

Addendum with Pre-bid queries responses dated 05.07.2024

Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP: Selection of Service Provider for Centralized Log Management Solution (CLMS) for a period of 5 years BID NO: GEM/2024/B/4971045 dated 22.05.2024

Clause in RFP

| S. No. | Clause in RFP | Clarifications/ Changes made |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>[A] Important Dates:</p> <p>A.4. Last Date for Submission of RFP Response (Closing Date): 03:00 PM on 6th July, 2024</p> <p>A.5. Eligibility Cum Technical Bid Opening Date: 3:30 PM on 6th July, 2024</p> | <p>[A] Important Dates:</p> <p>A.4. Last Date for Submission of RFP Response (Closing Date): 03:00 PM on 12th July, 2024</p> <p>A.5. Eligibility Cum Technical Bid Opening Date: 3:30 PM on 12th July, 2024</p> |

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| Annexure 2 – Evaluation Terms | | |
| A. Eligibility Cum Technical Bid Evaluation. | | |
| 1. | <p>D.1 Experience & Support Infrastructure The Bidder /OSD should submit at least two Indian references of proposed solution deployment in Commercial Banks / Financial Institutions / Govt. & Private Organizations. Out of the 2 references, at least one reference with integration capability of minimum 1000 devices.</p> | <p>D.1 Experience & Support Infrastructure The Bidder / OSD through its partners should submit at least two Indian / Global references of proposed solution with at least Log Storage and Log Retrieval modules implemented in Commercial Banks / Financial Institutions / Govt. & Private Organizations. Out of the 2 references, at least one should have reference with integration capability of minimum 1000 devices.</p> |
| Annexure 12 – Project Details - Scope of Work | | |
| 1 | <p>Delivery ----- ----- Any deliverable has not been supplied/implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of the Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation of the Solution beyond due</p> | <p>Delivery ----- ----- Any deliverable has not been supplied/implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank of Baroda @ 0.5% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation of the Solution beyond due date of delivery, to a maximum of 5% of the total purchase order</p> |

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| | <p>date of delivery, to a maximum of 5% of the overall Contract value inclusive of all taxes, duties, levies etc. beyond that Bank of Baroda reserves the right to cancel the contract. The charges will be deducted from the payouts of Contract value.</p> <p>-----</p> <p>-----</p> | <p>value inclusive of all taxes, duties, levies etc. beyond that Bank of Baroda reserves the right to cancel the contract. The charges will be deducted from the payouts of Contract value.</p> <p>-----</p> <p>-----</p> |
| 2 | <p>4. Log Correlation: The solution must aggregate, normalize, correlate and analyze event log data from the myriad of devices within your infrastructure. It must filter out; compress events based on event correlation and present the co-related events to the system for reporting. The solution must be in a position to fetch the data from the real time updated global repository on the information of latest threats and resolution details to keep in pace with the latest threat outburst. The system should have the correlation capability with the global intelligence feeds.</p> | <p>4. Log Correlation: The solution must aggregate, normalize, correlate and analyze event log data from the myriad of devices within your infrastructure. It must filter out; compress events based on event correlation and present the co-related events to the system for reporting. The solution must be in a position to fetch the data from the real time updated global repository on the information of latest threats and resolution details to keep in pace with the latest threat outburst. The system should have the correlation capability with the global intelligence feeds.</p> |
| 3 | <p>5. Web Access: The web interface should have simple and advanced search facility with the minimum information of the item by using server identification, event date, event type, threat type, occurrence period etc. or combination of any of two or more information regarding the item. The product should have provision for web-browser based access on Internet/Intranet by the administrator / authorized users of NHB.</p> | <p>5. Web Access: The web interface should have simple and advanced search facility with the minimum information of the item by using server identification, event date, event type, threat type, occurrence period etc. or combination of any of two or more information regarding the item. The product should have provision for web-browser based access on Internet/Intranet by the administrator / authorized users of the Bank.</p> |
| 4 | <p>Functional cum Technical Parameters for Evaluation: Generic Specifications: 3. Proposed log management should have a product lifecycle and roadmap for 7 Years. If any product upgrade or patch is required for sustained product support the bidder/OEM should factor the required professional services for the contract period (5 Years). If in case the product is announced as End of Sale or Support during the Contract period,</p> | <p>Functional cum Technical Parameters for Evaluation: Generic Specifications: 3. Proposed log management should have a product lifecycle and roadmap for 5 Years. If any product upgrade or patch is required for sustained product support the bidder/OEM should factor the required professional services for the contract period (5 Years). If in case the product is announced as End of Sale or Support during the Contract period, bidder should</p> |

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| | bidder should replace the solutions and migrate to the new solution without any additional cost to the Bank. | replace the solutions and migrate to the new solution without any additional cost to the Bank. |

Clarification of Pre-bid queries is enclosed as “Annexure A”.

All other Terms & Conditions are same as per our RFP Bid no.: GEM/2024/B/4971045 dated 22.05.2024 and subsequent addendums for Selection of Service Provider for Centralized Log Management Solution (CLMS) for a period of 5 years.



| Sr. No. | Page # | Point / Section # | Category (Eligibility/ Scope/Commercial/Le g al/General) | Clarification point as stated in the tender document | Comment/ Suggestion/ Deviation | Bank's Clarifications to the bidder query |
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| 1 | 53 | Annexure 12 | Scope of Work | Project Details - Scope of Work -E. Backup a. The solution should facilitate moving the archived data / data to an external tape library / LTO device. | pls clarify does we need design backup solution for this CLMS solution or Bank has backup solution available and bidder should integrate in bank backup solution | Bidder should facilitate the integration of proposed Log Management Solution with Bank's Backup solution. Bank will provide the external tape library / LTO device / Disk Device for moving the archived data into it. Bidder onsite resource should ensure the Backup and restoration of such data along with the Bank's identified team |
| 2 | 61 | Support | Scope of Work | Point 1-The bidder should be able to provide support (L2 Support) as per Bank requirement throughout the contract period. | pls clarify which location should L2 support engineer should depute | The L2 support engineer has to be deployed (on premise) at Bank's Datacentre and Disaster Recovery sites. |
| 3 | 55 | Solution Deployment and Managed Services: | Solution Deployment and Managed Services: | Bidder should integrate the solution with Bank's ITSM (OpenText Service Management) and Monitoring tools (Operation Bridge) for ticketing and Monitoring. During the contract period if Bank is changing the ITSM tools then the Bidder has to integrate their solution to the new ITSM tool without any additional cost to the Bank. | What is the expectation of bank in terms of integration between network monitoring tool and log management tool? | Data from all the networking devices should be ingested into log management tool. The solution should be capable enough to get readily integrated with all the industry standard ITSM and other monitoring tool used by Bank during the contract period |
| 4 | 52 | Annexure 12 - Project Details - Scope of Work | 2. Log Analysis & Storage: | Number of virtual or physical Servers (Application, Web and Database tiers) –5000 (DC –2450/DR –2450/NDC/NDR - 100). <input type="checkbox"/> The given volumetric include multiple applications like websites, middleware, and core application servers. <input type="checkbox"/> These servers were deployed using operating systems like Microsoft Windows Server, REDHAT Oracle/ SUSE/ Ubuntu/ CentOS Linux, AIX/ HPUX/ Solaris Unix <input type="checkbox"/> The database servers were deployed using database software's like Oracle, MS SQL, MY SQL, Exchange, Mongo DB, Sybase, PostgreSQL. etc., | Major Log Management solutions license is based on EPS (Event Per Second), not on count of the devices. Kind request to provide the EPS count for all the devices. This will also help to design the hardware server sizing requirement. | The device counts,list of DB, Middleware, OS and other information including growth are already mentioned in RFP. EPS is not determined and data from all the devices in scope has to be ingested to the solution. |
| 5 | 52 | Annexure 12 - Project Details - Scope of Work | 2. Log Analysis & Storage: | Number of virtual or physical Servers (Application, Web and Database tiers) –5000 (DC – 2450/DR –2450/NDC/NDR - 100). | Major Log Management solutions license is based on EPS (Event Per Second), not on count of the devices. Kind request to provide the EPS count for all the devices. This will also help to design the hardware server sizing requirement. | The device counts,list of DB, Middleware, OS and other information including growth are already mentioned in RFP. EPS is not determined and data from all the devices in scope has to be ingested to the solution. |
| 6 | 58 | Annexure 12 - Project Details - Scope of Work | Functional cum Technical Parameters for Evaluation: | Proposed Solution should support integration with leading ITSM tools like BMC Remedy, OpenText ITSM, Symphony Summit, Service Now, etc., | What is the expectation of bank in terms of integration between ITSM and log management tool ? | Data from all the in-scope devices should be ingested into log management tool. The solution should be capable enough to get readily integrated with all the industry leading ITSM tool for the service desk tickets creation and should send other required events to ITSM tool. |
| 7 | 64 | Annexure 12 - Project Details - Scope of Work | Annexure 12 – Project Details - Scope of Work | The Application & Database should be sized for Active- Active cluster at DC & Active- Active cluster at DR so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work. | Please confirm if our following understanding is correct: Bank is looking the CLMS solution to be deployed at DC with HA and DR with HA and asynchronous replication should happen between DC and DR instances? | Yes, Solution should be Active-Active at DC and DR sites along with data replication between sites. |
| 8 | 8 | Sec-2 Project Overview and scope of work | Scope / Legal | The detail scope of work is mentioned in the Annexure 12. However, Bank reserve the right to modify/ change the scope of work at any phase of this contract. | The detail scope of work is mentioned in the Annexure 12. However, Bank reserve the right to modify/ change the scope of work at any phase of this contract after due consultation with the Bidder via change control process. | No Change |



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| 9 | 8 | Sec-3. Contract period | Term/ Legal | The bank shall enter in to an agreement with the selected bidder for a period starting from date of the Purchase Order till -5- years from the Go-Live Sign-off date given by Bank officials. The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to Bank's employees; as per the requirements of the contract executed between the Bank and the Vendor. After completion of contract period, The Bank will have the right to renegotiate these prices at the end of the contract period and Bank can extend the contract as per bank's requirement. | The bank shall enter in to an agreement with the selected bidder for a period starting from date of the Purchase Order till -5- years. from the Go-Live Sign-off date given by Bank officials The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to Bank's employees; as per the requirements of the contract executed between the Bank and the Vendor subject to Bank officials providing timely reviews, signoffs and approval. After completion of contract period, the Bank will have the right to renegotiate these prices at the end of the contract period and Bank can extend the contract as per bank's requirement post mutual discussion and written agreement between both the Parties. | No Change |
| 10 | 10 | Sec-8. Performance Guarantee | Legal | The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format mentioned under Annexure 18 to the extent of 5% of the contract value valid for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a scheduled commercial bank in India only, other than Bank of Baroda. In the event of non-performance of obligation or failure to meet terms of this RFP or subsequent agreement the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the Bidder should be included in the remaining amount of the contract value. | The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format mentioned under Annexure 18 to the extent of 3% of the contract value valid for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a scheduled commercial bank in India only, other than Bank of Baroda. In the event of non-performance of obligation or failure to meet terms of this RFP or subsequent agreement the Bank shall be entitled to invoke the performance guarantee without after giving 30 days cure period plus 30 days of written notice to the Bidder. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the Bidder should be included in the remaining amount of the contract value. | No Change |
| 11 | 11 | Sec-12. Compliance with Laws: | Legal | Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project. Also the bidder shall comply with the provisions of code of wages, and other labor welfare legislations. in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder. | Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project. Also the bidder shall comply with the provisions of code of wages, and other labor welfare legislations. in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder. | No Change |
| 12 | 11 | Sec-13 Termination | Legal | Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason. | Bank reserves the right to terminate this RFP at any stage after giving 30 days written without any notice or assigning any reason. | No Change |



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| 13 | 91 | Annexure 20 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT Sec- 2. TERM | Legal | This Agreement shall come into force on _____ and shall be in force and effect for a period -----, unless Bank terminates the Agreement by giving a prior written notice of 30 days as per the terms of this Agreement. | This Agreement shall come into force on _____ and shall be in force and effect for a period -----, unless Bank terminates the Agreement by giving a prior written notice of 30 90 days as per the terms of this Agreement. | No Change |
| 14 | 96 | Annexure 20 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT Sec- 16. INDEMNITY | Legal | The Service Provider shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service Provider under this Agreement; and/or <input type="checkbox"/> any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or <input type="checkbox"/> breach of confidentiality obligations of the Service Provider contained in this Agreement; and/or <input type="checkbox"/> Negligence or gross misconduct attributable to the Service Provider or its employees or sub-contractors. Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this agreement by the Service Provider | The Service Provider shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: breach of any of the term of this Agreement or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Service Provider under this Agreement; and/or <input type="checkbox"/> any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or <input type="checkbox"/> material breach of confidentiality obligations of the Service Provider contained in this Agreement; and/or <input type="checkbox"/> Wilful negligence or gross misconduct solely attributable to the Service Provider or its employees or sub-contractors. Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons solely attributable to any material breach of obligations under this agreement by the Service Provider. | No Change |
| 15 | 100 | Annexure 20 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT Sec- 19. TERMINATION | Legal | In following events Bank shall terminate this assignment or cancel any particular order if service provider: Breaches any of its obligations set forth in this agreement and such breach is not cured within 15) Working Days after Bank gives written notice; or <input type="checkbox"/> Failure by Service Provider to provide Bank, within 15) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or | In following events Bank shall terminate this assignment or cancel any particular order if service provider: Breaches any of its obligations set forth in this agreement and such breach is not cured within 45) 30 Working Days after Bank gives written notice; or <input type="checkbox"/> Failure by Service Provider to provide Bank, within 45) 30 Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or | No Change |
| 16 | 106 | Annexure 21 - Infosec Declaration/undertaking | Legal | We ensure that outsourced critical IT service are subjected to the annual IT audit / Technology risk assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank. | We ensure that outsourced critical IT service are subjected to the annual IT audit / Technology risk assessment process, as and when required, by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank after mutual discussion and agreement. | No Change |
| 17 | Page 63 | | General | Solution should be 100% cloud native. Solution should be able to migrate to cloud without any additional cost (if Bank wants to migrate its solutions/applications to cloud in future). | Migration efforts are not included in current commercial template and will be mutual discussed with Bank if and when migration to cloud is required | Proposed solution should have cloud capabilities, If Bank requires to do so implementation cost will be decided through change request. |



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| 18 | Page 63 | | General | The solution has to meet the entire technical specifications of this RFP within 3 months i.e. end to end implementation shall be completed within 3 months' time for Phase-1. <input type="checkbox"/> Phase-2 implementation shall be completed within 3 months from the date of issuance of written communication to the vendor to implement the same. Implementation of this phase will be decided purely as per banks convenient. <input type="checkbox"/> In case the vendor is unable to meet the delivery timelines, the Bank shall impose penalty by way of deductions to the amount payable to the bidder for this project or any other project/ service rendered by the bidder to Bank OR by invoking the performance Bank Guarantee submitted by the selected bidder. | Since Bank may provide/use existing IT infrastructure based on the sizing proposed by the vendor , the implementation timeline will start post underlying hardware and OS system is ready | No Change |
| 19 | Page 64 | | General | If the solution needs more hardware/infra than the proposed, then the bidder should factor the required hardware at their own cost | Bank is requested to relook considering initial hardware is deployed by them | No Change |
| 20 | 12 | 13. Termination: | General | At any time during the course of the RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request For Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information. Bank may terminate his contract and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract | At any time during the course of the RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request For Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information. Bank may, after providing 30 days cure period to the bidder , terminate his contract and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further bank may impose such restriction/s on the defaulting bidder as it deemed fit. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract, provided liability of the bidder shall be limited to 10% of such additional expenditure incurred by Bank | No Change |
| 21 | 31 | Annexure 02 -Evaluation Terms 2. Commercial Bids Terms | General | g. Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Bidder will be final and binding on the bidder and no interest will be payable by the Bank on outstanding amounts under any circumstances. | g. Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Bidder will be final and binding on the bidder and no interest will be payable by the Bank on outstanding amounts under any circumstances | No Change |
| 22 | 65 | Delivery | Commercial | In the event that the Bank is forced to cancel an awarded contract (relative to this tender document) due to the Bidder's inability to meet the established delivery dates or any other reasons attributing to the bidder then that bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the differential excess amount spent by the Bank for procuring similar deliverables and services. | In the event that the Bank is forced to cancel an awarded contract (relative to this tender document) due to the Bidder's inability to meet the established delivery dates or any other reasons attributing to the bidder then that bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to 10% of the differential excess amount spent by the Bank for procuring similar deliverables and services. | No Change |



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| 23 | 65 | Delivery | Commercial | Any deliverable has not been supplied/implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of the Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation of the Solution beyond due date of delivery, to a maximum of 5% of the overall Contract value inclusive of all taxes, duties, levies etc. beyond that Bank of Baroda reserves the right to cancel the contract. | Any deliverable has not been supplied/implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Bidder will have to pay late delivery charges to Bank of Baroda @ 4% 0.5% of the Total Contract Delayed Deliverable Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation of the Solution beyond due date of delivery, to a maximum of 5% of the overall Delayed Deliverable Contract value inclusive of all taxes, duties, levies etc. beyond that Bank of Baroda reserves the right to cancel the contract. | Please refer Addendum |
| 24 | 63 | Timelines for implementation | Commercial | In case the vendor is unable to meet the delivery timelines, the Bank shall impose penalty by way of deductions to the amount payable to the bidder for this project or any other project/ service rendered by the bidder to Bank OR by invoking the performance Bank Guarantee submitted by the selected bidder | Bidder requests deletion of this clause as separate penalty clause is mentioned under 'Annexure 12 – Project Details - Scope of Work' - page 65- under 'Delivery' | No Change |
| 25 | 71 | Annexure 13–Service Levels | Commercial | Any delay in meeting the timelines would result in penalty, Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of the Total Contract Value inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation of the Solution beyond due date of delivery, to a maximum of 5% of the overall Contract value inclusive of all taxes, duties, levies etc. beyond that Bank of Baroda reserves the right to cancel the contract. | Bidder requests deletion of this clause as separate penalty clause is mentioned under 'Annexure 12 – Project Details - Scope of Work' - page 65- under 'Delivery' | No Change |
| 26 | 72 | Annexure 13–Service Levels | Commercial | The SLA charges will be subject to an overall cap of 10% of the Monthly ATS Charges and thereafter, Bank has the discretion to cancel the contract. If Vendor materially fails to meet an uptime of 99.50% for three (3) consecutive months, the Bank may have the right to terminate the contract Operational Level Penalty: In the event of logs lost per hour, bidder will be penalized @ 0.1% on the license cost with ATS (if applicable) for that particular year. It is responsibility of the bidder the right backup solution should be proposed, implemented to avoid any data loss. | The total SLA charges including all kinds of penalties will be subject to an overall cap of 40% 5% of the Total Monthly ATS Charges and thereafter, Bank has the discretion to cancel the contract. | No Change |
| 27 | 66 | Payment Terms | Commercial | The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the bidder in the price bid against such activity / item. | The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank. (Request deletion of this clause as Bank as sufficient remedy under other clauses like penalty in case of delay etc) If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the bidder in the price bid against such activity / item. (Request deletion as bidder understands this is a fixed price bid and any changes in items/activities mentioned in price bid will be governed through change management process) | No Change |



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| 28 | 66 | Payment Terms- a) Software Licenses (Perpetual / Terms licenses) | Commercial | <p>For Year 1</p> <ul style="list-style-type: none"> <input type="checkbox"/> 50% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. <input type="checkbox"/> 30% of the license cost plus applicable tax (wherever applicable) after go-live sign off from the Bank. Go Live Sign Off in the form of Acceptance Test should be sealed and signed <input type="checkbox"/> 20% of the license cost plus applicable tax (wherever applicable) after Go-Live closure signoff from the Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be sealed and signed <p>For Year 2 to Year 5</p> <ul style="list-style-type: none"> <input type="checkbox"/> 100% of the license / ATS cost plus applicable tax (wherever applicable) at actuals based on the review by Bank's project Manager. | <p>For Year 1</p> <ul style="list-style-type: none"> <input type="checkbox"/> 100% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals <p>For Year 2 to Year 5</p> <ul style="list-style-type: none"> <input type="checkbox"/> 100% of the license / ATS cost plus applicable tax (wherever applicable) at actuals based on the review by Bank's project Manager, shall be paid yearly in advance. | No Change |
| 29 | 66 | Payment Terms- b) Implementation and Integration Cost (OTC) | Commercial | <ul style="list-style-type: none"> <input type="checkbox"/> 30% of Implementation Cost plus applicable tax (wherever applicable) after Implementation, Customization & UAT Sign off in the form of Acceptance Form which should be sealed and signed by both Bank's <input type="checkbox"/> 40% of Implementation Cost plus applicable tax (wherever applicable) after go-live sign off from the Bank. Go Live Sign Off in the form of Acceptance Test should be sealed and signed <input type="checkbox"/> 30% of Implementation Cost plus applicable tax (wherever applicable) after Go-Live closure signoff from the Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed | <ul style="list-style-type: none"> <input type="checkbox"/> 30% of Implementation Cost plus applicable tax (wherever applicable) at the time of project sign-off <input type="checkbox"/> 30% of Implementation Cost plus applicable tax (wherever applicable) on delivery of license <input type="checkbox"/> 20% of Implementation Cost plus applicable tax (wherever applicable) on Phase I Go-Live <input type="checkbox"/> 20% of Implementation Cost plus applicable tax (wherever applicable) on Phase II Go-Live | No Change |
| 30 | 66 | Payment Terms-c) Onsite Support Charges | Commercial | Payable quarterly at the end of each quarter against receipt of satisfactory support report including attendance signoff of previous quarter from the Bank's Project / Operation Manager | Payable quarterly at the end beginning of each quarter against receipt of satisfactory support report including attendance signoff of previous quarter from the Bank's Project / Operation Manager | No Change |
| 31 | 67 | d) Payment Terms- Additional Licenses Cost | Commercial | 100% of the license cost plus applicable tax (wherever applicable) after Go-Live closure signoff from the Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be sealed and signed | 100% of the license cost plus applicable tax (wherever applicable) on delivery of Software Licenses | No Change |
| 32 | 67 | PAYMENT TERMS | Commercial | The Bank will pay invoices within a period of 30 days from the date of receipt of accepted invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15 working days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 working days from the date the dispute stands resolved. | The Bank will pay invoices within a period of 30 days from the date of receipt of accepted invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15 7 working -days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 working-days from the date the dispute stands resolved. Additionally, Bidder shall have the right to terminate or suspend services in the event of non-payment of undisputed invoice beyond 30 days from due date of payment | No Change |



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| 33 | 93 | Annexure 20 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT 12. PAYMENT TERMS | Commercial | The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved. | Payment terms under this clause is contradictory to the payment terms clause on page 67 (mentioned above). Bidder request to replace it with same clause as proposed above to maintain "The Bank will pay invoices within a period of 30 days from the date of receipt of accepted invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15-7 working days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 working days from the date the dispute stands resolved" Additionally, Bidder shall have the right to terminate or suspend services in the event of non-payment of undisputed invoice beyond 30 days from due date of payment | No Change |
| 34 | 69 | Right to Alter Quantities | Commercial | The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities | Bidder understands this is a fixed price bid and quantities/items mentioned in tender will be minimum commit. Any changes in quantity/items specified in the tender will be governed through change management process | No Change |
| 35 | 99 | Annexure 20 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT 19. TERMINATION | General | In following events Bank shall terminate this assignment or cancel any particular order if service provider: Breaches any of its obligations set forth in this agreement and such breach is not cured within 15) Working Days after Bank gives written notice; or <input type="checkbox"/> Failure by Service Provider to provide Bank, within 15) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or | In following events Bank shall terminate this assignment or cancel any particular order if service provider: Breaches any of its obligations set forth in this agreement and such breach is not cured within 15) 30 Working Days after Bank gives written notice; or <input type="checkbox"/> Failure by Service Provider to provide Bank, within 15) 30 Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or | No Change |
| 36 | 99 | Annexure 20 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT 19. TERMINATION | General | Notwithstanding above, in case of change of policy or any unavoidable circumstances or without any reason Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 60 days prior notice in writing. | Notwithstanding above, in case of change of policy or any unavoidable circumstances or without any reason Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 60 90 days prior notice in writing. Additionally, bidder proposes mutual right of termination for convenience by providing 90 days notice period | No Change |



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| 37 | 69 | E | Legal | Escrow Mechanism (Applicable for perpetual licenses). The Bank and the Vendor shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the software product supplied/procured by the Vendor to the Bank in order to protect its interests in an eventual situation. In case of a disagreement between the Bank and the Vendor regarding appointment of an escrow agent, the Bank shall appoint an escrow agent in its entire discretion which shall be final and binding on the Vendor. The Bank and the Vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Vendor. As a part of the escrow arrangement, the final selected Vendor is also expected to provide a detailed code documentation. | We request bank to delete this clause as none of the bidder and its OEM cannot provide Escrow Agreement, instead of that bank can take an BG/PBG for security purpose. | No Change |
| 38 | 76 | D | Commercial | Onsite support Charges – L2 Support (24*7*365) including Maintenance | We required clarity from bank on Annexure- 15 Commercial Bid d. Onsite support Charges – L2 Support (24*7*365) including Maintenance- Please mentioned the no. of resources required in day to day activity. | Please refer RFP's page no. 77 for better clarity |
| 39 | 9 | 6 | Exemption for EMD amount | | Our organisation is registered as a "Medium" entity under MSME Act of Govt. of India, Request Bank to waive off the tender fee & EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSME's should be exempted from payment of tender fees and EMD. | Please refer RFP's page no. 9 & 10. Clause is self explanatory. |
| 40 | 63 | | Infrastructure | | We assume the Hardware Infrastructure will be provided by bank kindly confirm the same. | Hardware/Infra (mentioned in RFP) will be provided by the Bank. Any extra Infra/hardware or appliance required to provision the solution needs to be arranged by the bidder. |
| 41 | 60 | | Support | | We understand Patch management system required for updation of patches for OS, DB etc will be taken care by bank. | Bidder will be responsible for End to End patching in the solution provided by Bidder. However for OS and DB, the bidder needs to co-ordinate with Bank's identified teams and ensure for the completion of patching and vulnerability mitigation |
| 42 | 66 | a) Software Licenses (Perpetual / Terms licenses) | Payment Terms | 50% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. The required documents to be provided along with original invoice: <input type="checkbox"/> Original delivery Challans dully stamped and signed by the Bank Official. | We would request you to amend the payment terms as per below. 70% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. The required documents to be provided along with original invoice: <input type="checkbox"/> Original delivery Challans dully stamped and signed by the Bank Official. | No Change |
| 43 | General | General | Scope | Additional Query | Data needed for hardware and software sizing a. What's the daily size of the Logs, Traces & Metrics b. How many days data to be retained & would be referred by Bank of Baroda c. Total Retention & Active Retention)? d. Frequent Searches? | a.) EPS can't be determined and logs from all the sources in the scope should be ingested. b.) & c.) Data has to readily available in the solution for 6 months. After which data has to be archived. There should be provision to bring back the archived data back into the system as and when required by the Bank d.) There will be multiple users accessing the data from the solution, concurrently on daily basis |



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| 44 | General | General | Scope | Additional Query | We assume that all the pre-requisites around deployment of CLMS/ Observability platform Infrastructure (Server/ VMs, HA, DC/ DR, Network, Firewall access, Environment readiness - Dev/ Test/ Prod) will be responsibility of Bank of Baroda and will be provided and addressed in timely manner | Hardware/Infra (mentioned in RFP) will be provided by the Bank. Any extra Infra/hardware or appliance required to provision the solution needs to be arranged by the bidder. |
| 45 | General | General | Scope | Additional Query | The changes required to be done on 3rd party tools will be the responsibility of Bank of Baroda/ Incumbent vendor. Please confirm. | If this query is for 3rd party tool integration, then the solution should provide endpoint or API for the integration with 3rd party tool. |
| 46 | General | General | Scope | Additional Query | What are the existing ITSM tools used in Bank of Baroda environment? Is the integration with existing ITSM tools (ex: ServiceNow) related workflow changes in scope of this RFP? The changes to be done on 3rd party ITSM tools will be responsibility of Incumbent vendor or us? | Bank is currently using OpenText SMAX as ITSM tool and in process of procurement of a new ITSM Tool. Hence, the solution should be capable enough to get integrated with any of the industry standard ITSM tools available in the market. The solution should provide endpoint or API for the integration with 3rd party tool. It will be bidder scope If any customization/development required on CLMS solution/Tool for the 3rd party tool integration. |
| 47 | General | General | Scope | Additional Query | Do you have any existing Knowledge Management Database (KMDB)/ Knowledge data base which needs to be integrated with Observability platform | Query is not clear |
| 48 | 55 | Solution Deployment and Managed Services: | Solution Deployment and Managed Services: | Bidder should integrate the solution with Bank's ITSM (OpenText Service Management) and Monitoring tools (Operation Bridge) for ticketing and Monitoring. During the contract period if Bank is changing the ITSM tools then the Bidder has to integrate their solution to the new ITSM tool without any additional cost to the Bank. | What is the expectation of bank in terms of integration between network monitoring tool and log management tool? | Data from all the networking devices should be ingested into log management tool. The solution should be capable enough to get readily integrated with all the industry standard ITSM and other monitoring tool used by Bank during the contract period |
| 49 | 52 | Annexure 12 - Project Details Scope of Work | 2. Log Analysis & Storage: | Number of virtual or physical Servers (Application, Web and Database tiers) –5000 (DC –2450/DR –2450/NDC/NDR - 100). <input type="checkbox"/> The given volumetric include multiple applications like websites, middleware, and core application servers. <input type="checkbox"/> These servers were deployed using operating systems like Microsoft Windows Server, REDHAT Oracle/ SUSE/ Ubuntu/ CentOS Linux, AIX/ HPUX/ Solaris Unix <input type="checkbox"/> The database servers were deployed using database software's like Oracle, MS SQL, MY SQL, Exchange, Mongo DB, Sybase, PostgreSQL. etc., | Major Log Management solutions license is based on EPS (Event Per Second), not on count of the devices. Kind request to provide the EPS count for all the devices. This will also help to design the hardware server sizing requirement. | The device counts,list of DB, Middleware, OS and other information including growth are already mentioned in RFP. EPS is not determined and data from all the devices in scope has to be ingested to the solution. |
| 50 | 52 | Annexure 12 - Project Details Scope of Work | 2. Log Analysis & Storage: | Number of virtual or physical Servers (Application, Web and Database tiers) –5000 (DC – 2450/DR –2450/NDC/NDR - 100). | Major Log Management solutions license is based on EPS (Event Per Second), not on count of the devices. Kind request to provide the EPS count for all the devices. This will also help to design the hardware server sizing requirement. | The device counts,list of DB, Middleware, OS and other information including growth are already mentioned in RFP. EPS is not determined and data from all the devices in scope has to be ingested to the solution. |
| 51 | 58 | Annexure 12 - Project Details Scope of Work | Functional cum Technical Parameters for Evaluation: | Proposed Solution should support integration with leading ITSM tools like BMC Remedy, OpenText ITSM, Symphony Summit, Service Now, etc., | What is the expectation of bank in terms of integration between ITSM and log management tool ? | Logs from all the in-scope devices should be ingested into log monitoring tool. The solution should be capable enough to get readily integrated with all th industry standard ITSM tool for the service desk tickets creation and should send other required events to ITSM tool. |



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| 52 | 64 | Annexure 12 – Project Details - Scope of Work | Annexure 12 – Project Details - Scope of Work | The Application & Database should be sized for Active- Active cluster at DC & Active- Active cluster at DRC so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work. | Please confirm if our following understanding is correct: Bank is looking the CLMS solution to be deployed at DC with HA and DR with HA and asynchronous replication should happen between DC and DR instances? | Yes, Soutlion should be Active-Active at DC and DR sites along with data replication between sites. |
| 53 | 54 | 6. Integration with third party tools: | Annexure 12 – Project Details - Scope of Work Brief Project Scope | 6. Integration with third party tools: The System should be capable enough to easily integrate with various new generation third party tools (APMs ITSM, etc.) to act as data source. The system should be able to capture events from various other systems. It should get integrated with database to extract the values on real-time basis to display the data in | a) Need the details of all the systems with which the integration is to be done B) Need to know how the data should be displayed. The sentence in the RFP is not complete. | a.) The system should be flexible to get integrated with all the industry standard ITSM , APM and other monitoring tools. b.) Data should be available in near real time basis for the users to search in the system. Also, data has to be available for download in various formats. |
| 54 | 55 | Solution Deployment and Managed Services: | Annexure 12 – Project Details - Scope of Work Brief Project Scope | Bidder should integrate the solution with Bank's ITSM (OpenText Service Management) and Monitoring tools (Operation Bridge) for ticketing and Monitoring. During the contract period if Bank is changing the ITSM tools then the Bidder has to integrate their solution to the new ITSM tool without any additional cost to the Bank. | Hope the department will share all the APIs for integration. | The solution should be flexible to consume or send events/data to 3rd party tools. If any API development is required at CLMS, then it has to be developed by the bidder |
| 55 | 63 | Timelines for implementation | Annexure 12 – Project Details - Scope of Work Brief Project Scope | <input type="checkbox"/> The solution has to meet the entire technical specifications of this RFP within 3 months i.e. end to end implementation shall be completed within 3 months' time for Phase-1. <input type="checkbox"/> Phase-2 implementation shall be completed within 3 months from the date of issuance of written communication to the vendor to implement the same. Implementation of this phase will be decided purely as per banks convenient. <input type="checkbox"/> In case the vendor is unable to meet the delivery timelines, the Bank shall impose penalty by way of deductions to the amount payable to the bidder for this project or any other project/ service rendered by the bidder to Bank OR by invoking the performance Bank Guarantee submitted by the selected bidder. | Since there is no indicated start date for Phase 2, can Phase 1 timeline be extended till the actual date of issuance of written communication to the vendor to start Phase 2 | Phase 2 will start after providing signoff of phase 1. |
| 56 | 69 | Right to Alter Quantities | Annexure 12 – Project Details - Scope of Work Brief Project Scope | The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities | What percentage of quantity would be increased. Need to understand on how the estimation is to be done ? | Please refer to the clause " The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities" |



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| 57 | 64 | Infrastructure | Annexure 12 – Project Details - Scope of Work Brief Project Scope | The Vendor is responsible to arrive at the sizing independently based on the volume and the growth indicated this annexure. The Bank is not responsible for any assumption made by the Vendor with respect to the sizing. In the event the sizing proposed by the Vendor does not meet the performance / service levels of the Bank the Vendor will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the vendor the required additional expenses which Bank may incur on account of such upgrades / replacements. If the solution needs more hardware/infra than the proposed, then the bidder should factor the required hardware at their own cost. | As mentioned above, on what assumption can we factor the estimation if the quantity is not suggested. | The quantity/count of the in-scope devices are given and all the logs from the devices has to be ingested. Estimation has to be done accordingly. |
| 58 | 53 | Point 4 / Section : Log Correlation | Scope Of Work | The solution must aggregate, normalize, correlate and analyze event log data from the myriad of devices within your infrastructure. It must filter out; compress events based on event correlation and present the co-related events to the system for reporting. The solution must be in a position to fetch the data from the real time updated global repository on the information of latest threats and resolution details to keep in pace with the latest threat outburst. The system should have the correlation capability with the global intelligence feeds | Deviation: Please clarify if Log Management is expected to download any feeds on threats and resolutions details. We understand such analytical portion are done by Bank SIEM Solution with needed security inputs. This should be removed from Log Correlation function | Please refer Addendum |
| 59 | 54 | Point 5 / Section : Web Access | Scope Of Work | The web interface should have simple and advanced search facility with the minimum information of the item by using server identification, event date, event type, threat type, occurrence period etc. or combination of any of two or more information regarding the item The product should have provision for web-browser based access on Internet/Intranet by the administrator / authorized users of NHB. | Comment: Please confirm what you mean by authorized users of NHB ? Are they separate users on your authentication group | Please refer Addendum |
| 60 | 56 | Point 3 / Section : Generic Specifications: | Functional cum Technical Parameters for Evaluation: | 3) Proposed log management should have a product lifecycle and roadmap for 7 Years. If any product upgrade or patch is required for sustained product support the bidder/OEM should factor the required professional services for the contract period (5 Years). If in case the product is announced as End of Sale or Support during the Contract period, bidder should replace the solutions and migrate to the new solution without any additional cost to the Bank. | Deviation: Request to reduce lifecycle and roadmap request to 5 years. Our Product team works on 5 years roadmap. | Please refer Addendum |
| 61 | 56 | Point 15 / Section : | Functional cum Technical Parameters for Evaluation: | 15) Proposed log management solution should be scalable, highly available without any single point of failure at component level. If the Bank's growth is beyond the given growth %, bidder or OEM should ensure that the solution is scaled to meet the Bank demands. | Comment: Bank Growth of logs % on EPS & device count to be confirmed before the sizing of the solution | The device counts, list of DB, Middleware, OS and other information including growth are already mentioned in RFP. Request you to kindly cross check the numbers. Separate EPS numbers can't be provided. |
| 62 | 57 | Point 13C Log Collection / Section : Log Collection | Functional cum Technical Parameters for Evaluation: | 13 c) If in case there is no native integration with the given applications, OEM or bidder should Push/pull the logs using agents from the given log destinations (for custom applications, bank has defined log destinations, from which the logs must be read). | Comment: As far as application allows to read the logs, we can pull and push the logs. We need complete application details (Version, log type - encrypted /unencrypted , stored location) used in Bank to validate the log reading capability. (syslog-ng supports legacy BSD syslog (RFC3164) and the enhanced RFC5424 protocols, but also JavaScript Object Notation (JSON) and journald message formats.) | Details will be shared with the selected Bidder |



बैंक ऑफ बड़ोदा Bank of Baroda

Annexure-A
RFP for Selection of Service Provider for Centralized Log Management Solution (CLMS) for a period of 5 years.
RFP Bid No. GEM/2024/B/4971045 dated 22.05.2024
Prebid queries response / clarification as part of Addendum dated 05.07.2024.



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| 63 | 58 | Pont 19 / Section : Proposed Compliance Requirement: | Scope of Work | 19) Log Storage, Indexing & Searching, Reporting and Analytics | Suggestion: As Bank is already using IBM SIEM tools which receive logs from Log Management Solution have Analytics functions. Since it will repeated task and dual investment. So we request bank to remove the Analytics from this Log Management solution. | No Change |
| 64 | 59 | Point 19A / Section : Proposed Compliance Requirement: | Functional cum Technical Parameters for Evaluation: | 19a) Proposed Solution should ensure automated orchestration or load balancing for storing the logs across multiple log storages factored | Suggestion: Typically Bank Store logs on dual locations, Does BOB like to implement similarly multiple log storage on DC & DR ? | Yes, Soutlion should be Active-Active at DC and DR sites along with data replication between sites. |
| 65 | 59 | Point 19 D / Section : Proposed Compliance Requirement: | Functional cum Technical Parameters for Evaluation: | 19d)Proposed solution must have AI/ML enabled categorizations to categorize the logs based on the applications like Oracle Database, Weblogic, Tomcat Apache instances., etc., | Deviation: For Filtering the log data based on applications or Applcaiton, Just filer based on the Source Host we can achieve this functon. Request to remove word AI and ML | No Change |
| 66 | 59 | Point 19 E / Section : Proposed Compliance Requirement: | Functional cum Technical Parameters for Evaluation: | 19e) Proposed solution should have features for logical grouping of server instances based on applications onboarded/type of OS/type of Databases/type of devices in the log management solution | Deviation: We don't have grouping of server, but in log management something called Tagging for the type of Log Source are configured | No Change |
| 67 | 59 | Point 19 F / Section : Proposed Compliance Requirement: | Functional cum Technical Parameters for Evaluation: | 19f)Proposed solution should provide AI/ML Enabled reporting for log analysis. Solution should be able to mail the reports to PDL's using SMTP Gateway's. | Suggestion: As Bank is already using IBM SIEM tools which receive logs from Log Management Solution have Analytics functions. Since it will repeated task and dual investment. So we request bank to remove the Analytics from this Log Management solution. | No Change |
| 68 | 59 | Point 19 G / Section : Proposed Compliance Requirement: | Functional cum Technical Parameters for Evaluation: | 19g)Proposed solution must provision options to download the logs (for a given IP or a complete application group or an application instance type). 19h) Proposed solution should allow to export the reporting data as HTML, PDF, CSV etc., | Comment - we can download logs based on IP Address | No Change |
| 69 | 59 | Point 20 A / Section : Proposed Compliance Requirement: | Functional cum Technical Parameters for Evaluation: | 20a)Proposed solution must have a standard dashboard including number of instances logging, systems failed to log, logs (GB) logged in last 24 hr's/1 month, total consumed and free storage capacity, System health of the log engines, search engines, reporting engines. 20b)Proposed solution dashboard should include the monitored instances based on log categories (eg., linux/windows/network devices/apache/Oracle) | Comment - We displays various statistics and the status history of system data and performance on the dashboard including quick reporting for mentioned inputs | No Change |
| 70 | 59 | Point 20 C / Section : Proposed Compliance Requirement: | Functional cum Technical Parameters for Evaluation: | 20c)Proposed solution dashboard should have customization for application specific individual dashboards. The application specific dashboard should list the application instances monitored by log management solutions. 20d)Proposed solution dashboard should notify when a system/asset integrated failed to send the logs. These notifications should also be sent to ITSM system for logging incident and troubleshooting | Deviation: We can have dedicated instance for Application to Separate dashboard for the same. | No Change |
| 71 | 60 | Point 20 E / Section : DashBoard | Functional cum Technical Parameters for Evaluation: | 20e)Proposed solution should provide automated AI enabled executive dashboards having drilled down capability for 360-degree view of logs in the form of table, charts (multiple types – Pie, line, Time, Bar) | Deviation: 360-degree view of logs will be provided within solution. However leverage SIEM for AI dashboards since SIEM API connect to all other security application | No Change |
| 72 | 52 | Annexure 12 – Project Details - Scope of Work | Scope | 2. Log Analysis & Storage: The log data generated should be stored in a centralized server. The period up to which the data must be available should be customizable. | Request to define the storage period for log analysis and storage on centralise server. | Log analysis and Storage Data has to readily available in the solution for 6 months. After which data has to be archived. There should be provision to bring back the archived data back into the system as and when required by the Bank |



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| 73 | 52 | Annexure 12 - Project Details - Scope of Work | Scope | 2. Log Analysis & Storage: The log data generated should be stored in a centralized server. The period up to which the data must be available should be customizable. | Request to provide the OEM name for router, switch, Firewall and WAF | Details will be shared with the selected Bidder |
| 74 | 54 | Annexure 12 - Project Details - Scope of Work | Scope | 6. Integration with third party tools: The System should be capable enough to easily integrate with various new generation third party tools (APMs ITSM, etc.) to act as data source. The system should be able to capture events from various other systems. It should get integrated with database to extract the values on real-time basis to display the data in | Please provide the 3rd part tools which needs to be integrated in solution. | The system should be flexible enough to get integrated with all the industry standard ITSM, APM and other monitoring tools available in the market. |
| 75 | 54 | Annexure 12 - Project Details - Scope of Work | Scope | 7. Out of the box dashboard and reports: The system should have out of the box dashboards, alerts and reports for the errors, , in log collection, storing and system should be able to alert through different channels such as SMS, Email and chat whenever the threshold is breached. The ticket should be created in ITSM portal for breached event / CI | We understand that SMS Gateway and Email gateway will be provided by bank. Kindly clarify | SMS and Email gateway will be provided |
| 76 | 55 | Annexure 12 - Project Details - Scope of Work | Scope | Bidder or OEM should provide Managed services support from Bank premises for the proposed log management solution. Managed Services scope should include management of log solutions, report customizations, dashboard customizations., etc as per the bank's requirements. Managed Services team should provide monthly reports for banks review which should include issues & action performed, Key performance indicators, Capacity management, Growth comparisons. Etc., | We understand that Managed services can be provide from Remote or onsite. Kindly clarify | The L2 support engineers have to be deployed (on premise) at Bank's Datacentre and Disaster Recovery sites for 365*24*7 |
| 77 | 56 | Functional cum Technical Parameters Evaluation: for | Scope | 6 Proposed solution to be deployed on isolated virtualized infrastructure. Bidder should propose the Deployment architecture and hardware requirements including virtual Compute, Storage and Network ports required for the solution. Also, the hardware requirements should include backup storage for logs using native backup solution available with Log Manager. Log backups to be retained enough to recover the logs in case of any log storage failure. | Please define the log storage period for backup | Data must need to be available in tool/solution for 6 months for search. After 6 months data will be archived to disk device/Tapes and will be retained as per Bank's policy. Bidder onsite resource has to co-ordinate with Bank's identified teams and arrange to brought back the archived data back to the tool/solution as and when required by the Bank |
| 78 | 57 | Functional cum Technical Parameters Evaluation: for | Scope | 10 Bidder or OEM should include all the Software licenses required for the solution including load balancer, middleware and Database (if it is non oracle DB). Bank shall provision virtual servers with latest versions of Operating System (RHEL or Windows), storage, Network (1G/10G), Database (only Oracle). If the bidder is proposing non-Oracle Database, Bidder should provision the licenses and support. | We understand that Bidder need to provide VM sizing to bank and Bank will provide the required VMs with OS. Kindly clarify | Yes, Hardware/Infra (mentioned in RFP) will be provided by the Bank. Any extra Infra/hardware or appliance required to provision the solution needs to be arranged by the bidder. |
| 79 | 61 | Training | Scope | The Bidder will be responsible for training the Bank's employees in the areas of parameterization, implementation, migration, operations, management, error handling, system administration, etc. | Kindly provide the number of persons need to provide training and training location | 20 nos. each at DC and DR. Need training for atleast 3 different occasions during the contract period, considering in case of a change in the Bank Team or a major product upgrade |
| 80 | 61 | Support | Scope | The bidder should be able to provide support (L2 Support) as per Bank requirement throughout the contract period. | Kindly define the number of L2 resource, support hours and days required for support. | L2 Support is required 24*7*365 at both Bank's Mumbai and Hyderabad Data Centres. No. of resources can be factored by Bidder against the Bank's requirement considering the resource weekoff and other contingency situations. |



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| 81 | 61 | Support | Scope | Facility needs to be built to monitor the application and its infrastructure round the clock (24 * 7) basis with automated tools. | Please clarify facility need to build at bank premises or bidder premises. If bank premises then please confirm that bank will provide seating space and endpoint i.e. Laptop, Desktop etc | Bank will provide the seating space and desktops |
| 82 | 66 | Payment Terms | Scope | a) Software Licenses (Perpetual / Terms licenses) For Year 1 <input type="checkbox"/> 50% of the license cost on delivery of Software Licenses plus applicable tax (wherever applicable) at actuals. The required documents to be provided along with original invoice: <input type="checkbox"/> Original delivery Challans duly stamped and signed by the Bank Official. <input type="checkbox"/> 30% of the license cost plus applicable tax (wherever applicable) after go-live sign off from the Bank. Go Live Sign Off in the form of Acceptance Test should be sealed and signed by both Bank's identified Project Manager & bidder's representative. <input type="checkbox"/> 20% of the license cost plus applicable tax (wherever applicable) after Go-Live closure signoff from the Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be sealed and signed by both Bank's identified Project Manager & bidder's representative. Operational Issues will be part of Managed Services and not part of Go-Live Sign Off. | Request you to consider a) Software Licenses (Perpetual / Terms licenses) For Year 1, as <input type="checkbox"/> 80% of the license cost on delivery of Software Licenses plus applicable tax <input type="checkbox"/> 10% of the license cost plus applicable tax (wherever applicable) after go-live sign off from the Bank. <input type="checkbox"/> 10% of the license cost plus applicable tax (wherever applicable) after submission of BG of equivalent amount valid till end of the contract. | No Change |
| 83 | 66 | Payment Terms | Scope | For Year 2 to Year 5 <input type="checkbox"/> 100% of the license / ATS cost plus applicable tax (wherever applicable) at actuals based on the review by Bank's project Manager. | Request to modify the clause as: For Year 2 to Year 5 <input type="checkbox"/> 100% of the license / ATS cost plus applicable tax (wherever applicable) at actuals based in advance on the review by Bank's project Manager. | No Change |
| 84 | 67 | Payment Terms | Scope | b) Implementation and Integration Cost (OTC) <input type="checkbox"/> 30% of Implementation Cost plus applicable tax (wherever applicable) after Implementation, Customization & UAT Sign off in the form of Acceptance Form which should be sealed and signed by both Bank's identified Project Manager & bidder's representative <input type="checkbox"/> 40% of Implementation Cost plus applicable tax (wherever applicable) after go-live sign off from the Bank. Go Live Sign Off in the form of Acceptance Test should be sealed and signed by both Bank's identified Project Manager & bidder's representative <input type="checkbox"/> 30% of Implementation Cost plus applicable tax (wherever applicable) after Go-Live closure signoff from the Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Bank's identified Project Manager & bidder's representative | Request to modify the clause as: b) Implementation and Integration Cost (OTC) <input type="checkbox"/> 80% of Implementation Cost plus applicable tax (wherever applicable) after Implementation, Customization & UAT Sign off in the form of Acceptance Form which should be sealed and signed by both Bank's identified Project Manager & bidder's representative <input type="checkbox"/> 10% of Implementation Cost plus applicable tax (wherever applicable) after go-live sign off from the Bank. Go Live Sign Off in the form of Acceptance Test should be sealed and signed by both Bank's identified Project Manager & bidder's representative <input type="checkbox"/> 10% of Implementation Cost plus applicable tax (wherever applicable) after Go-Live closure signoff from the Bank. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both Bank's identified Project Manager & bidder's representative | No Change |
| 85 | 51 | Log Generation | Scope- Annexure-12 | Microsoft Windows Server, REDHAT Linux, Oracle/ SUSE/ Ubuntu/ CentOS/ Debian Linux etc, IBM VIOS, IBM AIX/ HP/UX/ Solaris Unix etc. | Request Bank to amend this clause as : Microsoft Windows Server, REDHAT Linux, Oracle/ SUSE/ Ubuntu/ CentOS/ Debian Linux etc. | No Change |
| 86 | 51 | Log Generation | Scope- Annexure-12 | Microsoft Biztalk, OHS, Oracle Weblogic, IBM MQ, etc | Request Bank to explain about these middleware requirements, how this services are hosted , need more information about the OS & Application details, accordingly it will help us to validate whether we can collect the logs from these services or not. | All the middleware solutions are hosted on physical/virtual servers within Bank's Premise |



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| 87 | 51 | Log Generation | Scope- Annexure-12 | SAN Switches, Storages, SAN Directors, Tape Libraries, Disk Backup Appliances, SAN Aggregate switches, Blade Enclosures, etc. | Request bank to provide use cases , how you are expecting the log collections from these storage solutions, are these are controlled by any Server OS , if Yes, than name of the OS ,which can help us to understand whether we have support of agent or not | All these information will be provided during implementation |
| 88 | 51 | Log Generation | Scope- Annexure-12 | Hypervisors: MS Windows Hyper V, VMware vSphere, KVM (Oracle or RedHat), HPE UX VSE, Solaris LDOM's, AIX LPAR's etc. | Request bank to amend this clause as : MS Windows Hyper V, VMware vSphere, KVM (Oracle or RedHat) etc. | No Change |
| 89 | 56 | 5 | Generic Specifications | Bidder or OEM should provide detailed technical solution for the proposed log management including the Hardware requirements. | Request bank to provide confirmation, does bank need LMS solution software based or hardware based, please help us to clarify the need of LMS solutions based on which platform software or hardware appliances. In case of Software based LMS approach, who wil give the infra & storage to host this LMS , is it Bank or bidder will procure the infra & storage to run the LMS solutions. | Hardware/Infra (mentioned in RFP) will be provided by the Bank. Any extra Infra/hardware or appliance required to provision the solution needs to be arranged by the bidder. |
| 90 | 57 | 12 | Generic Specifications | Proposed Solution should support automated agents to recover from failures. Proposed should solution also support centralized Agents support functions like start/stop/restart. | Request bank to remove this clause, Installation of agen refers to service start/stop/restart can be manage by third-party tool like Microsoft / SCCM or IT management tool. | No Change |
| 91 | 57 | 13b | Log collections | Proposed log collection agents should support both push & pull approaches for logging. Logs must be polled for every 60 seconds. | Request bank to ammend this clause as: Proposed log collection agents should support both push & pull approaches for logging. | No Change |
| 92 | 58 | 16b | Security, Accessibility, Retention | All the logs should be stored for 180 Days and post that it must be archived to a local file storage which shall be backed up using Bank's existing backup solution as file backups for Long Retention if required. | Request Bank to clarify, all the logs stored 180 days means, both normalized logs and raw logs should be store for 180 days, please provide more information on log storing, this will help us to size the storage and design the LMS solutions. | Data should be available in tool/solution for 6 months for search. After 6 months data will be archived to disk device/Tapes and will be retained as per Bank's policy. The archived data should be brought back to system as and when required by the Bank. |
| 93 | 58 | 16e | Security, Accessibility, Retention | Proposed Solution should have security features to ensure encryption of logs stored and in transit from client servers. | Request bank to ammend this clause as: Proposed Solution should have security features to ensure integrity of logs stored and support encryption communication in transit from client servers to LMS solutions. | No Change |
| 94 | 59 | 19d | Log Storage, Indexing & Searching, Reporting and Analytics | Proposed solution must have AI/ML enabled categorizations to categorize the logs based on the applications like Oracle Database, Weblogic, Tomcat Apache instances., etc., | Request bank to ammend this clause as: Proposed solution must have provision to support manual categorizations to categorize the logs based on the applications like Oracle Database, Weblogic, Tomcat Apache instances., etc., | No Change |
| 95 | 59 | 19f | Log Storage, Indexing & Searching, Reporting and Analytics | Proposed solution should provide AI/ML Enabled reporting for log analysis. Solution should be able to mail the reports to PDL's using SMTP Gateway's. | Request Bank to ammend this clause as: Proposed solution should provide reporting for log analysis. Solution should be able to mail the reports to PDL's using SMTP Gateway's. | No Change |
| 96 | 59 | 20a | Dashboard | Proposed solution must have a standard dashboard including number of instances logging, systems failed to log, logs (GB) logged in last 24 hr's/1 month, total consumed and free storage capacity, System health of the log engines, search engines, reporting engines | Request Bank to ammend this clause as: Proposed solution must have a standard dashboard including number of instances logging, systems failed to log, logs (GB) logged in last 24 hr's/1 month, System health of the log engines, search engines, reporting engines | No Change |
| 97 | 60 | 20e | Dashboard | Proposed solution should provide automated AI enabled executive dashboards having drilled down capability for 360-degree view of logs in the form of table, charts (multiple types – Pie, line, Time, Bar) | Request bank to ammend this clause as : Proposed solution should provide executive dashboards having drilled down capability for 360-degree view of logs in the form of table, charts (multiple types – Pie, line, Time, Bar) | No Change |



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| 98 | | | General Queries for LMS solutions | Number of existing Total EPS count with incremental growth year on year on LMS solutions in next 5 years. | | Please refer volumetric section on Page no. 52 of the RFP |
| 99 | | | General Queries for LMS solutions | Duration for log archival : Request Bank to provide the time duration details for storing the archival / Off-line logs / Raw logs in Bank environment. | | Data should be available in tool/solution for 6 months for search. After 6 months data will be archived to disk device/Tapes and will be retained as per Bank's policy. The archived data should be brought back to system as and when required by the Bank. |
| 100 | | | General Queries for LMS solutions | Do you need High availability at log collection layer with in Datacenter environment | | Yes |
| 101 | | | General Queries for LMS solutions | Total Number of locations for log collection, other than DC & DR locations. | | 2 DC Locations and 2 NDR Locations (Total 4) |
| 102 | | | General Queries for LMS solutions | Number of total datasources / Device count on each datacenter locations | | Please refer volumetric section on Page no. 52 of the RFP |
| 103 | | | General Queries for LMS solutions | Number of EPS count on each datacenter locations (DC & DR) need bifurcation of Total EPS based on the number of datacenter locations. | | No Change |
| 104 | 28 | | Eligibility | The Bidder /OSD should submit at least two Indian references of proposed solution deployment in Commercial Banks / Financial Institutions / Govt. & Private Organizations. Out of the 2 references, at least one reference with integration capability of minimum 1000 devices. | We request the bank to provide clarification on the experience requirement. As an Indian OEM, we have a significant presence in India, with our network monitoring and CSOC solutions deployed across various BFSI and government organizations. However, the purchase orders and sign-offs do not separately mention log management. It would be helpful if you could clarify whether our experience with log management, as part of our broader solutions, meets the experience criteria. We are more than happy to share the references of our customers where we have provided the similar solutions to cross check the same. We are the Indian OEM and have been providing cyber security solutions for more than 2 lacs endpoints across. Please give us the opportunity to serve your prestigious organization by considering the requested clauses modification. | Please refer Addendum |
| 105 | 76 | | Commercial | Onsite support Charges – L2 Support (24*7*365) including Maintenance | We required clarity from bank on annexure 15 - Commercial Bid. d. Onsite support Charges – L2 Support (24*7*365) including Maintenance - Please mention the no.of resources required in day to day activity. | Onsite L2 support on 24X7 basis |
| 106 | 52 | 4 | | 2. Log Correlation: The solution must aggregate, normalize, correlate and analyze event log data from the myriad of devices within your infrastructure. It must filter out; compress events based on event correlation and present the co-related events to the system for reporting. The solution must be in a position to fetch the data from the real time updated global repository on the information of latest threats and resolution details to keep in pace with the latest threat outburst. The system should have the correlation capability with the global intelligence feeds. | This is a property for SIEM. We think BOB already has a SIEM solution in place. Do we need to propose Log Management or SIEM Please clarify if BOB needs SIEM or log management only | Bank needs the Log management solution along with the events correlation functionality |



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| 107 | 53 | C | | <p>Analysis:-</p> <p>a. Event Correlation should find relationship between two or more log entries. Event correlation should be rule-based (matching happens on timestamps, IP address, event type etc.), or can be based on statistical methods or visualization tools.</p> <p>b. Log Viewing should facilitate display of log entries in a human-readable format. It must provide log viewing capability.</p> <p>c. Log Reporting facilitate display of the results of log analysis.</p> <p>d. The Solution should include compliance specific queries e.g ISO, SOX, HIPAA, etc</p> | <p>This is a property for SIEM. We think BOB already has a SIEM solution in place. Do we need to propose Log Management or SIEM</p> <p>Please clarify if BOB needs SIEM or log management only</p> | <p>Bank needs the Log management solution along with the events correlation functionality</p> |
| 108 | 60 | 19D | | <p>Functional cum Technical Parameters for Evaluation:</p> <p>Proposed solution must have AI/ML enabled categorizations to categorize the logs based on the applications like Oracle Database, Weblogic, Tomcat Apache instances., etc.,</p> | <p>Same capability can be given WITHOUT AI/ML</p> <p>Please clarify if achieving same outcome without AI/ML can be considered.</p> | <p>As per RFP, Logs sourcetype/ categorization by the solution can be done with or without AI/ML. But rest of the features of AI/ML should be part of the solution as per the RFP</p> |