

CANFIN HOMES LTD
(Registered Office: BANGALORE)

Request for Proposal (RFP)
For
“Managed Security Service Provider (MSSP) for implementation
of Security Information and Event Management (SIEM) For CAN
FIN HOMES LTD”

TENDER.REF. NO: RFP-IT-362/2023-24

Date of commencement of issue of RFP	: 24.02.2024
Last date for receipt of queries on RFP	: 01.03.2024 at 16:00 hrs.
Last date for Bid Submission of RFP	: 14.03.2024 at 15:00 hrs.
Date of Opening of Bids of RFP	: 14.03.2024 at 15:30 hrs.

ISSUED BY : Dy. GENERAL MANAGER & CIO
CANFIN HOMES LTD
REGISTERED OFFICE,
29/01, SIR M N KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE 560 004

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Contact Numbers : Tel - 080-41285779
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REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

Bid Details: Implementation of Managed SIEM Solution for Can Fin Homes Ltd

Sl. No.	Description	Details
1.	RFP No. and date	TENDER.REF. NO.: RFP-IT-362/2023-24
2.	Brief Description of the RFP	Managed Security Service Provider (MSSP) for Security Information and Event Management (SIEM) Solution for Can Fin Homes Ltd.
3.	Company's Address for Communication and Submission of Tender	Dy. GENERAL MANAGER & CIO CAN FIN HOMES LTD REGISTERED OFFICE, 29/01, SIR M N KRISHNA RAO ROAD BASAVANAGUDI BANGALORE 560 004 Tel - 080 41285779 Fax - 080 26565746 Email: it@canfinhomes.com
4.	Date of Issue	24.02.2024 (Saturday)
5.	Last date for receipt of queries on RFP	01.03.2024 at 16:00 hrs. Email: it@canfinhomes.com
6.	Pre-bid Meeting Date & Time	1. Physical Pre-bid meeting will be held on 06.03.2024 at 16:00 hrs. Venue: Can Fin Homes Ltd, Registered Office, 29/01 Sir M N Krishna Rao Road, Basavanagudi, Bangalore - 560004. 2. Pre-bid queries should be submitted as per Appendix- D
7.	Last Date of submission of Bids	14.03.2024 at 15:00 hrs.
8.	Date and time opening of Part A, conformity to Eligibility criteria.	14.03.2024 at 15:30 hrs.
9.	Date and time opening of technical bid Part-B and commercial bid Part-C.	Will be intimated at later date.

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Can Fin Homes Ltd, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Can Fin Homes Ltd to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Can Fin Homes Ltd makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updation, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Can Fin Homes Ltd does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Can Fin Homes Ltd (CFHL), reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Company's Website (www.canfinhomes.com) and it will become part and parcel of RFP.

Can Fin Homes Ltd in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Can Fin Homes Ltd reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Can Fin Homes Ltd shall be final, conclusive and binding on all the parties.

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Abbreviations and Acronyms

The following abbreviations and acronyms defined in this RFP are as under

BG	Bank Guarantee
DC	Data Centre
DR	Disaster Recovery
BOM	Bill of material
SIEM	Security Information & Event Management
CFHL	Can Fin Homes Ltd
OEM	Original Equipment Manufacturer
RFP	Request for Proposal
PBG	Performance Bank Guarantee
SLA	Service Level Agreement
NHB	National Housing Bank
MSSP	Managed Security Service Provider
IOC	Indicator of Compromise
NEFT	National Electronic Fund Transfer
RTGS	Real Time Gross Settlement
TCO	Total Cost of Ownership

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1. Introduction:

Can Fin Homes Ltd, was incorporated in the year 1987, "The International Year of Shelter for the Homeless". The main objective of setting up the company was, promoting home ownership and increasing the housing stock in the country. Company is having its Registered office at 29/1, Sir M N Krishna Rao road, Basavanagudi, Bangalore 560004. The company has around 200+ branches/offices spread across various locations of the country and all these branches and satellite offices are linked to the Registered Office through a Core banking platform.

2. About RFP:

The Company intends to implement Managed Security Information and Event Management (SIEM) solution. In this connection, Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Managed Security Information and Event Management (SIEM) solution as per the Terms & Conditions, Technical Requirements and Scope of Work described elsewhere in this document.

Note: This RFP should not be considered as a statement of intent for availing the services, unless a purchase order or notification of award is published by Can Fin Homes if any, as an end result of this RFP process.

3. Objective:

CFHL intends to further strengthen its Information Systems Security by engaging a managed security service provider for managing a world-class, state-of-the-art SIEM Solution.

The Company is looking at a highly professional relationship with the service provider who shall manage, maintain & support the Security Information and Event Management (SIEM) solution for Can Fin Homes critical infrastructure.

4. Cost of the RFP

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

5. Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also the decision of CFHL on rejection of bid shall be final and binding on the bidder and grounds of rejection of Bid should not be questioned after the final declaration of the successful Bidder.

6. Requirement Details

Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Managed Security Service Provider (MSSP) for Security Information and Event Management (SIEM), Technical Requirements and Scope of Work described elsewhere in this document. This RFP consists of requirement as given below:

Sl. No	Item details
1	Managed Security Service Provider (MSSP) for Security Information and Event Management (SIEM) For Can Fin homes ltd.

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7. Eligibility Criteria:

- A managed security service provider submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and shall provide managed Security Information and Event Management (SIEM) solution.
- Interested Bidders, who can provide managed security service for SIEM to Can Fin Homes and meet the Pre-Qualification criteria as per **Annexure-III**, may respond.
- The bidder is required to provide factually correct response to the RFP, Adequate justification for the response (including technical and other requirements) should be provided as a part of the response. In case the company finds any response to be inadequate, the company has the right to ask for additional explanation/justification. In the event of any discrepancy in the response submitted by the bidder, the company reserves the right to disqualify/blacklist the bidder.
- Can Fin Homes, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

8. Scope of Work:

- 8.1 The broader Scope of work shall include but not be limited to Technical or functional requirements as mentioned in **Annexure-VII**. Bidder has to confirm compliance to the Scope of Work as mentioned in **Annexure- VII**. The bidders are required to go through the complete RFP document thoroughly. The obligation /responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.
- 8.2 Bidder should monitor logs to detect malicious or abnormal events and raise the alerts for any suspicious events that may lead to security incidents in CFHL environment.
- 8.3 Monitoring should be done on 24/7/365 basis.
- 8.4 Bidder platform should have capability to collect logs from most of the standard platforms like Windows, Linux, Firewall, Network, API gateway, Load balancer and other security devices or solution, etc.
- 8.5 Bidder should develop, update and maintain log baselines for all security related platforms at CFHL that are required to be monitored.
- 8.6 Bidder should be able to monitor and analyze both internal and external attacks. In addition to security attacks on IT infrastructure, Bidder should also monitor for security events on business applications, databases and also identify network behavior anomalies including zero-day attacks.
- 8.7 Bidder should monitor, detect and coordinate with respective stake holders for all the security incidents.
- 8.8 Bidder should send alert with details of mitigation steps to designated personnel within CFHL.
- 8.9 Bidder should maintain a knowledge base of alerts, incidents and mitigation steps and this knowledge base should be updated with evolving security events within and outside of CFHL.
- 8.10 Bidder Team should send customized alerts, advisories about the latest CVEs and latest threats getting exploited in the cyber world, to CFHL. Bidder should also provide the latest threat advisories to CFHL on daily basis.

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- 8.11 Evidence for any security incident should be maintained in tamper proof manner and should be made available for legal and regulatory purpose, as required.
- 8.12 Bidder should add/delete/modify rules, reports and dashboards etc. on SIEM based on CFHL requirements and changing security threat landscape. The solution should support wizard-based interface for rule creation.
- 8.13 Bidder should provide MIS reports to CFHL on daily, weekly and monthly basis. Quarterly report for executive management review. Reporting requirements will be finalized with the selected criteria. Bidder should also have the provision to provide reports on demand whenever required by CFHL.
- 8.14 All deliverables including reports should undergo quality assurance process and should have continuous improvements in the metrics displayed. Bidder team should define quality metrics, measurement frequency and reporting periodicity in consultation with CFHL.
- 8.15 Bidder has to create and maintain RCAs for high and critical incidents. RCAs has to be made available to the auditor whenever needed.
- 8.16 On quarterly basis, Bidder should conduct CTF(Capture The Flag) events within the team to enhance the knowledge levels of support team and CFHL resources.
- 8.17 Bidder should participate and contribute in cyber security drills, CTF (Capture The Flag) events of CFHL.
- 8.18 Bidder should perform quarterly SIEM rules and dashboards review and optimize the solution in consultation with CFHL.
- 8.19 Bidder shall monitor, detect, prevent and appropriately respond against any known and un-known security threats, outliers, bot identification etc.
- 8.20 Bidder shall Transfer the knowledge to the CFHL employees about day to day operations, system/backend level troubleshooting, dashboard, creation of basic and advanced rules & analytical models, creation and customization of reports & queries etc without any additional cost to the Company.
- 8.21 Bidder shall perform digital forensic investigation on need basis with complete replay of attack including the ingress and egress of payload without any additional cost. Provide complete insight into threat vector and impact analysis with detailed RCA.
- 8.22 Bidder has to reduce the false positives on the security incidents/events. False positive rate of the incidents has to be less than 5%.
- 8.23 Bidder should create the trends on reoccurring incidents and has to provide the remedial actions/suggestions on the same to CFHL IT Team.
- 8.24 Bidder shall be responsible to develop and maintain Standard Operating Procedures (SOP) and Create / Update & maintain all playbooks with respect to proposed solution day to day operations including but not limited to threat management, alert/incident management, reports & dashboards, forensics infrastructure maintenance, rules creation & fine tuning, install/upgrades, updates, asset Integration, Business Continuity data & configuration backup, restoration, archival, knowledge management, segregation of duties, change management, patch & version management. Bidder should ensure to update the proposed solution with the latest stable version within 2 months of its release.
- 8.25 All SOPs have to be reviewed on quarterly basis.
- 8.26 Adherence to Cyber Security Framework for SIEM Services as per RBI/NHB guidelines. All preceding, existing & future circulars & guidelines related to SIEM Services along with functional & non-functional requirement of CFHL.

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- 8.27 Bidder should provide data flow diagram, process diagram, logical data model, physical data model, High Level Diagram (HLD), Low Level Diagram (LLD) & backup architecture.
- 8.28 Bidder has to report and escalate the incidents as per the TAT (Turnaround Time) defined by CFHL and follow new CERT-IN, RBI/RBI CSITE, NHB directive on incident reporting.

Other Requirements

- 8.29 Bidder should conduct security trainings for CFHL nominated persons once in six months without any additional cost to the Company. The training program would cover mutually agreed agenda on the e-security products and technologies.
- 8.30 Bidder should provide quarterly management briefing to CFHL’s senior management team on benefits, security risks and global threats facing financial institutions.
- 8.31 Bidder should provide relevant support for external and internal security audits that CFHL is subject to from time to time. The bidder should participate in all the audits and represent the outcomes of the solution in the audits.
- 8.32 Bidder will submit the detailed SLA compliance report on a quarterly basis. SLA report will be discussed with nominated personnel from CFHL and any breach of SLA will lead to service penalties.
- 8.33 Apart from SLA reviews, CFHL may also conduct performance reviews at mutually agreed schedules, dates and locations and representatives from both CFHL and Bidder (above lead) should attend such performance review meetings.
- 8.34 The selected Bidder shall appoint a single point of contact, with whom CFHL will deal with, for any activity pertaining to the requirements of this RFP.
- 8.35 The selected bidder shall conduct 1 instance of vulnerability Assessment & Penetration testing for the proposed solution in every year during the contract period and submit the relevant closure reports to CFHL as per the timelines stipulated.

Onsite Resource & Support:

- The selected bidder has to deploy 1 Onsite Resource at Company’s Registered Office, Bengaluru for dedicated/exclusive support for proposed SIEM solution during the contract period.
- The onsite resource term shall be extended further based on the mutual consent at company discretion.
- Resource should have Technical/Functional knowledge on SIEM solution, Onsite Resource should have minimum qualification as Graduation.
- The Bidder should submit the following KYC documents of Onsite resource (self-attested by the Onsite Resource and endorsed by the bidder company HR)
 - Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.
 - Address Proof (Local and Permanent).
 - Aadhar Card.
- Onsite Resource should be available at the premises of the Company during working Hours on all working days of the Company during the entire contract period.
- In case the resources go on leave/absent, the selected bidder has to ensure that qualified resources having equivalent or more experience and qualification are available.
- The penalty shall be levied on prorata basis if the onsite resource is absent.
- The Company may terminate the services of the onsite resource by providing a written notice at least one month in advance. During this notice period, both parties shall work collaboratively to ensure a smooth transition of responsibilities and knowledge transfer.

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Upon termination, the onsite resource shall return all company property and complete any outstanding tasks or deliverables as per the Purchase Order/ Agreement.

- The penalties/LD shall be recovered out the any payment payable to the bidder including invoking of performance bank guarantee.

Roles and Responsibilities of Onsite Resource:

- Monitor SIEM Console & Dashboards and provide response to the internal team on reported incidents.
- Monitor and review the activities.
- Monitor & Reporting of system components health and take necessary steps in case of any observed issue.
- Perform analysis on the reported incidents, determine the root cause, recommend the appropriate solution by coordinating with Bidder team.
- The onsite resource must coordinate with client vendor teams, other internal stake holders to mitigate reported observations/incidents until closure.
- Should provide real time situational awareness to the Company stakeholders.
- Use and apply learnings from incident and provide recommendation for standardizing the SIEM Solution.
- Develop and implement processes for interfacing with operational teams and other supporting teams.
- Design, create and customize the dashboards as per the Company’s requirements.
- Ensure the necessary SOC documents like operating procedures, configuration management, Low Level Design etc. are up to date with the changes made in their respective areas.
- Work on Improvement of overall posture of SIEM deployment to achieve Best return on investment.
- Should have good understanding on MITRE att&ck framework.
- Above is illustrative list of general activities. All Technology specific activities Related to SIEM to be carried out.

9. Canfin Homes Critical Assets:

Cloud Compute Components:

Sl. No	Compute Category	# Components	#NO
1	Data Center - Cloud Components	VM - Web & Application Servers (Windows)	9
		VM - Database Servers (windows, MS SQL)	3
		Firewall	1
		WAF	1
		VM- Application & Database (Linux)	1
		API Gateway	1
		Load Balancer	1
2	Disaster Recovery - Cloud Components	VM - Web & Application Server (windows)	7
		VM - Database Server (windows, MS SQL)	1
		Firewall	1
		WAF	1
		API Gateway	1

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		Load Balancer	1
3	Website - Components (Cloud based)	VM - Web & Application	1
		VM - Database	1

10. Technical / Functional Requirements:

The Bidder shall comply with the Technical & Functional Requirements narrated in **Annexure- VII** and adhere to the guidelines issued by Company, Reserve Bank of India (RBI), NHB (National Housing Bank), Parent Bank and other Regulatory bodies related to Security information & Event Management SIEM Solution time to time.

11. Deliverables & Service Level Agreements (SLAs)

SLAs for Solution Uptime

Sl. No	Service Area	Service Level	Penalty
1	Solution Uptime	Uptime percentage calculated on monthly basis for respective solution. In case of any SIEM solution problems, the Service Provider should ensure that replacement devices/solutions are made available to meet the SLAs. (Uptime % will be Rounded Off to Two decimals)	Penalty % of overall monthly cost *
		99% to 99.9% and above	NA
		98% to 99.89%	5%
		95% to 97.99%	8%
		Below 95%	15%

*Monthly cost = Quarterly cost / 3

The percentage uptime is calculated on monthly basis as follows:
(Total contracted minutes in a month - downtime minutes within contracted minutes) X100

Total contracted minutes in a month.

Contracted minutes of a month = Number of days in that month * 24*60

Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:

Area	Expected Output	SLA	Penalty SLA
Content development and Creation of use cases	Content development: New parsers should be created for non-supported assets in SIEM. Ensure optimal utilization of the context-based repository in all use cases.	For any unparsed event, parser creation should be done in SIEM within 1 week.	For parser creation, delay in committed time for the assigned task shall incur a penalty of INR 1,000 for each default day post committed date.

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	Creation of use cases: Looking at the newly evolved Cyber Threats and attack tactics, Bidder should modify and develop new use cases relevant to CFHL environment basis on the events generated by different security technologies, servers/endpoints etc.	Absence of use case to detect any kind of critical/high/medium security event.	For any missed use case relevant to the security event the penalty would be: a) For Critical and High - 1% of overall quarterly cost of SIEM charges per missed use case. b) For Medium - 0.75% of overall quarterly cost of SIEM charges per missed use case.
Integration of assets with SIEM and Event Monitoring	Asset Integration with SIEM : Assets supposed to be integrated with SIEM with approval from CFHL IT Team in coordination with all relevant support team and logs are getting generated in SIEM for these assets.	SLA for Asset Integration: Completion of asset integration supposed to be within 3 working days.	Penalty for Asset Integration violation of SLA: Delay in committed days shall incur a penalty of INR 1000 for per asset per day.
	Event monitoring and devices not reporting 24X7 monitoring for the added assets in SIEM and 24X7 response in case of assets are offline and /or not generating logs. Bidder is expected to coordinate with relevant stakeholders and publish regular reports for devices not reporting to SIEM.	For critical devices not sending logs or offline: Critical/ High incident should be created in service desk within 5 minutes. Resolution for the same should be expected to close within 30 minutes.	Penalty for Event monitoring and device not reporting violation of SLA Response: SLA for Critical issue: penalty 0.50% of the Quarterly fee Cost for each/every 15 minutes delay up to 2 hours. Beyond 2 hours penalty would be 1% of the Quarterly fee Cost for each/every 10 minutes delay.
Incident Management	Coordinated rapid response to any security incident with internal teams as per criticality till closure of the incidents. Contain attack, restore services for all the identified attacks. Detailed Root cause analysis and trend Report.	The timelines required for resolution of critical, High and Medium priority mentioned below: a) Critical incidents within 15 minutes of the incident identification. Update should be provided every 15 minutes till the	a) Any violation in meeting the SLA requirements which leads to Critical incident, CFHL shall impose a penalty 1% of Quarterly cost

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	Help internal team for evidence collection and retention for legal and regulatory purpose. Log retention and repository of incident knowledge base.	closure of the incident .	each 30 minutes delay up 2 hours. Beyond 2 hours penalty would be 2% of the Quarterly fee Cost for each 20 minutes delay.
		b) High priority incidents within 30 minutes of the event identification. Update should be provided every 1 hour till the closure of the incident.	b) Any violation in meeting the SLA requirement which leads to High incident, CFHL shall impose a penalty of 0.50% of the Quarterly Maintenance Cost for each 45 minutes delay up to 3 hours. Beyond 3 hours penalty would be 1% of the overall Quarterly Maintenance Cost for each 30 minutes delay.
		c) Medium priority incidents within 60 minutes of the event identification. Update should be provided every 2 hours till the closure of the incident.	c) Any violation in meeting the SLA requirements which leads to Medium incident, CFHL shall impose a penalty 0.25% of Quarterly cost each 60 minutes delay up 4 hours. Beyond 4 hours penalty would be 0.5% of the Quarterly fee Cost for each 60 minutes delay.
Forensic Investigation	Assistance in forensic investigation for any device/application/process laid out in CFHL	Request should be responded within 48 hours	CFHL shall impose a penalty 0.5% of the Quarterly fee Cost beyond 48 hours delay.
Any VAPT observation reported	Closure of all reported observations	To be closed with in 15 days from the date of reporting.	CFHL shall impose Rs. 1000/- per day beyond 15 days.

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I. Implementation, Manage and Maintain of SIEM Solution

- **Project Timelines:** Bidder is requested to complete the entire managed SIEM solution within 2 Months from the date of acceptance of Purchase Order.
- Entire services have to be provided by the Bidder.

II. Security

- Bidder should take adequate security measures to ensure confidentiality of the information.
- The selected bidder has to execute NDA (Non-Disclosure Agreement) as per Appendix-G.

III. Penalties / Liquidated Damages:

- **Liquidated Damages for non-delivery of Services:** Failure to complete the activities within 2 Months from the date of acceptance of Purchase Order shall attract penalty at the rate of Rs. 1000/- (excl GST) per day. However, the total penalty under this clause shall be restricted to 10% (excl GST) of the project cost.
- **Penalties/ Liquidated Damages for non-performance:** If the bidder does not meet the requirements of the RFP during the implementation, the bidder shall rectify the same at bidders cost to comply with the requirements immediately to ensure completion of the activity.
- If any act or failure by the bidder under the agreement, contravention of the terms and condition stipulated herein or the terms of Confidentiality agreement executed by successful bidder with the Company, the Company reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures subjected to the TCO (Total Cost of Ownership).
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Company reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as goodwill.
- The penalty amount will be deducted for deficiency in service levels if any for the relevant quarter.
- Company may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- All the above LDs are independent of each other and are applicable separately and concurrently.
- LD is not applicable for the reasons attributable to the company and Force Majeure.

12. Payment Terms:

- Payment shall be released Quarterly in arrears from the date of Go live based on the devices onboarded into the solution. The devices may be onboarded in phases at discretion of the Company.
- Price shall remain fixed up to additional of 5 assets for a period of 3 years from the date of acceptance of Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.
- The bidder has to submit documentary proof for completion of activities.
- The Company shall finalize the Sign-off and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same while claiming payment.
- Payment will be released within 60 days from submission of relevant documents as per RFP terms.

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- The payments will be released through NEFT/RTGS after deducting the applicable LD/Penalty, TDS if any, by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.
- The penalty amount will be deducted for deficiency in service levels if any for the relevant Quarter.
- Payment for onsite resource will be released Quarterly in arrears.

13. Exit option and contract re-negotiation:

- a) CFHL reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the “Order Cancellation” herein under.
- b) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to CFHL at CFHL’s locations.
- c) The event of cancellation of the contract or exit by the bidders prior to expiry of time for awarding the contract, the bidder should facilitate an orderly transfer of services to CFHL or to an alternative 3rd party / bidder nominated by CFHL. Where CFHL elects to transfer the responsibility for service delivery to a number of bidders, CFHL will nominate a bidder who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.
- d) The bidder shall provide all other services as may be agreed by the parties in connection with the reverse transition services.
- e) The reverse transition services to be provided by the Bidder shall include the following without any extra cost to CFHL:
 - i. The Bidder shall suitably and adequately train CFHL or its designated team for fully and effectively manning, operating the Devices.
 - ii. Bidder shall provide adequate documentation thereof.
 - iii. The Bidder shall jointly manage the Devices with CFHL or designated team for a reasonable period of time
- f) Knowledge Transfer: The Bidder shall provide all information, documentation to the satisfaction of CFHL or its designee, for the effective management and maintenance of the Deliverables under this RFP/Purchase Order/contract. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for supporting the Services.
- g) **Warranties:**
 1. All the warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of CFHL whichever is applicable. The bidder shall execute any and all such documents as may be necessary in this regard.
 2. The bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the bidder agrees to provide all assistance and services to the satisfaction of CFHL, which are required for fully and effectively transitioning the services provided by the bidder under the scope, upon termination or expiration thereof, for any reason whatsoever.
- h) The rates for availing services during reverse transition period would be the same as payable during the contract period for the respective services as contained and provided in this RFP without any extra cost to CFHL.
- i) The Bidder agrees that the reverse transition mechanism and support during reverse transition will not be compromised or affected for reasons whatsoever is for cancellation.

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- j) CFHL shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
- k) CFHL and the successful bidder shall together prepare the Reverse Transition Plan. However, CFHL shall have the sole decision to ascertain whether such Plan has been complied with.
- l) The Bidder agrees that in the event of cancellation or exit or expiry of the RFP/Purchase Order/contract it would extend all necessary support to CFHL or its selected bidders as would be required.

14. Extension of Contract

The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by CFHL with the Bidder, to the satisfaction of and as decided by the CFHL up to a period of three (3) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 12 months’ period on the same rates and terms & conditions of the Contract. CFHL has right to alter (increase or decrease) the number of resources. CFHL has right to place repeat order to the bidder for any resources mentioned in the Contract. The contract shall be co-terminus with the Purchase orders issued unless extended by CFHL.

15. Order Cancellation

CFHL reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to CFHL;

- i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service expected.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.

In case of order cancellation, any payments made by CFHL to the Bidder for the particular service would necessarily have to be returned to CFHL. Further the Bidder would also be required to compensate CFHL for any loss incurred by CFHL due to the cancellation of the Purchase Order and any additional expenditure to be incurred by CFHL to appoint any other Bidder. The same shall be limited to TCO (Total cost of Ownership).

Termination of Purchase Order/Contract

For Convenience: CFHL, by written notice sent to Bidder, may terminate the Purchase Order/contract in whole or in part at any time for its convenience giving three months’ prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder’s performance under the contract is terminated and the date upon which such termination become effective. CFHL shall consider request of the bidder for pro-rata payment till the date of termination.

In the event of termination, the successful bidder needs to extend all the support including but not limited to providing the data, knowledge transfer, transition to the new vendor/CFHL or its representatives without any extra cost to CFHL.

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16. Documents, Standard Operating Procedures and Manuals:

All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the bidder shall become the Property of the Company.

17. Subcontracting:

The Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Company.

18. Access to Audit:

Whenever any Government/Regulatory Authority, including but not limited to RBI/NHB requests for information from the Company for any compliance, regulatory or legal purpose relating to the proposal, then upon the Company's request, Bidder shall assist the Company in responding to such a request, by providing the required information to the Company/its authorized representatives, or such a Government/Regulatory authority.

19. Assignment and Successors:

Bidder shall not assign or delegate duties under the RFP or Terms and Conditions, or subcontract any part of the performance required under this RFP, without the express written consent of Company. No such consent shall be deemed to relieve Bidder of its obligations to comply fully with the requirements of the RFP. Subject to the foregoing, the RFP and these Terms and Conditions shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.

20. Bidding Process (Three Part Offer):

Bid shall have the following 3 (Three) parts; Eligibility conformity, Technical & Commercial. The three parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to the Dy. General Manager - IT & CIO, Can Fin Homes Ltd, 29/01 - Sir MN Krishna Rao Road, Basavanagudi, Bangalore 560004 and duly super-scribed “Eligibility conformity for implementing Managed SIEM Solution for Can Fin Homes Ltd”, “Technical Proposal for implementing managed SIEM solution for Can Fin Homes Ltd” and “Indicative Commercial for implementing managed SIEM Solution for Can Fin Homes Ltd”. These covers should also indicate name, address and contacts of the bidder submitting the offers.

20.1 Part-A - Eligibility Conformity:

Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per **APPENDIX-A**.

20.2 Part-B - Technical Proposal:

Indicating the response to the Technical and Functional requirement specification for Implementing managed SIEM Solution for Can Fin Homes Ltd. The format for submission of Technical Proposal is as per **APPENDIX-B**. Technical proposal will NOT contain any pricing or commercial information at all.

20.3 Part-C - Commercial Proposal:

Furnishing all relevant information as required as per Bill of Material as per **ANNEXURE-XIII**. The format for submission of Commercial bid is as per **APPENDIX-C**. In the first stage, only **Part-A** will be opened and evaluated. Those bidders satisfying the eligibility criteria as determined by the CFHL and accepting the terms and conditions of this document shall be short-listed for **Part-B**.

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The offers should be hand delivered at the given address before the stipulated date and time. In case designated date of bid submission is declared to be public holiday, the same may be extended to next working day at the same time.

21. Evaluation Criterion:

The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder. The evaluation methodology vis-à-vis the weight-ages are as under:

Technical scoring matrix:

Sl. No	Criteria	Weightage		Documents Required
	Sub-Criteria	Criteria Total	Sub criteria	
1.	Past experience of the bidder (track record)	30		
A	Bidder credentials, Experience and past performance on similar contracts for implementation of managed SIEM Solution to Banking/Financial/ Government departments/ PSU organization / Housing Finance/other companies More than 3 years - 15 marks ≥2 and ≤3 years - 10 marks ≥1 and ≤2 years - 5 marks Less 1 years - 0 marks		15	PO copies from the clients
B	Past Experience of projects for managed SIEM services in BFSI sector organization/NBFC/ Scheduled Commercial Banks/ Government departments/ PSU organization/Housing Finance Company in India. 3 projects in last 3 years (5 marks each).		15	As per format enclosed at APPENDIX -E
2	Quality of resources resumes to be shared with CFHL, [higher weightage for certified CCNA-Security, CEH, ITIL, CEIH, OSCP, CISSP, CISA, CPT) resources]. 5 or more resources- 10 marks >3 and <4 resources - 8 marks ≥3 and ≤2 resources- 6 marks Less than 2 resources- 0 marks	10	10	As per format enclosed at APPENDIX -F along with relevant certificates
3	Presentation and Product Demonstration of proposed solution during technical evaluation	20	20	
4	Compliance to technical specification mentioned in Annexure - VII 0.5 Marks for each compliance point.	40	40	As per format enclosed at Annexure - VII
	Total	100	100	

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21.1 Evaluation of Technical Bids:

21.1.1 The Company’s evaluation of the technical bids will take into account the following factors and based on such evaluation the technically qualified bidders will be short-listed:

- a) Conformation to pre-qualification criteria.
- b) Compliance of terms and conditions stipulated in the RFP duly supported by certified documentary evidence called for therein.
- c) Review of written reply, if any, submitted in response to the clarification sought by the Company, if any.

21.1.2 CFHL reserves the right to reject an offer under any of the following circumstances:

- a) Offer is incomplete and/or not accompanied by all stipulated documents.
- b) Offer is not in conformity with the terms and conditions stipulated in this document.
- c) Unpriced Commercial Offer is not submitted along with Technical Offer.
- d) Format of Commercial Offer differs from unpriced commercial Offer

22. Amendment of bidding documents:

- 22.1 At any time prior to the date for submission of bids, the company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP by amendments.
- 22.2 Amendments, if any will be notified through email to all prospective Bidders, to whom RFP is shared for submission of bids and will be binding on them.
- 22.3 In order to provide, prospective Bidders, reasonable time to take the amendment into account for preparing their bid, the company may, at its discretion, extend the last date of submission of bid.

23. Period of Validity of Bids

Bids shall remain valid for a period of 180 days from the date of bid opening or as may be extended from time to time. CFHL reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

24. Termination for Owner’s Convenience

The Company, by written notice sent to the Bidder, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company’s convenience, the extent to which performance of the Bidder under the Agreement is terminated and the date upon which such termination becomes effective.

The Work that is complete and ready for commissioning as on the date of Bidder’s receipt of notice of termination shall be accepted by the Company on the terms and prices mutually agreed at that time.

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25. GENERAL CONDITIONS:

25.1 Resolution of Disputes:

- a. All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these tender documents or breach thereof shall be settled amicably.
- b. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The sole arbitrator shall be appointed with the mutual consent of both the parties. The seat of the arbitration shall be Bangalore.
- c. During the arbitration proceedings the bidder shall continue to work under the contract unless otherwise directed in writing by the company.

25.2 Legal Disputes and Jurisdiction of the court:

- The Company Clarifies that the Company shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages. In addition, notwithstanding the foregoing, claims for preliminary injunctive relief, other pre-judgement remedies and claims for the Company’s failure to pay for Service(s) in accordance with the Agreement, may be brought in a court of competent jurisdiction over the parties and the subject matter.
- All disputes and controversies between CFHL and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

25.3 Right to Audit

- In order to conduct the audit, it may be necessary for the Auditors to access to the locations / arrangements of the Bidder, verify records and also to interact with the personnel related to the project. Bidder at request of the Company shall provide access to the Company’s Auditors/Representatives in this regard to the resources related to the project.
- Whenever any Government or Regulatory Authority, including RBI or NHB etc. requests for information from the Company for any compliance, regulatory or legal purpose relating to the proposal/project, then upon the Company’s request, Bidder shall assist the Company in responding to such a request, by providing the required information to the Company, or such a Government Authority.

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- Rights for the Company to ask for the Roles and Responsibilities chart from the CSP/bidder.
- Rights for the Company to participate in the external audit of the CSP/bidder.

25.4 Limitation of Liability

In no event shall Can Fin Homes Ltd. be liable for any proven consequential, special, punitive, incidental or indirect damages.

25.5 Confidentiality

Bidder acknowledges that it is, may be or will be privy to Confidential Information (as defined below). Bidder agrees it will use the Confidential Information only in furtherance of its work under this RFP and shall not transfer or otherwise disclose the Confidential Information to any third party except as provided for herein. Bidder shall:

(i) Give access to such Confidential Information solely to those of its employees with a need to have access thereto in furtherance of or in connection with this RFP or as required by applicable law; and

(ii) Take the same security precautions to protect against disclosure or unauthorized use of such Confidential Information that Bidder takes with its own confidential information, but in no event shall Bidder apply less than a reasonable standard of care to prevent such disclosure or unauthorized use. As used herein, “Confidential Information” means any and all information relating to Company and any of its respective affiliates that may be received by or be provided to Bidder from time to time, including, without limitation, equipment and business specifications, business records or data, trade secrets, and confidential planning or policy matters, business strategies, internal policies, and procedures, matters subject to attorney-client privilege, and any financial or accounting information, the existence of this or any other agreements or communications between Bidder and Company, and the terms of any such agreement, and all data, reports, interpretations, forecasts and records containing or otherwise reflecting information concerning any such person or entity, together with analysis, compilations, studies or other documents, whether prepared by Bidder or Company, which contain or otherwise reflect such information. Bidder shall not use the Company’s name, or the names of its respective subsidiaries or affiliates, in any sales or marketing publication or advertisement, without the prior written consent of Company.

The Successful bidder shall execute separate NDA on the lines of the format provided in the Appendix-G.

25.6 Governing Law and Severability:

This agreement shall be governed exclusively by the laws of India and the transaction contemplated herein shall be subject to the exclusive jurisdiction of the competent courts in Bangalore only.

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25.7 Indemnity:

The Bidder shall, at its own expense, defend and indemnify the Company against all third party claims for infringement of patent, trademark, design or copyright arising from use of proposed product/products or any part thereof. Bidder will provide infringement remedies and indemnities for third party Products, on a pass-through basis. If the company is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that be included in a Bidder approved settlement. The Company will issue notice to the Bidder of any such claim without delay and provide reasonable assistance to the Bidder in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The Bidder shall also reimburse all incidental costs, which the Company may incur in this regard.

25.8 Force Majeure:

For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidders fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Company in writing of such condition and the cause thereof. Unless otherwise directed by the Company in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

25.9 Data Protection, Security and Use of Information:

Bidder hereby unequivocally agrees to undertake all measures, including security safeguards, to ensure that the information in the possession or control of the Bidder, as a result of operation of this engagement, is secured and protected against any loss or unauthorized access or use or unauthorized disclosure thereof. It is hereby mutually agreed between the parties that Can Fin Homes Ltd., assumes no responsibility or liability for any misuse of the Confidential Information and other data in the control of Bidder. This clause shall survive the termination or expiration of this order.

25.10 Directors and Employees of the Company Not Individually Liable:

No Director or official or employee of the Company shall in any way be personally bound or liable for the acts or obligations of the Company under the Contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

25.11 Defense of Suits:

If any action in court is brought against the Company or an officer or agent of the Company, for the failure, omission or neglect on the part of the Vendor to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or

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negligence on the part of the Vendor, his agents, representatives or his Sub-Contractor's, or in connection with any claim based on lawful demands of Sub-Contractor's workmen, suppliers or employees, the Vendor, shall in such cases indemnify and keep the Company and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

25.12 Settlement of Disputes

- All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Purchase Order or breach thereof shall be settled amicably.
- If however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force. The Sole arbitrator shall be appointed with the mutual consent of both the parties. The venue of the arbitration shall be Bangalore.
- During the arbitration proceedings the bidder shall continue to work under the contract unless otherwise directed in writing by the company.

25.13 Termination of insolvency:

The Company, may at any time, terminate the Contract by giving written notice of 90 days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Company.

25.14 Change in Constitution:

The prior information, in writing, to the Company shall be given before any change is made in the constitution of the Bidder. If prior information is not provided to Company, the Contract shall be deemed to have been allotted in contravention of Clause entitled "sub-contracting" hereof and the same action may be taken and the same consequence shall ensure as provided in the said clause.

25.15 Enforceability

All the Terms & Conditions of this RFP, shall be binding on both the parties of this RFP and shall be enforceable as per the applicable laws of India.

25.16 Other Terms & Conditions:

- The Company reserves the right to reject the solution/items, if the supplies are not in conformity with the orders in any manner whatsoever.

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- Bidder has to ensure the direction of RBI Master directions on outsourcing policy issued vide Dated 10th April, 2023 (Circular No: RBI/2023- 24/102DoS.CO.CSITEG/SEC.1 /31.01.015/2023-24) and any further amendments issued on time to time by RBI.
- Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices issued vide dated 07th November 2023 (RBI/2023-24/107 DoS.CO.CSITEG/SEC.7/31.01.015/2023-24) and any further amendments issued on time to time by RBI.

26. Performance Bank Guarantee

The selected Bidder would be required to submit a Performance Bank Guarantee to CFHL for an amount equivalent to 10% of Total Cost of Ownership as mentioned in the purchase order within 30 (Thirty) days of purchase order acceptance date. The Performance Bank Guarantee(s) will be valid for 3 years with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG) and such other extended period which is co-terminus to the life of the work order. The Performance Bank Guarantee(s) should be issued by any Indian Public Sector Bank. A format for Performance Bank Guarantee will be shared with the successful Bidder. The Performance Bank Guarantee is required to protect the interest of purchaser against the risk of non-performance of the successful Bidder in respect of successful implementation of the project which may warrant the invoking of Performance Bank Guarantee (PBG), also if any act of the bidder results in imposition of Penalties/Liquidated Damages then CFHL reserves the right to invoke the submitted Performance Bank Guarantee.

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27. ANNEXURE-I: Checklist:

Checklist

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)		
I	Check List	
II	Bid Covering Letter Format	
III	Pre-Qualification (Eligibility) Criteria Declaration	
IV	Bidders Information	
V	Acceptance of Terms and Conditions	
ANNEXURES (To be submitted with Part-B -Technical Proposal)		
VI	Technical Bid Covering Letter format	
VII	Functional / Technical requirements	
VIII	Pre-Requisites to CFHL	
IX	Undertaking of Authenticity	
X	KYE Undertaking	
XI	Unpriced commercial offer/Bid (Bill of Material)	
ANNEXURES (To be submitted with Part-C -Commercial Bid)		
XII	Commercial Bid Covering Letter Format	
XIII	Bill of Material (Indicative)	

Bidder's to verify the checkpoints and ensure accuracy of the same before submission of the bid.

Date

Signature with seal

Name:

Designation :

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28.ANNEXURE -II: Bid Covering Letter Format

Bid Covering letter

Reference No:

Date:

TO
THE Dy. GENERAL MANAGER & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for Implementation of managed SIEM solution for Can Fin Homes Ltd.

Ref: Your RFP (RFP-IT-362/2023-24) Dated 24.02.2024.

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete the implement the SIEM Solution within 2 months from the date of acceptance of the Purchase order.

We agree to abide by this offer till 180 days from the date of opening of bids and for such further period as mutually agreed between the Company and successful bidder, and agreed to in writing by the bidder. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or Authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Company is not bound to accept the lowest or any offer the Company may receive without assigning any reason whatsoever.

Date

Signature with seal

Name:

Designation:

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29. ANNEXURE -III: PRE-QUALIFICATION CRITERIA

A bidder submitting the proposal in response to this RFP who shall implement, Install, Maintain & Manage SIEM Solution for Data Center, Disaster Recovery, Company website and its related security components of the Company and meeting the following Eligibility Criteria may respond:

Sl. No.	Eligibility Criteria	Documents to be submitted with this RFP	Compliance (Yes/No)
1.	The bidder must have GST registration number and should be a registered company in India as per Companies Act 1956 / 2013 and must be in existence for the last 5 years on the date of RFP	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
2.	Turnover & profitability The bidder should have reported minimum annual turnover of Rs. 50 crores and should have reported profits	Certified copies of Audited Financial Statements or certificate from Auditors providing the Turn Over & net profit details in at least 2 out of last 3 financial years (FY 22-23, FY 21-22, FY 20-21).	
3.	Bidders shall be the Original Equipment Manufacturers (OEM) of Solution (OR) An authorized dealer/Distributor	If the applicant is a OEM, an Undertaking Letter has to submitted in this effect. If the bidder is an Authorised Dealer [Distributor, an Authorisation letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 5 years from the date of submission of the Bid.	
4.	The bidder should provide atleast one proof of having Implementation, Manage & Maintaining SIEM Solution in any Scheduled Commercial banks/NBFC/HFC/Banks/ Other companies in India during the immediate preceding for three Financial years (FY23-24, FY 22-23, FY 21-22)	The bidder shall provide the details of contract/PO.	

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5.	The Bidder should not be a blacklisted/ debarred company as on date of submission of RFP by any Government entity, Bank or Financial Institutions.	Bidder should submit self declaration by authorized signatory to this effect in Company Letter Head.	
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Signature:

Authorised Signatory:

Seal of company

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

30. ANNEXURE -IV: BIDDERS INFORMATION

Name _____

Constitution _____

Address _____

Names & Addresses of the Partners if applicable _____

Contact Person(s) _____

Telephone, Fax, e-mail _____

Number of years of experience in Managed SIEM Solution _____

Please give brief financial particulars of your firm for the last 3 years along with the volume of business handled.

Year	Financial year 2022-23	Financial year 2021-22	Financial year 2020-21
Operating Profit:			
Total Turnover:			

Signature:

Name:

Date:

Seal of company:

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

31. ANNEXURE -V: ACCEPTANCE OF TERMS AND CONDITIONS

(LETTER TO THE CFHL ON THE VENDOR'S LETTERHEAD)

To

THE Dy. GENERAL MANAGER & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir / Madam,

Subject: Your RFP for Managed SIEM Solution for Can Fin Homes Ltd

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for Implementation of managed SIEM Solution for Can Fin Homes Ltd.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as per Annexures enclosed.

We also confirm that the offer shall remain valid for 180 days from the date of opening of the Bids.

We understand that the Company is not bound to accept the offer either in part or in full and that the Company has right to reject the offer in full or in part without assigning any reasons whatsoever.

Dated at _____ this _____ day of _____ 2024.

Yours faithfully,

Signatory

Authorised Signatory

Seal of company

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

32. ANNEXURE - VI: - Technical Bid Covering Letter Format

To,

Date:

THE Dy. GENERAL MANAGER & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

SUB: RFP for Managed SIEM Solution for Can Fin Homes Ltd

Ref: Your RFP (RFP-IT-362/2023-24) Dated 24.02.2024

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Technical Bid/Specification.

Sl No	Particulars	Details to be furnished by the Bidder
1	Technical specification as per ANNEXURE- VII	
2	Name of the Bidder	
3	E-mail address of contact persons	
4	Details of: Description of business and business background Service profile & Client profile	
5	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
6	Details of similar assignments executed by the bidder during the last three years in India (Name of the Company, time taken for execution of the assignments and documentary proof from the Company are to be furnished)	
7	List of applicant's customers in last 3 years and details as below may be taken: i) Name and complete postal Address of the customer. ii) Name, designation, Telephone, Fax, Telex Nos., e-mails and address of the contact person(customer) iii) Whether reference letter enclosed.	

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

Declaration:

- a. We confirm that we will abide by all the terms and conditions contained in the RFP.
- b. We hereby unconditionally accept that Company can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
- c. All the details mentioned by us are true and correct and if Company observes any misrepresentation of facts on any matter at any stage, Company has the absolute right to reject the proposal and disqualify us from the selection process.
- d. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Company will have the right to disqualify us in case of any such deviations.

Date

Signature with seal

Name:

Designation :

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

33. ANNEXURE - VII: Functional / Technical requirements:

Scope of Work:

S. No	Requirements	Compliance (Yes/No)	Remarks
1	The proposed solution should be a Software as a Service (SaaS) based model. The management of Data Center (DC) and Disaster Recovery (DR) shall be handled by the bidder. Bidder should ensure the guaranteed uptime during the contract period.		
2	Bidder platform should have capability to collect logs from most of the standard platforms like Windows, Linux, Firewall, Network and other security devices or solution, etc. The proposed solution must be able to collect data from new devices added into the environment, without disruption to the ongoing data collection.		
3	Bidder Platform should be able to collect logs from most of the standard network, security devices, Data bases, Web servers and cloud services.		
4	Bidder should monitor security logs to detect malicious or abnormal events and raise the alerts for any suspicious events that may lead to security breach. Also, Bidder should detect both internal & external attacks. In addition to security attacks on IT infrastructure, Bidder should also monitor for security events on databases and servers.		
5	Bidder operations team should send alerts with details of mitigation steps to designated personnel of CFHL.		
6	The Bidder should bring workflows and solutions that can automate majority of the incident response activities such as false positive management, managing white lists, escalation workflow, SLA management etc.		
7	Historical parameters should include and not limited to attack volume, attacker volume, and destination volume for every alert.		
8	Solution should be compatible with cloud architecture (preferably cloud native) and capable enough to integrate all the target state infrastructure, Active directory, security and endpoints components. The solution should be capable to integrate with UEBA & SOAR solutions/ modules as and when needed by the Company without any additional cost.		
9	The proposed solution must be scalable and feature a distributed architecture. It should exhibit scalability at both the EPS (Events Per Second) and device levels. The solution should be designed to scale up and down seamlessly based on changes in scope and demand.		
10	The proposed solution should be offered under MSSP model without any limitations on scalability & elasticity.		
11	The solution must have an automated backup and recovery process. Backup should be achieved in the encrypted format.		
12	The solution should be able to continue to collect data during all types of scheduled backup, Antivirus scans, configuration level changes and other management scenarios, without any disruption to service.		

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

13	The Proposed solution should have inbuilt security mechanism for protecting itself from security attacks.		
14	The SIEM platform should have capability to provide automatic notification to SOC teams. SIEM solution should be able to categorize the alerts based on the severity as aligned with the CIA model of infrastructure security.		
15	The proposed solution must be able to monitor and report user and privileged users access activities.		
16	The solution must have an incident review framework for incident management. Incident review framework to facilitate incident tracking, investigation, pivoting and closure. The solution must allow tracking of incidents from correlation rule through investigation of that event to closure with respect to the incident reporting framework. The proposed solution should provide incident management tool.		
17	The solution must be able to support the following indicators (but not limited to): Source IP, Destination IP, File Hash, File Name, Extension, Path, Start Time, End Time, Process Name, Process ID, Security ID, Logon id, Source & Destination Port numbers. The solution should be capable of mapping asset details such as name, location, owner, IP address, platform, criticality, and other relevant information.		
18	Solution should have features to analyse impact of the attack on the targeted asset including configurations, Indicators of Compromise (IOCs), external network connections, Indicators of attack (IoAs).		
19	The proposed solution should have a parsing capability once the log is ingested. The solution should be able to parse and correlate multi-line logs and flow data. The Proposed solution should be capable to correlate events, network activity data, alerts, and vulnerability data to provide complete view of security threats and generate real-time security alerts. Half yearly review from OEM for devices integrated into SIEM in terms of parsing, configurations etc.		
20	The solution should have a centralized correlation engine and a management center/console which allows creation of an unlimited number of correlation rules. Solution should support a rule engine for users to define custom triage rule. Rule engine should support asset data fields, event data fields, user data fields, triage score, and triage parameters. The solution should support and should have the capability for testing the correlation rules by providing sample logs. The solution should be capable of measuring the resource utilization statistics of correlation rules and reporting rules, including CPU utilization, memory utilization, and other relevant metrics.		
21	The solution should be able to perform different correlations (but not limited to): Rule based, Historical based, Heuristics based, Behavioral based, etc., across different devices and applications. Though proposed solution is in SaaS model, bidder should ensure to replicate the correlation rules and feeds from the primary location to the alternate location and ensure that the secondary site remains consistently in sync with the primary site.		

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22	The solution should be able to integrate with incident management and ITSM tool for incident logging and ticketing.		
23	The Proposed solution should support integration of machine-readable threat intelligence from different open and commercial sources. It should support providing weightage against sources and support algorithms to reduce noise & false positives in threat intelligence feeds. The solution should support standard OEM threat intelligence platforms and should enrich the logs with their threat severity and reputation information.		
24	The Proposed solution should Automatically enrich all incoming events with minimum following information. These fields should be customizable to add/modify/delete as desired by administrator): - Asset Owner, BIA & CIA - Geo-location of IP - Reputation of IP, URL, File etc. - Hash of files - Historical security incidents on same IP/same host/same user/same vulnerability/same location etc. - Threat Intelligence: (IoAs), (IoCs), and adversary's TTPs - Vulnerability information of asset. - Application Security review data. - Zone classification - Risk score of assets Bidder to Provide details on what additional enrichment options can be provided by the solution. Support for STIX-TAXII and API integration should be provided to automatically ingest IoCs in SIEM from threat intelligence vendors.		
25	The solution must be able to integrate with real time threat intelligence feeds for the purpose of correlating events. These feeds should be updated automatically		
26	The correlations engine should be updated with real time security intelligence updates from the OEM. Correlation rule performance shall not be impacted by any ad hoc activities like reporting, investigation, etc.		
27	The solution must Identify & profile traffic by TCP and UDP ports.		
28	The solution should provide alarms and alerts for non-reporting devices, including detailed error codes and descriptions to facilitate prompt troubleshooting and resolution.		
29	The Solution should be intelligent and should automatically tweak itself through automated learning. The solution must dynamically learn behavioral norms and expose changes as they occur.		
30	The solution must detect “zero-day” events by leveraging anomaly based detection.		
31	The solution must detect internal denial-of-service (DoS) and distributed denial-of-service (DDoS) attacks including floods of all types (but not limited to) ICMP, UDP, TCP SYN, TCP NULL, IP NULL etc identify the presence of botnets in the network, identify DNS spoofing attack etc. and detect long-lived connections that may be associated with data-exfiltration.		
32	The solution must be able to detect suspicious communication channels Services or applications not running over its standard ports. (i.e. HTTP not over port 80)		

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33	The solution must be able to Detect and predict any data exfiltration by identifying abnormal behaviour as a part of cyber kill chain stages / MITRE ATT&CK / a well-known attack framework.		
34	The solution must be able to identify IP / Port scanning reconnaissance attacks.		
35	The solution must be able to identify Malware / malicious bots detection through C2 (command and control) communication.		
36	The solution should provide Detection of lateral movement based on suspicious connections with machines in the network.		
37	The solution must be able to identify Attack & Reconnaissance Tools - Check for commonly used penetration testing tool and malware user agents and able to identify/alert new and unknown attack behaviours without making use of signatures or rules.		
38	The solution must be able to identify Brute forcing - Repeated failed logins (but not limited to KERBEROS, NTLM, SSH or FTP). This could be indicative of malicious password guessing.		
39	Solution must identify a ransomware attack basis the network traffic and alert the respective team.		
40	SIEM dashboard access should have the extra layer of security with MFA integration along with the standard AD credential method(as when requested).		
41	Solution should have the capabilities of IOC blocking and domain filtering.		
42	The bidder should ensure that the advisories coming from regulatory bodies on time-to-time basis should be addressed in the proposed solution without any additional cost.		
43	Bidder should Define, Develop and implement Use Cases based on standard methodologies such as Cyber Kill Chain.		
44	Bidder to assist the organization to ensure the log retention is as per local regulatory requirements.		
45	Bidder's solution should have capabilities to define rules on event logs captured from various sources to detect suspicious activities Examples • Failed login attempts • Successful Login attempts from suspicious locations or unusual systems • Authorization attempts outside of approved list • Vendor logins from unauthorized subnets • Vertical & Horizontal port scans • Traffic from blacklisted IPs - Login attempts at unusual timings		
46	Bidder solution should be able to provide charts for top attacks & attackers, OWASP based threat analysis, Trending threats, attack demographics etc.		

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47	The proposed solution shall be able to capture all details in raw log, events and alerts and normalize them into a standard format for easy comprehension. The solution should ensure the guaranteed delivery of events without any loss.		
48	The proposed solution should prevent tampering of any type of logs and log any attempts to tamper logs. It must provide encrypted transmission of log data to the log management.		
49	Any failures of the event collection infrastructure must be detected, and operations personnel must be notified.		
50	Using the outbound plugins architecture, the bidder must provide integrations with services like ticketing systems, messaging platforms, vulnerability scanners etc. to facilitate automation of workflows.		
51	Bidder should monitor, detect and manage incidents for the following minimum set of IT infrastructure security events. This is indicative minimum list and is not a comprehensive/complete set of events. · Buffer Overflow attacks · Port and vulnerability Scans · Password cracking · Worm/virus outbreak · File access failures · Unauthorized service restarts · Unauthorized service/process creation · Unauthorized changes to firewall rules · Unauthorized access to systems · SQL injection · Cross site scripting All layer 7 web attacks via internet / intranet		
52	Bidder should monitor, detect and manage incidents for the following minimum set of business application security events. This is an indicative list and is not a comprehensive / complete set of events. · Attempted segregation of duties violations · Attempted access violations · Critical user additions, deletions · Creation, deletion and modification of critical application roles/groups · Changes to permissions or authorizations for critical application roles/groups · Changes to account and password policies in the application · Changes to critical application parameters · Changes to audit parameters		

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53	Solution should support features to identify attacker attributes including threat intelligence score of attacker, who-is lookup information, geo- mapping in a single console.		
54	Solution should support models to build up the entire attack chain- from attack inception, progress of the attack and spread to attack in the network.		
55	Solution should support models to derive attack inception and progress of the attack. List the details of investigation models used in the Solution.		
56	Solution should provide case management features to store raw and analyzed data for a specific alert or set of alerts. Provide details on the what artefacts can be stored related to an investigation		
57	Solution should support quick search across stored datasets in the Solution. Provide details of search features supported.		
58	Solution should provide runbooks for investigation steps corresponding to different types of attacks, derive attack inception and progress of the attack. i.e. Detect Patient Zero, Attack origin and Blast Radius. MSSP to ensure the availability of run books in the proposed solution.		
59	Solution should support quick response to an ongoing incident or serious threats with remote configuration of parameters in servers/desktops, Firewalls, AD (Active Directory), IPS, WAF, Network Switches & Routers · Automated Remediation for responding to commodity threats (e.g. recall malicious mails from inboxes, block bad IPs in Firewall, Disable bad users in Active Directory, etc.) Solution should support multiple configuration parameters to servers/desktops including removal/changes to services, users, registry keys, software, and browser plugins.		
60	Solution should support the full workflow for incident coordination.		
61	Solution should support assigning activities to different teams and tracking for closure.		
62	Solution should support escalation workflows. Provide details on the escalation matrix within Solution along with the levels and list the escalation medium (SMS/email).		
63	Bidder should provide Incident Report with classification, chronology of events, RCA, IOC as per the requirements related to incident.		
64	Ability for quick Counter Response by integrating with devices such as firewall and AD for blocking traffic or quarantine system.		
65	Solution should Maintain track of first response and subsequent measures taken for the incident, Maintain chronological order of events related to incident response, Maintain IOC and artifacts related to incident.		

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

66	Service provider team should have the following skills but not limited to: · Security analysts · Incident investigator · Threat hunter · Threat intelligence analytics · Incident responders Specialized security team for IOC collection, deeper analysis, forensic investigation.		
67	Solution should provision reconstructing common file formats including word document, image, Web page.		
68	The Log management solution (Centralized) should be placed at Canfin data centers for collection of logs from different log sources. VMs and Storage for Log collector will be provided by canfin. Vendor to provide required specification document as per <u>ANNEXURE - VIII Pre-Requisites to CFHL</u> . The solution should be capable of dynamically balancing the load of incoming logs across multiple collector instances as and when needed.		
69	Vendor shall build the capacity of the SIEM solution that can handle the log retention as mentioned below: · Six months - Online · Three Years - Offline Vendor should provide backup copy of logs to canfin for record and reconciliation in specified media device.		
70	If connectivity between log collection agents and logger is down then the Log collector agents should store the logs of at least 3 days and send them once connectivity is established. Option to inform canfin official within an hour and effort to restore log collection /pushing should be documented in SLA.		
71	Daily report of events/incidents, correlation, analysis and recommendations. The daily report shall cover the correlation analysis of all the devices included as part of scope.		
72	Monthly report summarizing the list of events/incidents reported, correlation analysis, recommendations, status of actions by canfin and other security advisories. It should include the trend analysis comparing the present month's data with the previous month data.		
73	Complete analysis and correlation of logs from all the devices/solutions under scope. The solution should possess the capability to conduct forensic analysis.		
74	24x7x365 uninterrupted security monitoring operations. Submit a report in case of service non-availability of the devices along with the status.		

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

75	Comprehensive security dashboard (web based dashboard) for viewing real-time incidents/events, alerts, status of actions taken, tracking of key security metrics and provide security threat scorecards. Bidder shall also provide customized dashboard to suit as per canfin requirements. The solution should support the creation of interactive dashboards and geographical maps and should support drilling down events from dashboard.		
76	The offered SIEM Solution product shall be complying with the Indian government regulations.		
77	During the exit of the contract or services vendor should provide logs as per retention period from their end to without any Price.		
78	IT Forensic services for root cause of incident and investigations as and when required by CFHL.		
79	All architecture design, report formats and implementation methodology should be in consultation with CFHL and should be approved before finalization.		
80	The equipment which will be quoted should not be in the list of end of support or end of life in next 5 years from the date of go live of the solution.		

Name:

Signature:

Seal of Company:

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

34. ANNEXURE - VIII Pre-Requisites to CFHL:

To

THE Dy. GENERAL MANAGER & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir / Madam,

Reg.: Your RFP for Managed SIEM Solution for Can Fin Homes Ltd

We are submitting the below pre-requisites for the proposed solution.

S.NO	Components	Specification
1	Number of Log Collectors (VM) and its hosting	
	CPU	
	RAM	
	HDD	
	NIC	
	OS	
	Any other	
2	...	

Name:

Signature:

Seal of Company:

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

35. ANNEXURE - IX: UNDERTAKING

(LETTER OF UNDERTAKING ON COMPANY LETTER HEAD)

To

THE Dy. GENERAL MANAGER & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Sir / Madam,

Reg.: Your RFP for Managed SIEM Solution for Can Fin Homes Ltd

We submit our Bid Document herewith.

We understand that

You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Company to do so, a contract in the prescribed form. Until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

Vendor means the bidder who is decided and declared so after examination of commercial bids.

Dated at _____ this _____ day of _____ 2024 yours faithfully,

Name:

Signature:

Seal of Company:

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

36. ANNEXURE - X: KYE Undertaking

(To be submitted by all bidders on their letter head)

To,

THE Dy. GENERAL MANAGER & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the resource (both on-site and off-site) deployed/to be deployed on Company's project for _____ (the RFP for Managed SIEM Solution) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.
2. We further undertake and agree to save defend and keep harmless and indemnified the Company against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Company.

Signature of Competent Authority with company seal _____

Name of Competent Authority _____

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorised Representative _____

Designation of Authorized Representative _____

Signature of Authorised Representative _____

Verified above signature

Signature of Competent Authority _____

Date _____

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

37. ANNEXURE - XI - [Unpriced Commercial Offer/Bid (Bill of Material)]

Instructions: If rates are quoted in the Commercial Bid for each of the item below, please put as ‘YES’ if not put as ‘NO’. By default all values are put as ‘YES’ here.

[Amount Indian Rupees]

Table -A

Price details for Managed SIEM Solution

Managed SIEM Solution – Cost Price							
Sr. No.	Description	Unit Cost (Excl. tax) (A)	No. of Devices (B)	Total Cost(Excl.tax) (C=AxB)	(% of Tax) (D)	(Tax Amt) (E)	Total Amount F =C+E
1	Cost for 1 st Year	YES	35	YES	YES	YES	YES
2	Cost for 2 nd Year	YES	35	YES	YES	YES	YES
3	Cost for 3 rd Year	YES	35	YES	YES	YES	YES
4	Total cost for 3 Years [Incl. of Tax]	YES					

Table-B

Charges for Onsite Resource/s

Sl. No.	Description	Charges for one resource Per month [Excl. of Tax]	No. of Resources	No. of Months	Total Cost (Excl. tax)	(% of Tax)	(Tax Amt)	Total Amount
		A	B	C	D=A*B* C	E	F=D*E	G=D+F
1	Monthly Onsite Resource cost for Can Fin Homes from the date of Go-Live.	YES	1	36	YES	YES	YES	YES
2	Total Charges for resource for 3 years [Incl. of Tax]	YES						

Note: Bidder has to deploy at least 1 resource till the Go-Live in CFHL Premises as part of implementation.

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

Table-C

Total Cost for 3 Years Contract Period

(Amount in Indian Rupees)

Sl. No.	Details	Cost (inclusive of tax)
1.	Total Cost for Managed SIEM solution for 3 years as per Table-A	YES
2.	Total Charges for Onsite Resource for 3 years as per Table-B	YES
3.	Total Cost of Ownership [Total of 1 and 2]	YES

Authorized Signatories

(Name & Designation, seal of the company)

Date:

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

38. ANNEXURE - XII - Commercial Bid Covering Letter Format

Covering letter format for Commercial Bid

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

Reference No:

Date:

To

THE Dy. GENERAL MANAGER & CIO,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for Managed SIEM Solution for Can Fin Homes Ltd

Ref: Your RFP-IT-362/2023-24 Dated 24.02.2024

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per **ANNEXURE-XIII** Commercial bid format of the subject RFP along with this covering letter.

We also confirm that we are agreeable to the payment schedule mentioned in the subject RFP.

Date

Signature with seal

Name:

Designation:

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

39. ANNEXURE - XIII - Bill of Material (Indicative)

(Indicative Bill of Material/ Price Schedule)

[Amount Indian Rupees]

Table -A

Price details for Managed SIEM Solution

Managed SIEM Solution – Cost Price							
Sr. No.	Description	Unit Cost (Excl. tax) (A)	No. of Devices (B)	Total Cost(Excl. tax) (C=AxB)	(% of Tax) (D)	(Tax Amt) (E)	Total Amount F =C+E
1	Cost for 1 st Year		35				
2	Cost for 2 nd Year		35				
3	Cost for 3 rd Year		35				
4	Total cost for 3 Years [Incl. of Tax]						

Table-B

Charges for Onsite Resource/s

Sl. No.	Description	Charges for one resource Per month [Excl. of Tax]	No. of Resources	No. of Months	Total Cost (Excl. tax)	(% of Tax)	(Tax Amt)	Total Amount
		A	B	C	D=A*B* C	E	F=D*E	G=D+F
1	Monthly Onsite Resource cost for Can Fin Homes from the date of Go-Live.		1	36				
2	Total Charges for resource for 3 years [Incl. of Tax]							

Note: Bidder has to deploy at least 1 resource till the Go-Live in CFHL Premises as part of implementation.

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

Table-C

Total Cost for 3 Years Contract Period

(Amount in Indian Rupees)

Sl. No.	Details	Cost (inclusive of tax)
1.	Total Cost for Managed SIEM solution for 3 years as per Table-A	
2.	Total Charges for Onsite Resource for 3 years as per Table-B	
3.	Total Cost of Ownership [Total of 1 and 2]	

Authorized Signatories

(Name & Designation, seal of the company)

Date:

REQUEST FOR PROPOSAL (RFP) FOR “MANAGED SECURITY SERVICE PROVIDER (MSSP) for SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) SOLUTION FOR CAN FIN HOMES LTD”

APPENDIX -A

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory.

- 1) Index of all the document submitted with page numbers.
- 2) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 3) Checklist as per ANNEXURE-I.
- 4) Bidder's Covering letter as per ANNEXURE-II.
- 5) Pre-Qualification (Eligibility) Criteria declaration as per ANNEXURE-III with documentary proof in support of the Eligibility Criteria.
- 6) Bidder Information as per ANNEXURE-IV
- 7) Acceptance of Terms and Conditions as per ANNEXURE-V

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APPENDIX-B

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory. Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Technical Bid Covering Letter as per ANNEXURE-VI.
- 3) Required documents as per Technical scoring matrix under **clause 21 (Evaluation Criteria)**
- 4) Pre-Requisites to CFHL as per ANNEXURE-VIII
- 5) Undertaking of Authenticity as per ANNEXURE-IX.
- 6) KYE Undertaking as per ANNEXURE-X.
- 7) Unpriced commercial offer / Bid (Bill of Material) as per ANNEXURE-XI.

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APPENDIX-C

Instruction to be noted while preparing/submitting Part C-Commercial Bid

The commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the Authorized signatory.

The suggested format for submission of commercial Offer for this RFP is as follows:

1. Commercial Bid Covering letter as per **ANNEXURE-XII**.
2. Bill of Materials (Indicative) as per **ANNEXURE- XIII**.

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APPENDIX-D

PRE-BID QUERY FORMAT

Sl. No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query (to be left company by the Bidder)

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APPENDIX-E

Project Details

Project 1:

Sl. No	Items	Mandatory (Y/N)	Bidders Response
1	Client Name	Y	
2	Location of client along with contact person, contact no and email id	Y	
3	Date of Purchase Order received for the project Date of Commencement of Contract: Status for the implementation of SIEM Solution (whether Completed / On-going etc.):	Y	

Project 2:

Sl. No	Items	Mandatory (Y/N)	Bidders Response
1	Client Name	Y	
2	Location of client along with contact person, contact no and email id	Y	
3	Date of Purchase Order received for the project Date of Commencement of Contract: Status for the implementation of SIEM Solution (whether Completed / On-going etc.):	Y	

Project 3:

Sl. No	Items	Mandatory (Y/N)	Bidders Response
1	Client Name	Y	
2	Location of client along with contact person, contact no and email id	Y	
3	Date of Purchase Order received for the project Date of Commencement of Contract: Status for the implementation of SIEM Solution (whether Completed / On-going etc.):	Y	

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APPENDIX-F

Employee Profiles

Sl. No	Resource Name	Certification	No. of years of Experience in the Industry

Company Seal and Signature

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APPENDIX-G

Confidentiality and Non Disclosure Agreement

This **CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT** (herein referred as “**Agreement**”) is made on this ___ day _____ (Month) 2024 (herein referred as ‘**Effective Date**’) between

M/s. Can Fin Homes Ltd, was incorporated in the year 1987, Registered office at 29/1, Sir M N Krishna Rao road, Basavanagudi, Bangalore 560 004. (hereinafter referred to as the “**Disclosing Party**”) which expression shall, unless repugnant to or inconsistent with the context or meaning thereof and mean include their successors and assigns of the **FIRST PART**;

AND

_____ a company incorporated under the provisions of the Companies Act, 1956, having its registered office at (hereinafter referred to as “**Receiving Party**”) which expression shall, unless repugnant to or inconsistent with the context or meaning thereof mean and include its successors and permitted assigns), of the **SECOND PART**.

The Disclosing Party and Receiving Party are hereinafter individually referred to as “**Party**” and collectively as “**Parties**”

WHEREAS:

- A. Disclosing Party is engaged in the business of Housing Finance Company having its business across various locations of India.
- B. Receiving Party is engaged in the business of providing the services of managed SIEM Solution.
- C. Disclosing Party has called for submitting the Request For Proposal from interested and eligible parties to Implement managed SIEM Solution. Receiving Party has submitted its Proposal to render the services and Disclosing Party after duly considering the financial and technical credentials of Receiving Party, Disclosing Party is agreed to engage Receiving Party to Implement managed SIEM Solution.
- D. In the process of availing the said services by Receiving Party the Disclosing Party shall be disclosing certain confidential information to Receiving Party in respect of their business.

NOW, THEREFORE, in consideration for the mutual promises and covenants hereunder the Parties agree as follows:

1. DEFINITIONS

- A. “**Confidential Information**” means the information disclosed or submitted to the Receiving Party by the disclosing Party, in written, representational, electronic, verbal or other form and includes but not limited to all data, materials, products, technology, computer programs, specifications, manuals, business plans, software, marketing plans, financial information, human resource information and any other information disclosed or submitted from the Effective Date of this Agreement or thereafter including without limitation, the information on the contents and existence of this Agreement and analysis, compilations, studies and other documents which contain any Confidential Information. Confidential Information disclosed orally shall be considered Confidential

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Information only if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within three (3) days of disclosure by the disclosing Party.

- B. “**Representative**” of a Party means any employee, director, advisor, affiliate, investor, potential financing source or any other person concerned or acting on their behalf.

2. **NON DISCLOSURE**

- A. The Confidential Information divulged by the Disclosing Party to the Receiving Party will be received and treated by the Receiving Party as confidential and the Receiving Party shall not, without the prior consent of the Disclosing Party or as expressly permitted herein, disclose or make available to any other person, or use or allow others to disclose or use, the Confidential Information in any manner whatsoever other than for the sole purpose as described in clause 2(B) below.
- B. Notwithstanding the provisions of clause 2(A) above, the Receiving Party may disclose the Confidential Information disclosed under this Agreement to its Representatives on a "need to know" basis, for the sole purpose of executing the contract awarded to them by disclosing party.
- C. The Receiving Party and its Representatives shall exercise no lesser security or degree of care than it applies to its own Confidential Information of an equivalent nature, but in any event not less than the degree of care which a reasonable person with knowledge of the confidential nature of the information would exercise.
- D. The Confidential Information shall not be copied or reproduced by the Receiving Party or its Representatives at any time except on a “need basis” for the purpose of executing the contract awarded to them by disclosing party.
- E. Notwithstanding anything to the contrary contained herein, the Receiving Party and any of its Representatives shall be entitled to disclose Confidential Information if required by law, rule, regulation (including the regulations of any relevant securities exchange), court order or any order from a regulatory, statutory or governmental authority of any jurisdiction or other legal or judicial process of any jurisdiction.

3. **EXCEPTIONS**

The Receiving Party's obligations in this Agreement, shall not apply to any information, which:

- A. at the time of its disclosure, is in public domain or which after disclosure becomes part of public domain through no fault of the Receiving Party or its Representatives; or
- B. prior to its disclosure to the Receiving Party in connection with the Transaction was already in the possession of the Receiving Party or thereafter becomes known to the Receiving Party on a non-confidential basis from a source other than the disclosing Party; or
- C. is or has been developed independently by the Receiving Party without reference to or reliance on the disclosing Party's Confidential Information.

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- D. The Party using or disclosing any information with reference to any of these exceptions bears the burden of proof to establish that the relevant exception applies.

4 TERM

This Agreement shall remain valid and binding on the Parties till Three year from the Effective Date of this Agreement.

5. MISCELLANEOUS

Subject to express deviations in this agreement, all other terms and conditions including but not limited to Settlement of disputes, Penalties and Liquidated damages, subcontracting etc. shall be co terminus to the conditions stipulated in Request for Proposal issued by Disclosing Party dated _____ for implementing the managed SIEM Solution.

IN WITNESS WHEREOF, this Agreement has been executed by the duly authorized representatives of Disclosing Party and RECEIVING PARTY

Signed and delivered by
M/s _____
Signed by:
Name.....
Designation.....

Signed and delivered by
Can Fin Homes Ltd
Signed by:
Name.....
Designation.....

In the presence of

1.

2.

In the presence of

1.

2.