

Notification pertaining to Request for Proposal for procurement of SIEM Solution

1. About NPCI

National Payments Corporation of India (NPCI) is a Company registered under Section 25 of the Companies Act, 1956 (Section 8 of The Companies Act 2013) with its Registered Office in Mumbai, India. NPCI is promoted by 10 banks in India under the aegis of the Indian Banks' Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A, and HSBC. The vision, mission and values of NPCI are: Vision - To be the best payments network globally, Mission - Touching every Indian with one or other payment services and to make our mission possible, we live and work by five core values: Passion for Excellence, Integrity, Customer Centricity, Respect and Collaboration

2. Objective of RFP

NPCI is currently using a RSA Security Information and Event Management (SIEM) solution and intends to upgrade/replace it. The proposed SIEM solution should be horizontally scalable to integrate all the NPCI devices. In order to integrate the entire infrastructure, NPCI intends to procure the SIEM solution.

3. Cost of the RFP

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

The Bidders can procure the RFP document from NPCI's office at 08th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway Goregaon (E), Mumbai - 400 063, on payment of non-refundable amount of Rs 11,450/- (INR Eleven thousand four hundred and fifty only, inclusive of Service Tax + Swachh Bharat Cess), payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

RFP document containing detailed specifications and requirements with terms and conditions can be obtained by eligible Bidders on any working day during office hours from 10:30 hrs to 18:30 hrs till the stipulated last date for the purpose, on payment of RFP cost in the form of Demand Draft / Pay Order along with authorization letter on the company letter-head mentioning the DD / Pay Order # included.

4. 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. 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. NPCI is not bound to

disclose the grounds for rejection of Bid. The decision of NPCI regarding the final declaration of the successful Bidder shall be final.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications through Pre-Bid queries.

5. Ownership of this RFP

The content of this RFP is a copy right material of National Payments Corporation of India. No part or material of this RFP document should be published on paper or electronic media without the prior written permission from NPCI.

6. Scope of Work

- The bidder should upgrade/replace the existing RSA SIEM solution and provide a High Availability solution.
- Bidder shall complete the implementation and Integration of all proposed components.
- The implementation of the solution will be done by the SI or OEM if OEM is directly bidding. The overall implementation ownership would be of OEM and they have to certify that the implementation has been done by SI as per the industry best practices.
- The implementation shall be considered formally accepted (commissioned and operationalized) after signing the Acceptance Test Plan (ATP) document as per NPCI Policies, PCI-DSS / ISO 27001 / ISO 22301 best practices jointly by the representatives from NPCI and the Project Manager / Engineer from the bidder.
- Bidder as well as OEM shall provide 24x7x365 basis post implementation technical support including new device integration.
- Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, Version upgrades. Bidder should update and maintain all supplied equipment to correctly reflect actual state of the setup at any point in time during the warranty period.
- Bidder/OEM should review the SIEM solution and ensure that it is aligned to the industry best practices (including PCI-DSS / ISO 27001 / ISO 22301) and provide a service improvement plan at least twice a year at no extra cost.
- Optimize Alerts, Normalize, Aggregate, apply Correlation Rules based on Priority of Alerts.
- It is the bidder's responsibility to provide, cables, power cords, connectors etc. required to commission the SIEM Solution infrastructure. NPCI shall only provide network links and rack space in data centers.
- The bidder should integrate the SIEM solution with the existing CA Service desk.
- The bidder is expected to integrate the SIEM solution with NPCI's existing systems (e.g. antivirus, LDAP, applications, network devices, WAF, Databases, security tools etc.).

- The bidder should seamless migrate to new setup with no/minimum downtime as possible.
- Bidder has to provide incident management workflow and process as per best practices with respect to solution provided after integrating with the CA Service desk.
- The devices quoted by the bidder should have onsite comprehensive support for a period of 3 years from the date of acceptance from the OEM.
- The equipment quoted by bidder should not be declared as EOL or EOS by the OEM before the last date of RFP. Please provide the details of the EOL or EOS timelines for the proposed components.
- The bidder shall submit the project details in MS project including the migration from existing to new solution (MPP based).
- The provision for creation of customize parser (**10 nos**) will be carried out by OEM and they should transfer the logic of making it with delivery team.
- Bidder must provide the unit price of each parser which will be freeze for 5 years.
- There should be a Product deployment audit done by OEM at completion of first and Second year of initial deployment. The audit would be base lined against SOW, deliverables, NPCI Policies and industry best practices.
- The OEM should provide product training for the solution provided at NPCI location (minimum 3 days for 10 persons).
- Bidder has to provide one L2 onsite resource who will be a part of implementation team as well as the operation team for period of six months. (Where six month is an exclusive period after implementation phase is complete).
- Installation would be at the NPCI Offices located in Mumbai, Chennai and Hyderabad.

Detailed scope of work will be provided in the RFP document.

7. Eligibility Criteria

7.1 Pre-requisite:

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

7.2 The invitation to Bid is open to all Bidders who qualify the Eligibility Criteria as given below:

1. The bidder should be a Company registered under the Companies Act, 1956 since the last three years.
 - a. In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.
 - b. In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.
2. The bidder should have minimum annual turnover of Rs. 80 crores during the three financial years (2011-12, 2012-13 and 2013-14) or calendar years 2011, 2012, 2013 or bidder's financial years.
 - a. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
 - b. In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.
3. The bidder should be a profit (profit after tax) making company in any one of the three financial years i.e. (2011-12, 2012-13 and 2013-14) or Calendar years 2011, 2012, 2013 or the Bidder's financial years.
4. Neither the OEM nor the Technology Partner should have been blacklisted by any Bank / institution in India or abroad.
5. The bidder should have authorization from the OEM to quote their products and should be authorized business and service partner of the OEM.
6. The bidder should have at least 2 live installations in India with support as on the date submission of the bids.

8. Technical requirement

All the technical specifications/ requirements are mentioned in the RFP document.

9. Bid Schedule and Address

Sr. No.	Description	Detailed Information
1	Name of Project	Request for Proposal for procurement of SIEM Solution
2	Tender Reference Number	NPCI/RFP/2015-16/IT/16
3	Date of Commencement of Sale of Bid Document	02.12.2015
4	Last Date and Time for Sale of Bid Document	11.12.2015 6.30 pm
5	Last Date for Receiving Bidder's Pre-Bid clarifications in writing	16.12.2015 3.00 pm
6	Date and Time for Pre Bid Meeting	18.12.2015 3.00 pm
7	Last Date and Time for Bid Submission	29.12.2015 5.00 pm
8	Address for Sale of Bid Document and Place of Bid Submission	National Payments Corporation of India, 8th Floor, R- Tech Park, Nirlon Knowledge Park, Near HUB Mall, Opp. Western Express Highway, Goregaon (E), Mumbai - 400 063
9	Date and Time of Eligibility Bid Opening (Envelope A)	29.12.2015 5.30 pm
10	Date and Time of Technical Bid Opening (Envelope B)	Will be informed to the qualified bidders
11	Date and time of Commercial Bid Opening (Envelope C)	Technically qualified bidders would be informed.
12	Name and Address for Communication	VP & Head - IT Procurement National Payments Corporation of India 8th Floor, R Tech Park, Off Western Express Highway, Nirlon Knowledge Park, Near HUB Mall, Opp Western Express Highway, Goregaon-East, Mumbai - 400063
13	Bid Related Queries	Shivkumar Pandey Contact: +91 8879754910 Email id: shivkumar.pandey@npci.org.in Satya Kanungo Contact: +91 8108108658 Email id: satya.kanungo@npci.org.in Prashant Awale Contact : +91 8108108650 Email id: prashant.awale@npci.org.in Benny Joseph Contact : +91 8108122844 Email Id: benny.joseph@npci.org.in
14	Bid Cost	Rs 11,450/- (Rs.10,000 plus Service Tax@14.0% + 0.50% Swachh Bharat Cess)
15	EMD/Bid Security	Rs 10,00,000/- (Rupees Ten lakhs only)

Note:

1. Bids will be opened in the presence of the bidders' representatives who choose to attend the bid opening meeting.
2. Date and Time of Technical and Commercial Bid Opening will be intimated later.
3. Bid Cost: DD shall be made in favor of "National Payments Corporation of India" for an amount of Rs 11,450/- inclusive of taxes (Non-Refundable) payable at Mumbai.