Hours

Event	Criticality	Timeframe	Reporting Frequency	Penalty Calculation
Call/Ticket logging to OEM/SI/Vendor for device malfunctioning (call should not be rejected by OEM/SI/Vendor citing configuration issue)	Medium	Response time- 30 min	Monthly	For each instance of breach, penalty will be INR 5,000 per day till Call logging

C. Resource Management

Event	Criticality	Penalty Calculation
Unavailability of agreed resources on site. (For 1 resource) for a day.	Low	For each instance of breach, penalty will be 0.5% of monthly invoice value. i.e. (A)
Unavailability of agreed resources on site. (For 2 resource) for a day.	Medium	Additional 1% of monthly invoice value. i.e. B = (A) + 1%
Unavailability of agreed resources on site. (For More than 2) for a day.	High	Additional 2% of monthly invoice value. i.e. C = (B) + 2% for subsequent instances and increase in unavailability of resources.
Removal of Project Manager before Project expiration period.	High	Less than 3 Years = 5% of Yearly invoice value for per instance.
Removal of Team Leader before Project expiration period.	High	Less than 2 Years = 3% of Yearly invoice value for per instance.
Removal of Project Manager & Team Leader before Project expiration period.	High	Less than 1 Year = 2% of Yearly invoice value for per instance.
Unavailability of Project Manager and Team Leader on site for same days.	Medium	For each instance of breach, penalty will be 2% of monthly invoice value. i.e. D.
Late Coming/Early departures will be considered as absent for the day.	High	For each instance of breach, penalty will be 0.25% of monthly invoice value.
Separation of duties (i.e. use of email ids and login ids across roles)	Medium	For each instance of Breach/resource, penalty will be 0.25% of monthly invoice value.
Any/All, trainings aligned for the onsite resources of the service provider, should be intimated by the SP backend team (program manager or equivalent and above) in advance of at least 2 weeks in writing for approvals from the StockHolding team, along with the necessary provisioning plan for a shadow/backup resource -in line with the PO OR having greater expertise/knowledge/skillsets and qualification / OEM Certification- to be deployed onsite in the event of the original resources being not available for the said training period.	High	For each instance of breach, penalty will be 0.25% of monthly invoice value.

D. Problem Management

Parameter	Metric	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Root Cause	% of RCA report submitted (Critical)	Total number of RCAs submitted within 48Hrs./ Total number of RCAs	Percentage	Monthly	>95%

Note: *Deviation of every 1% from the benchmark will attract a penalty of 3% of the cost of monthly invoice (max up to 5% of monthly billing). Penalty will be calculated on a monthly basis post verification of monthly Incident reports.*

E. Change Management

Change management aims to ensure that standardized methods and procedures are used for efficient handling of all changes; a change is "an event that results in a new status of one or more configuration items approved by management and enhances business process changes (fixes) - with a minimum risk to IT infrastructure.

The main aims of change management include:

- Minimal disruption of services
- Reduction in back-out activities.
- Economic utilization of resources involved in the change

Change Management Terminology

- Change: the addition, modification or removal of CIs
- Forward Schedule of Changes (FSC): schedule that contains details of all forthcoming changes.

Parameter	Metric	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Schedule Adherence	Schedule Adherence – Change	Total number of Changes Implemented by total number of changes planned for the month	Percentage	Monthly	>=95%
Change Management Efficiency	Successful Changes	Total number of Changes implemented successfully by total number of changes implemented	Percentage	Monthly	>=95%
Failed Changes	% changes rolled back	Total number of changed rolled back due to failure by total number of changes implemented successfully	Percentage	Monthly	<=5%

Deviation of every 1% from the benchmark will attract a penalty of 3% of the cost of monthly invoice (max up to 5% of monthly billing). Penalty will be calculated on a monthly basis post verification of change management details on monthly basis.

Penalty: If the estimated penalty amount for the month is less than or equal to 5% of the Monthly Billing, the estimated penalty amount will be deducted from Monthly Billing.

If the estimated penalty amount for the month is above 5% of the Monthly Billing, an amount equivalent of 5% will be deducted as penalty.

If the estimated penalty amount exceeds 5% for two consecutive months, an amount equivalent of 10% will be deducted for the second month.
In all other conditions – the maximum penalty applicable will be 5% of the monthly billing.

F. Compliance Management Terminology and Action from SOC Team

(Applicable for Audits / Configuration Audits / Vulnerability Assessment and Penetration Testing / Secure Network Architecture / Remote Assessment / Red Team Assessments / Monthly Security Advisories – CERT-in, NCIIPC, SEBI, NSDL, CDSL, PFRDA, IRDA and RBI etc. closures for the observations reported by them.)

- Compliance action: The addition, modification of changes.
- Forward Schedule of Changes (FSC): schedule that contains details of all forthcoming changes.
- Vulnerability Assessment and Penetration Testing reports (Internal and external) can be provided to SOC team on quarterly basis by respective internal and external vendors. Analysis and action taken to be completed on such VA/PT in the 1st month for "Critical" and "High" severity vulnerabilities. Post Medium severity vulnerabilities to be close in the 2nd month. All the "Low" Severity vulnerabilities to be close in 3rd month i.e. before initiating the confirmatory test for VA/PT from respective vendor.
- Internal and external audit related findings to be close on priority basis within a stipulated period provided by StockHolding.

Parameter	Metric	Metric Calculation	Unit of Measure	Reporting Frequency	Bench Mark
Schedule Adherence	Schedule Adherence – Change	Total number of Changes in compliance Implemented by total number of changes planned for the month.	Percentage	Monthly	>=95%
Changes in Compliance Management Efficiency	Successful Changes	Total number of Changes in compliance implemented successfully by total number of changes implemented.	Percentage	Monthly	>=95%
Failed Changes in	% changes rolled back	Total number of changed rolled back due to failure by total	Percentage	Monthly	<=5%

Compliance Management.		number of changes implemented successfully.			

Deviation of every 1% from the benchmark will attract a penalty of 3% of the cost of monthly invoice charges (max up to 5% of monthly billing). Penalty will be calculated on a monthly basis post verification of monthly compliance report.

Penalty: If the estimated penalty amount for the month is less than or equal to 5% of the Monthly Billing, the estimated penalty amount will be deducted from Monthly Billing.

If the estimated penalty amount for the month is above 5% of the Monthly Billing, an amount equivalent of 5% will be deducted as penalty.

If the estimated penalty amount exceeds 5% for two consecutive months, an amount equivalent of 10% will be deducted for the second month.

In all other conditions – the maximum penalty applicable will be 5% of the monthly billing.

G. Managed Detection and Response and Other Services:

Sl No	Service Area	Criticality	Service Level
1	24x7x365 days Security Log Monitoring Services of in scope Devices management and Arc sight (SIEM service)	• 24x7x365 monitoring of security events to detect all internal & external attacks and action on raise the alerts by MDR Team for any suspicious events Incident. • Initial response should be; **Initiated by SOC team after notification from MDR Team** a) Within 15 minutes for Critical (P0) and high priority (P1) incidents for all In-scope and other devices. b) Within 30 minutes for others (P2) priority incidents for all In-scope and other devices. • **Closure of raised alert. To be Closed after completing investigating by MDR Team** a) Within 30 Minutes for Critical priority (P0) events for all In-scope devices. Follow-ups for other devices not under control of SOC team, but	The penalty for breach of SLA will be as follows: - Very high and high priority alerts and notifications: 3% of monthly invoice value/ instance for in-scope devices. - Medium priority Alerts and notifications: 2% of monthly invoice value/ instance for in-scope devices. - Low priority Alerts and notifications: 1% of monthly invoice value/ instance for in-scope devices.

		follow-ups to be taken till closure by coordinating with respective team. b) Within 60 Minutes for High priority (P1) events for all In-scope devices. Follow-ups for other devices not under control of SOC team, but follow-ups to be taken till closure by coordinating with respective team. c) Within 90 minutes for Others (P2) priority events for all In-scope devices. Follow-ups for other devices not under control of SOC team, but follow-ups to be taken till closure by coordinating with respective team.	
2	Other Services	Agreed/customizable daily & **Monthly reports** should be submitted on next day prior 10:00AM and by 15th of subsequent month Respectively. • **Review of firewall rule base, IPS signatures of in-scope security devices** should be submitted to us on monthly basis or before 7thof the same month and needs to be completed the final action taken report by 30th of the subsequent month. • **Review of audit logs** should Be completed and after verification by StockHolding official, published on dashboard before 07th of the subsequent month on quarterly basis.	The penalty for breach of SLA will be as follows: - Very high and high priority alerts and notifications: 3% of monthly invoice value/ instance for in-scope devices. - Medium priority Alerts and notifications: 2% of monthly invoice value/ instance for in-scope devices. - Low priority Alerts and notifications: 1% of monthly invoice value/ instance for in-scope devices.
3	Anti-Malware and Anti Trojan scanning Services	• Alerts generated from monitoring and detection systems should be suitably investigated in order to determine activities that are to be performed to prevent expansion of such incident of cyber-attack or breach, mitigate its effect and eradicate the incident. • SOC team should have implement measures to prevent unauthorized access or copying or transmission of data / information held in contractual or fiduciary capacity. It	The penalty for breach of SLA will be as follows: -Alert within 15 minutes For code injection attempts and attacks: 1% of monthly invoice value / hour of delay for every Instance. Initial remedial response within 30 minutes with action plan on locking/ containment/ recovery: 2% of monthly invoice value / 2

		should be ensured that confidentiality of information is not compromised during the process of exchanging and transferring information to external parties. • The response and recovery plan of the SOC team should have plans for the timely restoration of systems affected by incidents of cyber-attacks or breaches • Any incident of loss or destruction of data or systems should be thoroughly analyzed and lessons learned from such incidents should be incorporated to strengthen the security mechanism and improve recovery planning and processes.	hours of delay for every Instance . - Resolution within 60 minutes: 2% of monthly invoice value / 2 hours of delay for every Instance
4	Security Intelligence	Advisories within 12 hours of vulnerability disclosure/global threat detection. Initiation & Resolution of remedial/ mitigatory measures to thwart such security vulnerabilities within 24 hours.	A delay of more than 24 hours will incur a penalty of 1% of monthly invoice value to be calculated on monthly basis for all the advisories reported in a month.
5	Periodic Review	The System Integrator is expected to conduct a monthly review meeting with StockHolding officials resulting in a report covering details about current SOC SLAs, status of operations, key threats and new threats identified, issues and challenges etc.	Monthly meeting to be conducted on or before the 25th (tentatively) of each month. A delay of more than three days will incur a penalty of 1% of monthly invoice value.

H. MANAGED DETECTION AND RESPONSE SERVICES

#	Activity	Description	SLA Target	SLA Threshold
1.	Platform **Availability** and Notification Systems SLA	SI will provide access to MDR platform and associated notification systems with the exception of "Scheduled Platform Maintenance". SLA for MDR Platform availability will be measured by the below formula:	99.9%	99.9%

#	Activity	Description	SLA Target	SLA Threshold
		(Number of Minutes in the month system is available) x 100 / (Total number of minutes in the month)		
2.	**Time to Notify** customer on a High Severity Incident post first level investigation	The MDR SOC Team will analyze alerts and create an Incident ticket for alerts that need action from the customer. Such incidents will also be notified via email. The SLA for notifying High Severity Incident Tickets post first level investigation is 30 minutes after the alert is detected in MDR platform. **SLA will be measured using formula:** (Number of High Severity Incident Tickets notified within 30 minutes in a month) x 100 / (Total number of High Severity Tickets notified in a month) SLA is applicable only for High severity incident tickets. **Definition**: High Security Incident(s) is an indication of breach or has high likely hood of leading to breach/cause business disruption/high impact on assets, user. Examples: Ransomware, Large scale malware outbreak, Successful Phishing campaign, Confidential data exfiltration	30 minutes	95%
3.	Time to provide **remediation assistance** to the customer on a High Severity Incident	For incidents that MDR SOC notifies, customer can contact SOC team for remediation assistance. The SLA to respond to such requests will be 60 minutes from time of request **SLA will be measured using formula:** (Number of Responses to High Severity Tickets Requests provided within 60	60 minutes	95%

#	Activity	Description	SLA Target	SLA Threshold
		minutes in a month) x 100 / (Total number of High Severity Tickets Requests in a month) SLA is applicable only for responses to High severity incident tickets		
4.	Time to respond to the customer for **Log data requests**	On customer request, MDR SOC will retrieve and share log files related to an incident The SLA for retrieving log files for up to last 30 days is 6 hours from time of request **SLA will be measured using formula:** (Number of Log requests responded within 6 hours in a quarter) x 100 / (Number of Log requests) SLA is applicable only for log requests for up to last 30 days. For log requests greater than 30 days, there is no SLA. The response time will be communicated post assessment of the request.	6 hours	95%
5.	Publish Monthly MDR SOC Operations Report	Monthly MDR SOC report will be delivered via email or stored in AIsaac platform every month, on or before the 10th business day. **SLA will be measured using formula:** Date of report delivery ≤10th business day This report will include a high-level summary information of SOC operations for the previous month	10th Business Day	No more than 3 business days delay in a Quarter

Reports

All automatic and manual reports generated through various devices / tools required to be analyse on Daily / Weekly and Monthly basis and after analysing reports should be provided to StockHolding.

S/N.	Activity	Reports	Frequency
1	Firewall Appliances	Top 10 Inbound Allowed Traffic by IP Destination Address and analysis done and action taken by System Integrator.	Daily
2		Top 10 Inbound Allowed Traffic by IP Destination. Port and analysis done and action taken by System Integrator.	Daily
3		Top 10 Inbound Denied Traffic by IP Destination Port and analysis done and action taken by System Integrator.	Daily
4		Top 10 Inbound Denied Traffic by IP Source Address and analysis done and action taken by System Integrator.	Daily
5		Top 10 Outbound Allowed Traffic by IP Destination Port and analysis done and action taken by System Integrator.	Daily
6		Top 10 Outbound Denied Traffic by IP Destination Address and analysis done and action taken by System Integrator.	Daily
7		Top 10 Outbound Denied Traffic by IP Destination Port and analysis done and action taken by System Integrator.	Daily
8		Top 10 Outbound Denied Traffic by IP Source Address and analysis done and action taken by System Integrator.	Daily
9		Top 10 Outbound Allowed Traffic by IP Source Address and analysis done and action taken by System Integrator.	Daily
10		Top 10 Inbound Denied Traffic by IP Destination Address and analysis done and action taken by System Integrator.	Daily
11	IPS Blade	Top 10 Events by Signature and analysis done and action taken by System Integrator.	Daily
12		Top 10 Inbound Events by IP Destination Address and analysis done and action taken by System Integrator.	Daily
13		Top 10 Inbound Events by IP Destination Port and analysis done and action taken by System Integrator.	Daily
14		Top 10 Inbound Events by IP Source Address and analysis done and action taken by System Integrator.	Daily
15		Top 10 Outbound Events by IP Destination Address and analysis done and action taken by System Integrator.	Daily
16		Top 10 Outbound Events by IP Destination Port and analysis done and action taken by System Integrator.	Daily
17		Top 10 Outbound Events by IP Source Address and analysis done and action taken by System Integrator.	Daily
18	Cisco FMC and FPD appliance.	Top 20 Accepted Events by Destination Address and analysis done and action taken by System Integrator.	Daily
19		Top 20 Accepted Events by Destination Port and analysis done and action taken by System Integrator.	Daily

20		Top 20 denied Events by Destination Address and analysis done and action taken by System Integrator.	Daily
21		Top 20 denied Events by Destination port and analysis done and action taken by System Integrator.	Daily
22	Proxy + URL filtering	Spyware Activity Summary and analysis done and action taken by System Integrator.	Daily
23		Top Sites by Bandwidth and analysis done and action taken by System Integrator.	Daily
24		Top Sites by Browse Time and analysis done and action taken by System Integrator.	Daily
25		Top Users by Bandwidth and analysis done and action taken by System Integrator.	Daily
26		Top Users by Browse Time and analysis done and action taken by System Integrator.	Daily
27	Antivirus Reports	Daily Antivirus Outdated client list Report and analysis done and action taken by System Integrator.	Daily
28		Weekly Antivirus Outdated client list Report and analysis done and action taken by System Integrator.	Weekly
29		Systems without Antivirus connected in network and shared report to IT SPOC.	Daily
30		Monthly Antivirus outdated client list report along with Analysis	Monthly
31	Real Time reporting – Alerts view security	Denied Inbound / Outbound connection. (At the end of the day) and analysis done and action taken by System Integrator.	Real Time
32		Severity Summary (At the end of the day) and analysis done and action taken by System Integrator.	Real Time
33		Top Intruders (At the end of the day) and analysis done and action taken by System Integrator.	Real Time
34		Top Attacks (At the end of the day) and analysis done and action taken by System Integrator.	Real Time
35		Suspected Security Issues. (At the end of the day) and analysis done and action taken by System Integrator.	Real Time
36		Attack Identification report. (At the end of the day) and analysis done and action taken by System Integrator.	Real Time
37	ILL Link Testing Report	Speed Test report to test ILL link Bandwidth	Weekly basis
38	MDR Monthly Review Report	Monthly SIEM tickets review with validation and closure comments.	Monthly Basis.
39	Active Directory and SCCM Reports	AD Computer Disable and Deletion, AD user Disable and Deletion.	Weekly Report

40	Other Reports	Vulnerability Assessment / PT Services. (Internal Security Assessment Services.) and analysis done and action taken by System Integrator.	Half-yearly Analysis and Reports.
41		Vulnerability Assessment / PT Services. (External Security Assessment Services. – Through Vendors office) and analysis done and action taken by System Integrator.	Half-yearly Analysis and Reports.
42	Daily Operational Calls Summary	Daily Operational calls – Completed / Ongoing / Pending to submit at the end of the day to StockHolding.	Daily
43	Monthly Compliance Report	Adherences to regulatory and certifications (e.g. SEBI, ISO27001:2022, SOC 2 Type 2 Report, Cert-In etc.) SOC Services opted and the commitment to effective network security.	Monthly
44	VA / PT Report	Vulnerability- Action Taken Report	Half Yearly
45	Process Reviews	Yearly and as on need basis.	Yearly and as on need basis.
46	Tactical Review	Project Feedback / SLA Review.	Quarterly.
47		Escalations and Service Improvements.	Quarterly.
48	Operational Review	Activity Review and deadline tracking.	Monthly.
49		Technical and Resource Issues.	Monthly

Contract Duration

a. Successful bidder shall enter into contract for the period of 02 (two) years with one year as extension with StockHolding.
b. Year 2 SOC Management price will have maximum escalation upto 10% on Year 1 SOC Management price.
c. StockHolding may choose to extend the contract period for another 1 year with the maximum escalation upto 10% on Year 2 Price for the selected bidder.

Terms and Conditions

A. Payment:

a. One-time Implementation Cost– 100% payment after successful completion.
b. SOC Operation / Management Payment - Monthly payment on completion of deliverables & on submission of invoice.
c. Applicable penalty will / may be recovered from the monthly payment.
d. Applicable TDS and/or CESS will be recovered (deducted) from the payment.
e. First monthly Payment will be released only after signing of Integrity Pact and Non-Disclosure Agreement.

f. Payments will be released only after submission and verification of the required Bank Guarantee (BG). No payment will be made to successful bidder, until the BG verification is done.

B. Taxes & levies:

a. Applicable GST payable at actual as per prevailing rate of taxes as per Government notification
b. In case of tax exemption or lower TDS; Bidder has to submit letter from Government Authority for tax exemption or lower TDS (to be submitted along with each of the invoice(s) (c) Applicable TDS will be deducted from payment(s).

C. Bidder to abide by labour laws, human rights and regulations in their regions of business. Bidder to adhere to laws addressing child, forced or trafficked labour

Refund of Earnest Money Deposit (EMD):

a. EMD will be refunded through NEFT to the successful bidder on providing (a) an acceptance confirmation against the PO issued by StockHolding and (b) submission of Performance Bank Guarantee wherever applicable and should be valid for 30 days beyond the contract period.
b. In case of unsuccessful bidders, the EMD will be refunded to them through NEFT within 15 days after selection of successful bidder subject to internal approval of StockHolding.

Performance Bank Guarantee (PBG):

Successful Bidder shall, at own expense, deposit with the *StockHolding*, within seven (7) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% (Five per cent) of the Contract Value from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period. No payment will be due to the successful bidder based on performance, until the BG verification is pending.

Bank Guarantee may be discharged / returned by *StockHolding* upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Bank Guarantee. *StockHolding* reserves the right to invoke the BG in the event of non-performance by the successful bidder.

Penalty Clause

a. *StockHolding* may choose to impose penalty on monthly invoices submitted by vendor.
b. *StockHolding* reserves the right to invoke the Bank Guarantee in case of any breach of SLA, problem resolution or other commitments.

Force Majeure

The Bidder will not be held responsible for breach of executing any obligation or delay in executing any obligations during below given circumstances / conditions:

a. War, Riots, Strike, Fire, Flood, Earthquake, Storm, Pandemic breakout, Power failure, Theft etc.

b. Any Governmental priorities (Necessary proof for validation viz. Govt. Gazette notifications, Leading Newspaper reports, etc. should be made available) (c) Sabotage or omission of StockHolding

Dispute Resolution

In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavour to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the Bidder complies with above-mentioned clause

Right to alter RFP

a. StockHolding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
b. StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that StockHolding's decision in this regard will be final and binding on all bidders.

Integrity Pact

The Bidder will have to enter in to an Integrity Pact with StockHolding. The format (text) for the Integrity Pact is provided as Annexure-5. The successful Bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the successful Bidder.

Non-Disclosure Agreement (NDA)

The successful Bidder will sign a Non-Disclosure Agreement (NDA) with StockHolding for the contract period. The draft text of the NDA will have to be approved by legal department of StockHolding.

Indemnify

The Bidder should hereby indemnify, protect and save StockHolding against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the Bidder. Any publicity by Bidder in which name of StockHolding is used should be done only with the explicit permission of StockHolding.

Subcontracting

As per scope of this RFP, sub-contracting is not permitted. The bidder shall not assign or sub-contract the assignment or any part thereof to any other person/firm.

Termination Clause

StockHolding reserves right to terminate the contract by giving 30 days prior written notice in advance –

a) If penalty amount is equal to or more than 10% of monthly invoice value for 3 months in a particular year;

b) If at any point of time, the services of bidders are found to be non-satisfactory;

After termination of contract with L1 bidder due to above reasons or any deemed to be fit for cancellation, StockHolding reserves the right to award the contract to L2 Bidder at same applicable L1 price and at the same terms and conditions for the remaining term of the contract to ensure business continuity.

ANNEXURE - 1 - Details of Bidder's Profile

(To be submitted along with technical bid on Company letter head)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl. No	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Company PAN no		
5	Company GSTN no. (please attach annexures for all states)		
6	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai(if any)		
7	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID		
8	Years of experience of Managing more than 500 network devices		
9	**Financial parameters**		
	Business Results (last three years)	Annual Turnover	Profit
		(Rs. in Crores)	(Rs. in Crores)
	2020-21		
	2021-22		
	2022-23		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(Mention the above Amount in INR only)	

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of 2024

(Signature)

(In the capacity of)

ANNEXURE - 2 – Eligibility Criteria

To be submitted as part of Technical Bid

SI.	Criteria	Documents to be submitted by Bidder
1	The bidder should be a company registered under Indian Companies Act, 1956 or a Partnership Firm registered under Indian Partnership Act, 1932 with experience of managing SOC services and Network-Security device management for the period of 7 years before RFP date.	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory along with supporting documents for SOC related PO.
2	Should have an annual turnover of at least Rs. 12 Crores per annum for last 03 (three) financial years (2020-21, 2021-22 and 2022-23). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover for last three financial years.
3	Bidder should be in Net Profit in the last 03 (three) audited financial years	Certificate from CA mentioning profit/loss for the past three financial years.
4	The bidder should have executed or managed from customer premise, during last 05 (five) years with any one of the following: • 01 (one) SOC contract with network-security device management from customer premises having value not less than INR 2.4 Crores for any Corporate entity in India OR • 02 (two) SOC contract with network-security device management from customer premises having value not less than INR 1.5 Crores each for any Corporate entity in India • OR • Three SOC contract with network-security device management from customer premises having value not less than INR 1.2 Crores each for any Corporate entity in India	Copy of Purchase Order /Completion certificate with Customer Name and Address, Contact Person, Telephone Nos. Fax and e-mail Address and customer reference to be provided

5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 3 years from the RFP date.	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
6	The bidder must possess at the time of bidding, following valid certifications: • ISO 9001:2008 or latest/ISO 20000 and • ISO 27001:2013 or latest and	Relevant valid ISO Certificates
7	The bidder Company should have at-least 15 valid qualified Information Security / Cyber Security professionals (CISA or CISM or CISSP or CEH or ISO/IEC 27001:2013 or latest certified lead auditors) in their payroll.	Declaration from HR Manager or authorized signatory on company letter head
8	Bidder shall have their own Security Operation Center situated in India with a ISO 27001 certification compliance for last 5 years as on RFP date	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory with ISO Certificate
9	Bidder should not be existing System Integrator for Network Infrastructure (NOC Services) and/or Cyber Security Consultant or Auditor for StockHolding to avoid conflict of interest	Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory
10	Bidder/ need to certify that they have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. Bidder also to certify that bidder and OEM are not from such a country or if from a country, has been registered with competent authority.	Self-declaration from bidder on their letter head duly signed by authorized signatory
11	Bidder should have Support office at Maharashtra.	Bidder to provide office address along with GST details.
12	Bidder to provide undertaking that no penalties, amounting to up to 5% of the contract value per year, have been imposed in the last 03 (three) years by any of its client(s).	Self-declaration from bidder on their letter head duly signed by authorized signatory

13	SIEM solution provided by bidder shall be in Gartner/Forrester Leaders Quadrant since last 03 (three) years viz. 2021, 2022 & 2023	Gartner's Report on SIEM Technology for the respective years

Eligibility Criteria (For On-site Manpower Assignment) – **Total 11 nos.**

(A)	Resource Type	Qualification	Experience	Certification Required
1	Project Manager (1 no.) – Mumbai Location	Should be Degree qualified Engineer with Certified Information Security Manager (CISM) / CISSP	Minimum 05 (Five) years of experience in IT Network Security. Minimum 03 of years of experience as Project Manager in Infrastructure Security domain.	• Degree Certificate • Valid CISM / CISSP Certification • Experience Certificates
2	Team Leader (1 no.) – Mumbai Location	Should be Degree qualified Engineer with Certified Information Security Manager (CISM) / CISSP	Minimum 05 (Five) years of experience in Information Security domain	• Degree Certificate • Valid CISM / CISSP Certification • Experience Certificates
3	Security Consultants (6 nos.) – Mumbai Location	Should be Degree qualified Engineer with Certified Ethical Hacker (CEH) and Certified in Cyber Security (CC) and /or Any SIEM / Firewall / ADC / EDR-XDR OEM certified.	Minimum 03 (Three) years of experience in IT Security and Networking. Working as Analyst – Infrastructure Security	• Degree Certificate • Relevant Certifications • Experience Certificates
4	Security Consultants for Active Directory (2 nos.) – Mumbai Location	Should be Degree qualified Engineer. For Active-Directory Consultants: Microsoft Certified IT Professional (MCITP)	Minimum 05 (Five) years of experience in Active Directory and SCCM Management	• Degree/Diploma Certificate • Valid MCITP Certification • Experience Certificates
5	Security Consultants (1 no.) – Bangalore Location	Should be Degree qualified Engineer with Certified Ethical Hacker (CEH) and Certified in Cyber Security (CC) and /or Any	Minimum 03 (Three) years of experience in IT Security and Networking. Working as Analyst – Infrastructure Security	• Degree Certificate • Relevant Certifications • Experience Certificates

		SIEM / Firewall / ADC / EDR-XDR OEM certified.		
(B)	**Criteria**		**Documents to be submitted by successful bidder**	
1	Proposed resources must be on the Payroll of bidder (out-sourcing staff not allowed)		▪ Last 3 Months Payslips / Appointment letter of present organization ▪ Resume of the resources proposed	

Note:

a. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP
b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
c. Bidder response should be complete, Yes/No answer is not acceptable.
d. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of 2024
(Signature)

(In the capacity of)
Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

ANNEXURE – 3 – Technical Bid

Sl. No	Parameter	Scores	Qualifying Scores	Max Scores
C. BASED ON EXPERIENCE, TURNOVER & RESOURCE STRENGTH (60 MARKS)				
1	Average annual turnover of the bidder during last 03 (three) years i.e. 2020-21, 2021-22, and 2022-23	• 16 Crores >= 40 Crores : 10 Marks • >40 Crore but <= INR 80 Crore : 12 Marks • More than INR 80 crore : 15 Marks	10	15
2	Projects of SOC implementation and/or managing SOC (onsite/from customer premises) of value more than Rs. 1.2 Crores each during last 05 (five) years in India	• 3 Projects – 10 Marks • 4-5 Projects – 12 Marks • More than 5 Projects – 15 Marks	10	15
3	The number of professional staff in the area of Information Security (CISA/CISM/CISSP/CEH/ISO 27001 certified) certified person on bidder Payroll. Bidder will provide a list of staff signed by authorized signatory on their letter head which will include Name, Qualification, designation, No of year of Experience, Certification, Date of Issue of Certificate and Date of Expiry of Certificate etc.	• Atleast 15 nos. Certified person – 7 Marks • 15-40 Certified persons – 10 Marks • More than 41 Certified persons – 15 Marks	7	15
4	Bidder having a ISO 27001 Certified SOC functional in India as on RFP date	• 5 Years : 10 marks • More than 5 Years - <= 10 Years : 12 Marks • More than 10 Years : 15 Marks	10	15
D. BASED ON PROPOSED SOLUTION, APPROACH & PRESENTATION (40 MARKS)				
5	The proposed SIEM Solution should allow for customization to meet StockHolding's unique requirements	Marks will be given based on number of flexible and customizable features	7	10

6	Proposed team structure and experience	Marks will be awarded as per the resource Experience, Certification proposed for the project.	7	10
7	Bidder's technical presentation	• Understanding of the Project requirements • Bidder's SOC Capabilities • Relevant Experience • Proposed Solution for StockHolding • Approach and Methodology • Resource Deployment Plan • Proposed Project Manager / Team lead / resources experience & skillset • SLA Management Framework	14	20

Note:

a. Letter of Authorization shall be issued by either Managing Director having related Power of Attorney issued in his favour or a Director of the Board for submission of Response to RFP
b. All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
c. Bidder response should be complete, Yes/No answer is not acceptable.
d. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of 2024
(Signature)

(In the capacity of)
Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

ANNEXURE - 4 - Commercial Price Bid Format

Commercial Price Bid Format

#	Particulars	1st Year Cost (₹)	2nd Year Cost (₹)
1	One-time Implementation Cost		
2	Management of Security Operation Centre (SOC)		
3	Total Cost		
4	GST Charges		
5	Total Cost with GST		
	Grand Total with GST		

Notes:

a Price to be quoted is for initial contract period of 02 (two) years including GST while uploading financial bids on GeM portal.

b StockHolding reserves the right to negotiate with L1 bidder.

c Contract will be awarded to bidder with highest technical score in case of multiple L1 bidders.

d Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly. Please note that any Commercial Offer, which is conditional and / or qualified or subjected to suggestions, will also be summarily rejected. This offer shall not contain any deviation in terms & conditions or any specifications, if so such an offer will also be summarily rejected.

e All payments will be made in INR.

f Year 2 SOC Management price will have maximum escalation upto 10% on Year 1 SOC Management price.

g StockHolding may choose to extend the contract period for another 1 year with the maximum escalation upto 10% on Year 2 Price for the selected bidder.

ANNEXURE - 5 – Integrity Pact

(To be executed on plain paper and submitted only by the successful bidder)

(_____ Name of the Department / Office) RFP No._____ for_____

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on _____ day of the _____, between, on one hand, StockHolding ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. B R Ambedkar Road, Parel, Mumbai – 400012 , acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part **And** M/s._____ _____(with complete address and contact details)represented by Shri _____ (i.e. Bidders hereinafter called the **`Counter Party'**) which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL/Owner values full compliance with all relevant laws of the land, rules, regulations economic use of resources and of fairness/transparency in its relation with Bidder(s) /Contractor(s)/Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM) to monitor the Tender (RFP) process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/ Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India. **NOW THEREFORE**, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to "- Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows**:**

I. Commitment of the Principal / Buyer

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender (RFP) or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.

b) The Principal/Owner will, during the Tender (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) Process, provide to all Bidder(s) / Counter Party (ies) the same information and will not provide to any Bidder(s)/Counter Party (ies) confidential / additional information through which the Bidder(s)/Counter Party (ies) could obtain an advantage in relation to the Tender (RFP) Process or the Contract execution.

c) The Principal / Owner shall endeavor to exclude from the Tender (RFP) process any person, whose conduct in the past been of biased nature.

2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / StockHolding will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

II. Commitments of Counter Parties/Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender (RFP) Process and during the Contract execution.
2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / StockHolding or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the

Principal / StockHolding for forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Principal / StockHolding.

4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.
6. The Bidder / Counter Party has to further confirm and declare to the Principal / StockHolding that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / StockHolding or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to the be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Eligibility Criteria, as given at **Annexure**. If bids are invited through a Consultant a Declaration has to be submitted along with the Eligibility Criteria as given at **Annexure**.
8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of StockHolding /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.
10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / StockHolding as part of the business relationship, regarding plans, proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.
12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / StockHolding, or alternatively, if any relative of an official / employee of Principal / StockHolding has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender (RFP).

15. The term `relative" for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / StockHolding
17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender (RFP) Process.
18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender (RFP) process or the contract, if already awarded, can be terminated for such reason.

III. Disqualification from Tender (RFP) Process and exclusion from Future Contracts

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / StockHolding is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender (RFP) Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / StockHolding. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / StockHolding.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / StockHolding's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / StockHolding may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / StockHolding.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ StockHolding may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

IV. Consequences of Breach Without prejudice to any rights that may be available to the Principal / StockHolding / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / StockHolding / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / StockHolding / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender (RFP) Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / StockHolding / Owner apart from exercising any legal rights that may have accrued to the Principal / StockHolding / Owner, may in its considered

opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.

2. Criminal Liability: If the Principal / Owner / StockHolding obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / StockHolding has substantive suspicion in this regard, the Principal /
StockHolding / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

IV. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties

1. The Bidder(s) / Contractor(s) / Counter Party (ies) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor / Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-contractors / sub-bidders.
2. The Principal / StockHolding / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
3. The Principal / StockHolding / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / StockHolding and the Bidder/Counter Parties, along with the Tender (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

VI. Independent External Monitor (IEM)

1. The Principal / Owner / StockHolding has appointed competent and credible Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, StockHolding Ltd.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender (RFP) documentation related papers / files of the Principal / StockHolding / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor"s Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Sub-Contractors / Counter Party (ies) with confidentiality.
4. In case of tender (RFP)s having value of 5 crore or more, the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) Process.

5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner /StockHolding and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit nonbinding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, StockHolding. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / StockHolding and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, StockHolding Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO&MD, StockHolding has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer.
8. The word `IEM" would include both singular and plural.

VII. Duration of the Integrity Pact (IP)

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded. If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD StockHolding

VIII. Other Provisions

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the StockHolding /Principal / Owner who has floated the Tender (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.
3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / StockHolding in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

IX. Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agrees that this Pact will have precedence over the Tender

(RFP) / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITHNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses:-

---

(For and on behalf of Principal / Owner / StockHolding

(For and on behalf of Bidder / Counter Party / Contractor)

WITNESSES:

1._____ (Signature, name and address)

2._____ (Signature, name and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the past part of the Agreement.

ANNEXURE - 6 - Covering Letter on bidder's Letterhead of Integrity Pact

To,

---------- ----------

Sub: RFP REF NO: IT-10/2023-24 dated 16-Feb-2024 for Selection of System Integrator for managing On-Site Security Operation Centre (SOC) for Stockholding

Dear Sir,

DECLARATION

Stock Holding Corporation of India Limited (StockHolding) hereby declares that StockHolding has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. ---------- Dated ---------- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender (RFP) documents, failing which the tender (RFP)er / bidder will stand disqualified from the tender (RFP)ing process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the StockHolding

Yours faithfully,

For and on behalf of StockHolding Corporation of India Limited
(Authorized Signatory)

ANNEXURE – 7 – Compliance Statement
(To be submitted on Company Letter Head)

RFP REF NO: IT-10/2023-24 dated 16-Feb-2024 for Selection of System Integrator for managing On-Site Security Operation Centre (SOC) for Stockholding

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the StockHolding. We also agree that the StockHolding reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Sr. No.	Item / Clause of the RFP	Compliance (Yes / No)	Remarks/Deviations (if any)
1	Objective of the RFP		
2	Scope of Work		
3	Eligibility Criteria		
4	Service Level Agreement (SLA) / Scope of Work		
5	Non-Disclosure Agreement		
6	Payment Terms		
7	Bid Validity		
8	Integrity Pact		
9	All General & Other Terms & Conditions in the RFP		
10	Requirement		

(If Remarks/Deviations column is left blank it will be construed that there is no deviation from the specifications given above)

Date: Signature with seal

Name & Designation:

ANNEXURE – 8 – Format of Bank Guarantee

This Bank Guarantee is executed by the ---------- (Bank name) a Banking Company incorporated under the Companies Act, 1956 and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its head office at ---------- and branch office at _____(hereinafter referred to as the "Bank", which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) and Branch office at _____ in favour of Stock Holding Corporation of India Limited, a Company incorporated under the Companies Act, 1956 and having its Registered Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 (hereinafter referred to as "StockHolding", which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) at the request of _____, a Company incorporated under the Companies Act, 1956 and having its Registered Office at (hereinafter referred to as the "Service Provider", which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns).

Whereas

A. StockHolding has, pursuant to the Tender No. _____, issued the Purchase Order dated _____ to the Service Provider for providing _____
B. In terms of the said Tender, the Service Provider has agreed to furnish to StockHolding, a Bank guarantee for Rs. _____ /- (Rupees _____ only) till _____ (date).
C. The Bank has, at the request of the Service Provider**,** agreed to give this guarantee as under.

NOW IN CONSIDERATION OF THE FOREGOING:

1. We, the Bank, at the request the Service Provider, do hereby unconditionally provide this guarantee to StockHolding as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to StockHolding for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider, under the said Tender / Purchase Order.

2. We, the Bank, hereby guarantee and undertake to pay StockHolding up to a total amount of Rs. _____/- (Rupees _____ only) under this guarantee, upon first written demand of StockHolding and without any demur, protest and without any reference to the Service Provider**.**
3. Any such demand made by StockHolding shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any court, Tribunal, or any other authority and/ or any other matter or thing whatsoever as the liability of the Bank under these presents being absolute and unequivocal.
4. We, the Bank, agree that StockHolding shall have the fullest liberty without consent of the Bank to vary the terms of the said Tender/ Purchase Order or to postpone for any time or time to time exercise of any powers vested in StockHolding against the Service

Provider and to forbear or enforce any of the Terms & Conditions relating to the said Tender / Purchase Order and the Bank shall not be relieved from its liability by the reason of any such variation, or extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.

5. We, the Bank, agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.
6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or StockHolding.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:

1. The liability of the bank under this guarantee is restricted to a sum of Rs. _____/- (Rupees _____ only).
2. This Bank Guarantee will be valid for a period up to _____ (date).
3. A written claim or demand for payment under this Bank Guarantee on or before _____ (date) is the only condition precedent for payment of part/full sum under this guarantee.

For Issuing Bank

Name of Issuing Authority:

Designation of Issuing Authority:

Employee Code:

Contact Number:

Email ID: