

Responses to PREBID held on 18-DEC-2020 for RFP NO: IT-04/2020-2021

Eligibility Criteria

SN	Description	Existing Clause	Ammended Clause
1	Criteria no 6	The System Integrator should have in minimum 3 BFSI customers in India who are using SOC services from the System Integrator for at least last 5 years	The System Integrator should have in minimum 3 BFSI customers in India who are using SOC services from the System Integrator over last 3 years
2	Criteria no 7	System Integrator should be providing NGSOC services to 3 BFSI Customers using proposed SIEM solution which leverages Big Data analytical platform that is capable of detecting anomalies in the network over and above rule/ use case-based technologies can detect.	System Integrator should be providing NGSOC services to 3 BFSI Customers using a SIEM solution which leverages Big Data analytical platform that is capable of detecting anomalies in the network over and above rule/ use case-based technologies can detect.
3	Criteria no 8	The System Integrator's SOC service should be recognized by leading analyst's like Gartner in their market guide for last three years	The System Integrator's SOC service should be recognized by leading analyst's like Gartner/Forrester/IDC in their market guide during any of last three years

4	Criteria no 11	The System Integrator Company should have at-least 100 qualified Information Security / Cyber Security Professionals (DISA/CISA/CISSP/CISM/CDAC/CEH/ITIL/PMP/ISO 27001/CCSA certified) in their payroll.	The System Integrator Company should have at-least 100 qualified Information Security / Cyber Security Professional (DISA/CISA/CISSP/CISM/CDAC/CEH/ITIL/PMP/ISO 27001/CCSA/OEM Trained/OEM Certified) in their payroll
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RFP document details

	Description	Existing Clause	Amended Clause
1	Date of submission of online technical bids	27-DEC-2020 23:30Hrs	12-JAN-2021 23:30Hrs
2	Date of Technical opening	28-DEC-2020 onwards	13-JAN-2021 onwards
3	Date of Technical prsesntation	31-DEC-2020 to 04-JAN-2021	18-JAN-2021 to 19-JAN-2021
4	Date of Commercial bid submission	06-01-2021	21-01-2021
5	Date of Intimation of Qualification status	07-01-2021	22-01-2021
6	Date of Online commercial bid opening	08-01-2021	23-01-2021

Technical eligibility criteria

	Description	Existing Clause	Amended Clause
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<p>Evaluation parameter 1</p>	<p>System Integrators no. of Years of experience in providing Managed Security Services(MSS) along with Security Operation Centre (SOC) services (As on 31st March 2020) The marks to be awarded as per the credentials submitted in respect of clients serviced in India:</p> <p>20 Marks for 15 years and above. 15 Marks for 12 years and above. 10 Marks for 10 years and above.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria.</p>	<p>System Integrators no. of Years of experience in providing Managed Security Services(MSS) along with Security Operation Centre (SOC) services (As on 31st March 2020) The marks to be awarded as per the credentials submitted in respect of clients serviced in India:</p> <p>20 Marks for 15 years and above. 15 Marks for 12 years and above. 10 Marks for 10 years and above.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria/Self declartion document should cover the entire details of purchase order to validate the scope of manage security services along with SOC Services and customer refencences details.</p>
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<p>Evaluation parameter 2</p>	<p>System Integrators no. of Years of experience in providing Managed Security Services(MSS) along with Security Operation Centre (SOC) services (As on 31st March 2020) The marks to be awarded as per the credentials submitted in respect of clients serviced in India:</p> <p>20 Marks for 15 years and above. 15 Marks for 12 years and above. 10 Marks for 10 years and above.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria.</p>	<p>System Integrators no. of Years of experience in providing Managed Security Services(MSS) along with Security Operation Centre (SOC) services (As on 31st March 2020) The marks to be awarded as per the credentials submitted in respect of clients serviced in India:</p> <p>20 Marks for 15 years and above. 15 Marks for 12 years and above. 10 Marks for 10 years and above.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria/ /Self declartion document should cover the entire details of purchase order to validate the scope of manage security services along with SOC Services and customer refencences details.</p>
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<p>Evaluation parameter 3</p>	<p>The System Integrator's experience in providing Managed Security Services (MSS) along with Security Operation Centre (SOC) services in India to BFSI/PSUs in India. (As on 31st March 2020)</p> <p>The marks to be awarded as per the credentials submitted in respect of BFSI/PSUs serviced:</p> <p>20 Marks for 5 BFSI/PSUs or above.</p> <p>15 Marks for 4 BFSI/PSUs.</p> <p>10 Marks for 3 BFSI/PSUs.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria.</p>	<p>The System Integrator's experience in providing Managed Security Services (MSS) along with Security Operation Centre (SOC) services in India to BFSI/PSUs in India. (As on 31st March 2020)</p> <p>The marks to be awarded as per the credentials submitted in respect of BFSI/PSUs serviced:</p> <p>20 Marks for 5 BFSI/PSUs or above.</p> <p>15 Marks for 4 BFSI/PSUs.</p> <p>10 Marks for 3 BFSI/PSUs.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria/Self declaration document should cover the entire details of purchase order to validate the scope of manage security services and customer references details.</p>
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<p>Evaluation Parameter 3</p>	<p>No. of BFSI/PSUs where the proposed SIEM solution should have been providing SOC services in India during the last three years (As on 31st March 2020)</p> <p>The marks to be awarded as per the credentials submitted in respect of BFSI/PSUs serviced:</p> <p>20 Marks for 5 BFSI/PSUs or above.</p> <p>15 Marks for 4 BFSI/PSUs.</p> <p>10 Marks for 3 BFSI/PSUs.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria.</p>	<p>No. of BFSI/PSUs where the SIEM solution should have been providing SOC services in India during the last three years (As on 31st March 2020)</p> <p>The marks to be awarded as per the credentials submitted in respect of BFSI/PSUs serviced:</p> <p>20 Marks for 5 BFSI/PSUs or above.</p> <p>15 Marks for 4 BFSI/PSUs.</p> <p>10 Marks for 3 BFSI/PSUs.</p> <p>Please provide relative document like PO copies of the customers serviced fulfilling the mentioned criteria/Self declaration document should cover the entire details of purchase order to validate the scope of manage security services along with SOC Services and customer references details.</p>
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Evaluation parameter 4	<p>The System Integrator's inclusion in the Gartner or Forrester reports on Managed Security Services (MSS) or Managed Detection & Response Services (MDR) specifically in past 3 years (2020, 2019 & 2018)</p> <p>The marks to be awarded as per the credentials submitted in respect of no. of years:</p> <p>20 marks for inclusion in both Gartner & Forrester.</p> <p>15 marks for only 1 analyst recognition.</p> <p>10 marks for only 1-year recognition.</p> <p>Please provide relative document of the Gartner or Forrester reports fulfilling the mentioned criteria</p>	<p>The System Integrator's inclusion in the Gartner or Forrester or IDC reports on Managed Security Services (MSS) or Managed Detection & Response Services (MDR) in past 3 years (2020, 2019 & 2018)</p> <p>The marks to be awarded as per the credentials submitted in respect of no. of years:</p> <p>20 marks for inclusion in 3 or more analyst recognition.</p> <p>15 marks for only 2 analyst recognition.</p> <p>10 marks for only 1-analyst recognition.</p> <p>Please provide relative document of the Gartner or Forrester or IDC reports fulfilling the mentioned criteria of Managed Security Services (MSS) or Managed Detection & Response Services (MDR) specifically in past 3 years (2020, 2019 & 2018)</p>
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Other Clauses

Description	Existing Clause	Amended Clause
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<p>Page 55 3(d)</p>	<p>The System Integrator shall be solely responsible either for any injury, damage, accident to the workman employed by the System Integrator for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its deployed resources.</p>	<p>The System Integrator shall be solely responsible for any third party claim arising due to any personal injury, damage to tangible property, accident to the workman employed by the system integrator as a result of negligence/willful misconduct of its deployed resources.</p>
<p>Page 54</p>	<p>StockHolding reserves the right to terminate this Agreement by giving 3 months' notice, if it is not satisfied with the Services. Reasonable number of incidents of the non-performance of the obligations by as per this Agreement will be provided before the termination notice is served on the. In case of termination, payments due till the date of termination only would be paid. Balance payment for remaining Agreement Term will not be paid to the System Integrator</p>	<p>StockHolding will provide system integrator 30 days notice period to cure the defect if system integratore fails to cure defect within notice period,StockHolding reserves the right to terminate this Agreement by giving 3 months' notice, if it is not satisfied with the Services. Reasonable number of incidents of the non-performance of the obligations by as per this Agreement will be provided before the termination notice is served on the. In case of termination, payments due till the date of termination only would be paid. Balance payment for remaining Agreement Term will not be paid to the System Integrator</p>

Page 55 3c.	The System Integrator shall fulfil all statutory requirements as described by the law and Government notices. The System Integrator 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	Clause removed
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Note: All other terms and conditions, clauses, annexures and details will be as per RFP reference number: IT-04/2020-21 dated 14/12/2020