



**Request for Proposal for procurement of User and Entity Behavior Analysis  
(UEBA)**

---

RFP Reference No: NPCI/RFP/2019-20/IT/26 dated 24.12.2019

National Payments Corporation of India  
Unit no. 202, 2nd floor,  
Raheja Titanium, CTS No. 201,  
Western Express Highway,  
Goregaon East, Mumbai 400 063  
Email- [itprocurement@npci.org.in](mailto:itprocurement@npci.org.in)  
Website: [www.npci.org.in](http://www.npci.org.in)

### Copyright Notice

Copyright© 2019 by National Payments Corporation of India. All rights reserved.

### Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of National Payments Corporation of India (NPCI), is provided to the Bidder 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 NPCI to any parties other than the Bidders/ applicants who are qualified to submit the Bids ("Bidders"). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their Proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. NPCI 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 document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

**Note:** Bids will be opened in the presence of the Bidders' representatives who choose to attend Bid opening meeting.

**Checklist**

The following items must be checked before the Bid is submitted:

1. Demand Draft / Pay Order Rs. 11,800 (Rs Eleven thousand eight hundred only inclusive of GST@18%) towards cost of Bid document in Envelope – 'A'
2. Demand Draft / Banker's Cheque / Bank Guarantee of INR 5,00,000/- (Rupee Five lakhs only) towards Bid Security in Envelope 'A'- Earnest Money Deposit (EMD)
3. Eligibility Criteria, Technical and Commercial Bids are prepared in accordance with the RFP document.
4. Envelope 'A'- Eligibility Criteria Response.
5. Envelope 'B'- Technical Response
6. Envelope 'C'- Commercial Bid.
7. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid are duly sealed and signed by the authorized signatory.
8. RFP document duly sealed and signed by the authorized signatory on each page is enclosed in Envelope – 'A'.
9. Prices are quoted in Indian Rupees (INR).
10. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant Envelopes.
11. All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

<b>CHECKLIST .....</b>	<b>3</b>
<b>ABBREVIATIONS AND ACRONYMS.....</b>	<b>7</b>
<b>SECTION 1 - BID SCHEDULE AND ADDRESS .....</b>	<b>8</b>
<b>SECTION 2 – INTRODUCTION .....</b>	<b>9</b>
2.1 ABOUT NPCI .....	9
2.2 OBJECTIVE OF THIS RFP .....	9
2.3 COST OF THE RFP .....	9
2.4 DUE DILIGENCE .....	9
2.5 OWNERSHIP OF THIS RFP .....	10
<b>SECTION 3 – SCOPE OF WORK.....</b>	<b>11</b>
3.1 SCOPE OF WORK: .....	11
3.2 SINGLE POINT OF CONTACT.....	12
<b>SECTION 4 – ELIGIBILITY CRITERIA .....</b>	<b>13</b>
<b>SECTION 5 - INSTRUCTION TO BIDDERS .....</b>	<b>14</b>
A. THE BIDDING DOCUMENT .....	14
5.1 RFP.....	14
5.2 COST OF BIDDING.....	14
5.3 CONTENT OF BIDDING DOCUMENT .....	14
5.4 CLARIFICATIONS OF BIDDING DOCUMENTS AND PRE-BID MEETING .....	14
5.5 AMENDMENT OF BIDDING DOCUMENTS .....	14
B. PREPARATION OF BID .....	14
5.6 BID PRICE .....	14
5.7 EARNEST MONEY DEPOSIT (EMD) .....	14
5.8 RETURN OF EMD .....	14
5.9 FORFEITURE OF EMD .....	15
5.10 PERIOD OF VALIDITY OF BIDS .....	15
5.11 EXTENSION OF PERIOD OF VALIDITY .....	15
5.12 FORMAT OF BID.....	15
5.13 SIGNING OF BID.....	15
C. SUBMISSION OF BID .....	15
5.14 ENVELOPE BIDDING PROCESS .....	15
5.15 CONTENTS OF THE 3 ENVELOPES .....	15
5.16 BID SUBMISSION.....	16
5.17 BID CURRENCY .....	16
5.18 BID LANGUAGE .....	16
5.19 REJECTION OF BID .....	16
5.20 DEADLINE FOR SUBMISSION .....	17
5.21 EXTENSION OF DEADLINE FOR SUBMISSION OF BID.....	17
5.22 LATE BID.....	17
5.23 MODIFICATIONS AND WITHDRAWAL OF BIDS.....	17
5.24 RIGHT TO REJECT, ACCEPT/CANCEL THE BID.....	17
5.25 RFP ABANDONMENT.....	17
5.26 BID EVALUATION PROCESS .....	17
5.27 SINGLE BID .....	17
5.28 PRICE DISCOVERY METHOD: .....	17
5.29 CONTACTING NPCI.....	17
<b>SECTION 6 - BID OPENING .....</b>	<b>18</b>
6.1 OPENING OF BIDS.....	18
6.2 OPENING OF ELIGIBILITY AND TECHNICAL BIDS .....	18

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

6.3 OPENING OF ENVELOPE C - COMMERCIAL BIDS .....	18
<b>SECTION 7 - BID EVALUATION .....</b>	<b>19</b>
7.1 PRELIMINARY EXAMINATION OF ELIGIBILITY BIDS .....	19
7.2 EXAMINATION OF TECHNICAL BIDS .....	19
7.3 TECHNICAL SCORING MATRIX:.....	19
7.4 EVALUATION OF COMMERCIAL BIDS: .....	20
7.5 SUCCESSFUL EVALUATED BIDDER:.....	20
<b>SECTION 8 - TERMS AND CONDITIONS.....</b>	<b>21</b>
8.1 NOTIFICATION OF AWARD / PURCHASE ORDER .....	21
8.2 TERM OF THE ORDER.....	21
8.3 ACCEPTANCE PROCEDURE .....	21
8.4 PERFORMANCE BANK GUARANTEE .....	21
8.5 TAXES AND DUTIES .....	21
8.6 KEY DELIVERABLES.....	21
(HARDWARE SOFTWARE /LICENSES/IMPLEMENTATION) .....	21
8.7 DELIVERY SCHEDULE .....	22
8.8 DELIVERY ADDRESS:.....	22
8.9 INCENTIVIZING THE SERVICE PROVIDERS.....	22
8.10 PENALTY FOR DEFAULT IN DELIVERY .....	22
8.11 WARRANTIES.....	22
8.12 SUPPORT (AMC) .....	23
8.13 SERVICE LEVEL REQUIREMENTS (SLA).....	23
8.14 PENALTY ON NON-ADHERENCE TO SLAS: .....	25
8.15 PRICES .....	25
8.16 REPEAT ORDER: .....	25
8.17 PRODUCT UPGRADES .....	25
8.18 PAYMENT TERMS: .....	25
8.19 MIGRATION ACTIVITIES FOR CHANGE OF LOCATION: .....	26
8.20 CONFIDENTIALITY .....	26
8.21 INDEMNITY .....	26
8.22 BIDDER'S LIABILITY .....	26
8.23 OBLIGATIONS OF THE BIDDER.....	27
8.24 EXIT OPTION AND CONTRACT RE-NEGOTIATION .....	27
8.25 EXTENSION OF CONTRACT .....	28
8.26 ORDER CANCELLATION.....	28
8.27 TERMINATION OF PURCHASE ORDER/CONTRACT.....	28
8.28 EFFECT OF TERMINATION .....	28
8.29 FORCE MAJEURE .....	29
8.30 RESOLUTION OF DISPUTES.....	29
8.31 COMPLIANCE WITH APPLICABLE LAWS OF INDIA .....	30
8.32 LEGAL COMPLIANCES: .....	30
8.33 INTELLECTUAL PROPERTY RIGHTS:.....	30
8.34 APPLICABLE LAW AND JURISDICTION .....	30
8.35 SOLICITATION OF EMPLOYEES.....	30
8.36 FACILITIES PROVIDED BY NPCI: .....	31
8.37 NO DAMAGE OF NPCI PROPERTY .....	31
8.38 FRAUDULENT AND CORRUPT PRACTICE .....	31
8.39 GOVERNING LANGUAGE.....	31
8.40 ADDRESSES FOR NOTICES .....	31
<b>SECTION 9 - TECHNICAL SPECIFICATIONS .....</b>	<b>32</b>
<b>SECTION 10 - DOCUMENTS FORMS TO BE PUT IN ENVELOPE A .....</b>	<b>37</b>

<b>ANNEXURE A1 - BIDDER'S LETTER FOR EMD.....</b>	<b>37</b>
<b>ANNEXURE A2 - BID SECURITY (BANK GUARANTEE).....</b>	<b>38</b>
<b>ANNEXURE A3 - BID SECURITY .....</b>	<b>39</b>
<b>ANNEXURE B - BID OFFER FORM (WITHOUT PRICE).....</b>	<b>40</b>
<b>ANNEXURE C - BIDDER INFORMATION.....</b>	<b>42</b>
<b>ANNEXURE D - DECLARATION FOR CLEAN TRACK RECORD.....</b>	<b>43</b>
<b>ANNEXURE E - DECLARATION FOR ACCEPTANCE OF RFP TERMS AND CONDITIONS .....</b>	<b>44</b>
<b>ANNEXURE F - DECLARATION FOR ACCEPTANCE OF SCOPE OF WORK.....</b>	<b>45</b>
<b>ANNEXURE G - FORMAT POWER OF ATTORNEY .....</b>	<b>46</b>
<b>ANNEXURE H - ELIGIBILITY CRITERIA COMPLIANCE.....</b>	<b>47</b>
<b>ANNEXURE I - OEM / MANUFACTURER'S AUTHORIZATION LETTER .....</b>	<b>49</b>
<b>SECTION 11 - DOCUMENTS TO BE PUT IN ENVELOPE 'B' .....</b>	<b>50</b>
<b>ANNEXURE K - TECHNICAL COMPLIANCE.....</b>	<b>50</b>
<b>ANNEXURE O - CLIENT REFERENCE .....</b>	<b>54</b>
<b>SECTION 12 - DOCUMENTS TO BE PUT IN ENVELOPE 'C' .....</b>	<b>55</b>
<b>ANNEXURE M – COMMERCIAL BID FORM.....</b>	<b>55</b>
<b>ANNEXURE N - COMMERCIAL BID .....</b>	<b>56</b>
<b>ANNEXURE – L BILL OF MATERIAL .....</b>	<b>57</b>
<b>ANNEXURE Z - NON-DISCLOSURE AGREEMENT.....</b>	<b>58</b>

**Abbreviations and Acronyms**

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

BG	Bank Guarantee
DC	Data Centre
EMD	Earnest Money Deposit
IPR	Intellectual Property Rights
LAN	Local Area Network
NPCI	National Payments Corporation of India
OEM	Original Equipment Manufacturer
RFP	Request for Proposal
PBG	Performance Bank Guarantee
SAN	Storage Area Network
SLA	Service Level Agreement
WAN	Wide Area Network
SI	System Integrator
OEM	Original Equipment Manufacturer
UEBA	User and Entity Behaviour Analysis

## Section 1 - Bid Schedule and Address

S.No.	Description	
1	Name of Project	RFP for procurement of User and Entity Behavior Analysis (UEBA)
2	Tender Reference Number	NPCI/RFP/2019-20/IT/
3	Date of commencement	24.12.2019
4	Last date of receiving pre-bid clarifications in writing from vendors	03.01.2019
5	Date and Time for Pre-bid Meeting	Not applicable
6	Last date and time for Bid Submission	15.01.2019, 4:00 PM
7	Address for Sale of Bidding Document and Place of Bid Submission	Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai – 400063
8	Date and Time of Eligibility & Technical bid Opening	15.01.2019, 5:00 PM
9	Date and Time of Commercial Bid Opening	<b>Bidder to submit their best price</b> NPCI reserves the right to discover the lowest price through <u>Reverse auction</u> OR <u>Price discussion mechanism</u> . NPCI will inform the method of price negotiation to technically qualified bidders.
10	Name and Address for communication	Head – Strategic IT Procurement National Payments Corporation of India, Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400063
11	Bid Related Queries	Satya Kanungo   Contact: +91 8108108658 Email id: <a href="mailto:satya.kanungo@npci.org.in">satya.kanungo@npci.org.in</a> Samuel Thiyagarajan   Contact: +91 8454811137 Email id: <a href="mailto:samuel.thiyagarajan@npci.org.in">samuel.thiyagarajan@npci.org.in</a> Sumeet Raykar   Contact: +91 9152085754 Email id: <a href="mailto:sumeet.raykar@npci.org.in">sumeet.raykar@npci.org.in</a> Shriya Utekar   Contact: +91 7710045919 Email id: <a href="mailto:shriya.utekar@npci.org.in">shriya.utekar@npci.org.in</a> Prashant Awale   Contact: +91 8108108650 Email id: <a href="mailto:prashant.awale@npci.org.in">prashant.awale@npci.org.in</a> Benny Joseph   Contact: +022 40503363 Email Id: <a href="mailto:benny.joseph@npci.org.in">benny.joseph@npci.org.in</a> Nolan Dsouza   Contact: +91 7506446552 Email id: <a href="mailto:nolan.dsouza@npci.org.in">nolan.dsouza@npci.org.in</a>
12	Bid cost	Rs. 11,800/- (Rs. 10,000/- plus GST @18 %)
13	Bid Security	Rs 5,00,000/- (Rs Five lakhs only)

**Note:**

1. Bids will be opened in the presence of the Bidders' representatives who choose to attend.



### Section 2 – Introduction

#### 2.1 About NPCI

NPCI is a Company registered under Section 25 of the Companies Act, 1956 (corresponding to Section 8 of The Companies Act, 2013) with its Registered Office in Mumbai, India. NPCI was promoted by 10 (Ten) banks in India under the aegis of the Indian Bank's Association with majority shareholding by Public Sector Banks. Presently, 54 (Fifty-Four) banks are shareholders of NPCI. Out of which 17 (Seventeen) are Public Sector Banks (PSB), 17 (Seventeen) Private Sector Banks, 3 (Three) Foreign Banks, 10 (Ten) Multi State Cooperative Banks and 7 (Seven) Regional Rural Banks.

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 six core values: Passion for Excellence, Collaboration, Customer Centricity, Agility, Security and Innovation.

NPCI, during its journey, has made a significant impact on the retail payment systems in the country. Dedicated to the nation by our former President, Shri Pranab Mukherjee, endorsed by the Hon'ble Prime Minister, Shri Narendra Modi and later made the card of choice for the ambitious Pradhan Mantri Jan Dhan Yojana, RuPay is now a known name. RuPay is an indigenously developed Payment System – designed to meet the expectation and needs of the Indian consumer, banks and merchant eco-system. The alliances with international network partners (Discover Financial Services, Japan Credit Bureau and China Union Pay) provides valuable access to global acceptance footprint and offer world class payment solutions to RuPay cardholders.

NPCI aim is to transform India into a 'less-cash' society by touching every Indian with one or other payment services. With each passing year we are moving towards our vision to be the best payments network globally.

#### 2.2 Objective of this RFP

PCI has implemented cyber security to efficiently handle confidential & sensitive data. NPCI has always been valued for its thought leadership in cyber security and for its innovative approach. NPCI understands that with the dramatic increase in complexity and volumes of cyber threats imposed on financial institutions, the amount of information that needs to be handled to mitigate these threats is overwhelming.

In the changing Threat landscape where most of the attacks have had incubation period of over years of being undetected, it is important to keep track of User based activities which provide intelligent information to exfiltration attempts that happen. It is noticed in recent attacks that data in small sizes have been exfiltrated from organizations un-noticed for over multiple months. UEBA helps build profile of such anomaly and provide early indication of such exfiltration. In the current era of Cyber Security, attacks largely do not penetrate Security layers deployed by organizations but influence Users to perform activities that typically are not seen by perimeter security devices.

In organizations that are wide spread, it is easy for attackers to influence users to persuade in performing steps that they may not be seen as harmful to the organization. Once users are persuaded to perform such action, the attacker gains control on user's system and use it as a means to navigate undetected by perimeter controls that are laid. Hence monitoring User's activity in the Network becomes crucial and helps provide early detection to such targeted attacks.

#### 2.3 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.

#### 2.4 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. 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 NPCI on rejection of bid shall be final and binding on the bidder and grounds of rejection of Bid should not be questioned during/after the final declaration of the successful Bidder.

## **Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

---

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 by e-mail as mentioned in Section-1.

### **2.5 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 in paper or electronic media without prior written permission from NPCI.

### Section 3 – Scope of Work

#### 3.1 Scope of work:

The scope of work will broadly include supply, installation solution and subsequent maintenance and support. NPCI intends to procure following solution and the broad scope of work will include but not limited to the following:

- To install and configure User and Entity Behavior Analysis (UEBA) software solution at NPCI Data Center and DR center as per the proposed Bill of material
- Bidder should provide design, size, supply, implement and maintain the solution, Security Policy Change Automation including hardware, Software, OS license (core based), database license (core based with unlimited device/ user access etc. for the period of contract.
- Bidder to factor and propose both hardware based solution and software based solution as per their architecture which includes associated monitoring and management software(s) including OS license (core based), database license (core based with unlimited device/ user access etc. any.
- The solution should have comprehensive support for a period of three (3) years from the date of acceptances. Configure the high-availability of the Solution and test the same.
- Integrate the UEBA solution with the NPCI's Active Directory system for authentication
- To enable SOC/IR team to receive alerts for suspicious network and user activities captured in the UEBA solution
- To configure UEBA solution at Primary DC and Disaster Recovery site having high availability
- Execute User Acceptance Test (UAT) for the UEBA solution, i.e. execute known bad hacking attempts and suspicious activities
- Bidder must create or provide use cases/ SOP documents for the solution
- The Appliances/ Hardware proposed by the bidder should have dual/ redundant power supply for each server/ components at DC and DRS and fiber gigabit NIC adapter connectivity.
- Bidder should demonstrate compliance to Technical requirements documented in this document for the solution implemented.
- The bidder / OEM shall provide 24\*7\*365 basis post implementation technical support for the components supplied. Support center must be based in INDIA.
- Implementation of the solution to be done by OEM directly. Resumes of the team members to be shared as part of RFP response.
- Bidders are expected to provide the onsite support if the technical issues are not remotely resolved by them. The Equipment's quoted/supplied by bidder should not be declared as EOL or EOS by the OEM Within/from three (3) years of releasing PO
- Bidder should provide support for O/S and D/B hardening (per the policies defined by NPCI) for the servers that will be provided by bidders.

#### Detailed Scope of Work:

1. The offered solution is required to be on-premises licensed to NPCI; Solution Bidder is required to Size all the component for the solution proposed. During the warranty period of the appliance/hardware or software, licenses in case of any shortfall of software licenses or Hardware sized earlier; bidder is required to provide software / hardware at no additional cost to the NPCI.
2. The software supplied must be the latest version of the OEM. Beta versions of any software shall not be accepted.
3. The solutions deployed should be modular, scalable and should be able to address NPCI requirements for the next three years, with the deployed hardware.
4. The solutions should not have a significant impact on the existing infrastructure of the NPCI either during installation or during operation of the solutions.
5. The Bidders who wish to take up the project shall be responsible for the following (as applicable based on the specific scope of work for the participating NPCI):
  - a) Procurement of the necessary solutions and the corresponding hardware, software, database, licenses etc. required for implementing these solutions at the NPCI.
  - b) Implementation of the identified solutions at NPCI including configuration, streamline of solution, customization of the products as per the requirement.
  - c) Integration of the solutions to provide a comprehensive single dashboard view of the security risks / incidents of NPCI.
  - d) Bidder should work with the existing System Integrator(s) of the NPCI to integrate the solution with Active Directory, SIEM Solution, server and storage environment, enterprise network, EMS / NMS solution, security solution, ticketing tools etc.
  - e) The solution will be installed by Bidder, pursuant to the Request for Proposal (RFP) document relating to providing of the Implementation, training and assessment services.
  - f) Bidder will engage in providing solution design, installation, configuration, UAT, transfer of information and assessment of the solution to NPCI where ever applicable
  - g) Development of operating procedures in adherence to security policy of NPCI.

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

---

6. Bidder is expected to provide all the OS and license, DB license required to implement the solution.
  - a) The Appliances/ Hardware proposed by the bidder should be rack mountable at DC & DRS if applicable.
  - b) NPCI will provide the network bandwidth for the in-scope solution. However bidder is required to mention the bandwidth requirement for in- scope solution. It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact NPCI day to day business operations.
7. NPCI will provide the required Ethernet switch ports. However bidder is required to mention the number of Ethernet switch ports required for in- scope solution during technical presentation.
  - a) Bidder should bring all the tools and equipment (Including cables) for successful commissioning of hardware and software for successful implementation of Solution
  - b) Bidder should be responsible for performing all the adequate cabling activity related to Server, Storage, and LAN etc. of NPCI for successful commissioning of hardware, software, license etc.
  - c) The bidder shall provide the detailed design document comprising of hardware (including configuration) with operating systems and other application software in their technical bid.
  - d) In case the bidder has not indicated any peripherals /equipment in their proposed solution may be required for the successful implementation of the solution, the successful bidder has to provide the required peripherals/equipment at no additional cost to NPCI.
  - e) Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period.
  - f) The Bidder shall provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration.
  - g) Proposed solutions should have very high-scale architecture on a platform that scales efficiently.
  - h) The solution should also support 64-bit architecture environments for high scalability
  - i) Solution should support installation on Windows and Linux environment
  - j) Solutions should have extensible architecture for easy integration and automation
  - k) Solution installation should support Docker Containers & Virtual cloud for easy, deployment and building on premises
  - l) The architecture should support High Availability inbuilt into the product
8. Bidder should perform the inter-rack cabling, intra-rack cabling, SAN Cabling, integration with the existing network etc. and also perform other activities required for successful integration and implementation of the solution in NPCI Environment in coordination with the existing Vendor of NPCI.
9. Bidder shall integrate the hardware /software supplied with the existing NPCI Hardware and Software. NPCI will assist the bidder in integration however primary responsibility of performing the activity lies with the bidder, Bidder is required to factor in the Cost of Performing all the activities for implementation of the solution.
10. Bidder should submit High level diagram (HLD) and Low level diagram (LLD) during technical presentation
11. Bidder to include professional services in the RFP
12. OEM to validate and certify the efficacy of every module / feature of the solution
13. Bidder to create for installation and administrative activities

Technical specifications as per **Annexure K**

### 3.2 Single Point of Contact

The selected Bidder shall appoint a single point of contact, with whom NPCI will deal with, for any activity pertaining to the requirements of this RFP.

## Section 4 – Eligibility Criteria

## 4.1 Eligibility Criteria

The Eligibility Criteria are furnished below:

Sr. No.	MSME	Other than MSME
1	<p>The bidder is a Company registered under the Companies Act/ Partnership Act / LLP at least since last three (3) years.</p> <p>a) In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least two (2) years as on date of submission of the bid.</p> <p>b) In case the bidder 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 two (2) years as on the date of submission of bid.</p>	<p>The bidder is a Company registered under the Companies Act/ Partnership / LLP at least since last five (5) years.</p> <p>a) In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least five (5) years as on date of submission of the bid.</p> <p>b) In case the bidder 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 five (5) years as on the date of submission of bid.</p>
2	<p>The bidder should have reported minimum annual turnover of <b>Rs. 5 Crores</b> as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).</p> <p>In case audited financial statements for 2018-2019 are not ready, then management certified financial statement shall be considered for 2018-2019; however, this exception is not available in case of previous financial years.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>	<p>The bidder should have reported minimum annual turnover of <b>Rs. 13 Crores</b> as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).</p> <p>In case audited financial statements for 2018-2019 are not ready, then management certified financial statement shall be considered for 2018-2019; however, this exception is not available in case of previous financial years.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>
3	<b>Period of operations in required domain:</b> Minimum 2 years preceding the bid participation or 2 successful customer implementation into production and handling transaction	<b>Period of operations in required domain:</b> Minimum 3 years preceding the bid participation or 3 successful customer implementation into production and handling transaction
4	The bidder should be authorized to quote for the OEM products and support. Further, the bidder shall submit the declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder has become eligible for commercial evaluation as per this RFP	The bidder should be authorized to quote for the OEM products and support. Further, the bidder shall submit the declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder has become eligible for commercial evaluation as per this RFP
5	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
6	Partner/SI should not be associated with NPCI in any assignment related to Device Audit/Security Audit/Monitoring of device/ Security monitoring.	Partner/SI should not be associated with NPCI in any assignment related to Device Audit/Security Audit/Monitoring of device/Security monitoring.

## Section 5 - Instruction to Bidders

**A. The Bidding Document****5.1 RFP**

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

**5.2 Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid, and NPCI will in no case be responsible or liable for those costs.

**5.3 Content of Bidding Document**

The Bid shall be in 3 separate envelopes, Envelope A, B and C.

**5.4 Clarifications of Bidding Documents and Pre-bid Meeting**

A prospective Bidder requiring any clarification of the Bidding Documents may notify NPCI in writing at NPCI's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Bidders should submit the queries only in the format given below, in an **excel sheet**:

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)

Replies to all the clarifications, modifications received through mail and email will be posted on NPCI's website. Any modification to the bidding documents which may become necessary shall be made by NPCI by issuing an Addendum.

**5.5 Amendment of Bidding Documents**

- At any time prior to the deadline for submission of bids, NPCI may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
- Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in NPCI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.
- In order to afford Bidders reasonable time to take the amendment into account in preparing their bids, NPCI may, at its sole and absolute discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted on NPCI's website.
- From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

**B. Preparation of Bid****5.6 Bid Price**

Prices would be exclusive of all taxes. The bidder shall meet the requirements of the applicable Goods & Services Tax (GST).

**5.7 Earnest Money Deposit (EMD)**

The Bidder is required to deposit Rs 5,00,000/- (Rupees Five Lakhs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2.

No interest will be paid on the EMD.

**5.8 Return of EMD**

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

### 5.9 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

- a) Bidder withdraws its bid before opening of the bids.
- b) Bidder withdraws its bid after opening of the bids but before Notification of Award.
- c) Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
- d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
- f) Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of acceptance of the Purchase Order. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.

### 5.10 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

### 5.11 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, NPCI may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

### 5.12 Format of Bid

The bidder shall prepare two copies (one hard copy marked as ORIGINAL and one soft copy) of the Technical Bid only. In case of any discrepancy between them, the original shall govern.

The commercial bid will be submitted as hard copy only.

### 5.13 Signing of Bid

The Bid shall be signed by the Bidder or a person or persons as the case may be, duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure H) or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

## C. Submission of Bid

### 5.14 Envelope bidding process

The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.

Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as “**Request for Proposal for procurement of UEBA Solution**”.

The inner and outer envelopes shall be addressed to NPCI at the address mentioned in Section 1.

The inner envelopes shall indicate the name and address of the Bidder.

If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the bids misplacement or premature opening.

### 5.15 Contents of the 3 Envelopes

#### Envelope A - Eligibility Bid

The following documents as per the sequence listed shall be inserted inside Envelope A:

- 1 Bid Earnest Money in the form of Demand Draft OR Bid Earnest Money in the form of Bank Guarantee – format provided in **Annexure A2**
- 2 Bid Offer form (without price) – **Annexure B**
- 3 Bidder Information – **Annexure C**
- 4 Declaration of Clean Track Record by Bidder – **Annexure D**



## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

---

- 5 Declaration of Acceptance of Terms and Conditions – **Annexure E**
- 6 Declaration of Acceptance of Scope of Work – **Annexure F**
- 7 Power of Attorney for signing of bid – **Annexure G**
- 8 Eligibility Criteria Matrix – **Annexure H**
- 9 Self-declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder becomes eligible for commercial evaluation as per this RFP.
- 10 OEM/Manufacturer Authorization Letter – **Annexure I**
- 11 Three years **audited Balance Sheet and Profit and Loss Statements, Auditors Reports & Notes to accounts**
- 12 RFP document duly sealed and signed
- 13 All necessary supporting documents as per Annexures
- 14 Certificate of Incorporation
- 15 MSME Certificate (if applicable)
- 16 Self-declaration stating domain experience **OR** successful client implementation details.
- 17 Self-declaration stating bidder should not be associated with NPCI in any assignment related to Device Audit/Security Audit/Monitoring of device/Security monitoring.

### Envelope B - Technical Bid

The following documents shall be inserted inside Envelope B:

- 1 Section 11 – Compliance to Technical Requirements duly completed - **Annexure K**
- 2 Client Details for **Annexure O**
- 3 Masked Price Bid (**Annexure M & N**)
- 4 Detailed Bill of Material for Software with line item details, giving quantity and functions (**Masked Annexure L**)

Technical Bid envelope shall not include any financial information. If the Technical Bid contains any financial information the entire bid will be rejected.

### Envelope C - Commercial Bid

- 1 Commercial Bid Form – **Annexure M**
- 2 Commercial Bid – **Annexure N**
- 3 Detailed Bill of Material – **Annexure L**

### 5.16 Bid Submission

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

Bids sealed in accordance with the instructions to Bidders should be delivered at the address as mentioned in the Section 1.

The offers should be made strictly as per the formats enclosed.

No columns of the tender should be left blank. Offers with insufficient/inaccurate information and offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

### 5.17 Bid Currency

All prices shall be expressed in Indian Rupees only.

### 5.18 Bid Language

The bid shall be in English Language.

### 5.19 Rejection of Bid

The bid is liable to be rejected if the bid document:

- a) Does not bear signature of authorized person.
- b) Is received through Fax / E-mail.
- c) Is received after expiry of the due date and time stipulated for Bid submission.
- d) Is incomplete / incorrect.
- e) Does not include requisite documents.
- f) Is Conditional.
- g) Does not conform to the terms and conditions stipulated in this Request for Proposal.
- h) If revised BOM is not shared within 3 days' post technical presentation (**with commercials to IT procurement and BOM without commercials to business user team**)



## **Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

---

No bid shall be rejected at the time of bid opening including extensions, if any, except for late bids and those that do not conform to bidding terms.

### **5.20 Deadline for Submission**

The last date of submission of bids is given in Section 1. However, the last date of submission may be amended by NPCI and shall be notified through its website.

### **5.21 Extension of Deadline for submission of Bid**

NPCI may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be informed through NPCI website, in which case all rights and obligations of NPCI and Bidders will thereafter be subject to the deadline as extended.

### **5.22 Late Bid**

Bids received after the scheduled time will not be accepted by the NPCI under any circumstances. NPCI will not be responsible for any delay due to postal service or any other means.

### **5.23 Modifications and Withdrawal of Bids**

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.

### **5.24 Right to Reject, Accept/Cancel the bid**

NPCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

NPCI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. NPCI also reserves the right to re-issue the Tender without the Bidders having the right to object to such re-issue.

### **5.25 RFP Abandonment**

NPCI may at its discretion abandon the process of the selection of bidder at any time before notification of award.

### **5.26 Bid Evaluation Process**

The Bid Evaluation will be carried out in 2 stages:

**Stage 1 – Envelope ‘A’** i.e. Eligibility bid and **Envelope ‘B’** i.e. Technical bid will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility and technical criteria will be considered for further evaluation.

**Stage 2 – Envelope ‘C’** of those Bidders who qualify the eligibility and technical criteria will be evaluated. NPCI reserves the right to conduct Reverse Auction (RA) or Price discussion mechanism to arrive the exact price and successful bidder.

### **5.27 Single bid**

In the event of only one responsive bidder or only one bidder emerging after the evaluation process, NPCI may continue with the RFP process.

### **5.28 Price discovery method:**

**Bidder to submit their best price.** NPCI reserves right to discover the lowest price through the Reverse Auction & may be further deliberated through PDC if so opted by NPCI management. If first Reverse Auction does not result successful, NPCI reserves the right to call technical qualified bidders for price discussion and declare the successful bidder through Price discussion method instead of conducting 2nd Reverse Auction. The decision with respect to conduct of 2nd Reverse Auction or otherwise shall be communicated to technically qualified bidders.

### **5.29 Contacting NPCI**

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact NPCI for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact NPCI with a view to canvas for a bid or put any pressure on any official of the NPCI may entail disqualification of the concerned Bidder and/or its Bid.

## Section 6 - Bid Opening

### 6.1 Opening of Bids

Bids will be opened in 2 stages:

Stage 1 – In the first stage the Eligibility bid i.e. Envelope 'A' and Technical Bid i.e. Envelope 'B' will be opened.

Stage 2 – Commercial bids i.e. Envelope 'C' will be opened for technically qualified bidders for finalizing the prices through the Reverse Auction or the Price discussion method if so opted by NPCI management.

### 6.2 Opening of Eligibility and Technical Bids

NPCI will open Technical bids (Envelope 'A') and Technical bid (Envelope 'B') in presence of Bidders or Bidders' representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time. The representatives of the Bidders would be required to produce an authorization letter from the Bidder/ Identity Card to represent them at the time of opening of the bids. Only one representative will be allowed to represent each Bidder. In case the Bidder or its representative is not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI. The bidder's representative who is present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for NPCI, the bids shall be opened at the appointed time and place on next working day.

### 6.3 Opening of Envelope C - Commercial Bids

**Bidder to submit their best price.** Commercial bids will be opened for Reverse Auction or Price discussion method with technically qualified bidders if so opted by NPCI management. In case, Commercial evaluation will be done through Reverse Auction, Business Rules and Terms & Conditions and Procedures of Reverse Auction have been published on NPCI's website i.e. [www.npci.org.in](http://www.npci.org.in).

## Section 7 - Bid Evaluation

**7.1 Preliminary Examination of Eligibility Bids**

NPCI will examine the bids to determine whether they are complete; whether the required information have been provided as underlined in the bid document; whether the documents have been properly signed and whether the bids are generally in order. Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation. NPCI may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder. If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity. NPCI's determination of bid responsiveness will be based on the content of the bid itself. NPCI may interact with the Customer references submitted by Bidder, if required.

**7.2 Examination of Technical Bids**

The Technical Evaluation will be based on the following broad parameters:

- a. Compliance to Technical Specifications as specified in the RFP.
- b. NPCI reserves the right to call for presentation and discussions on the approach of execution of project etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.
- c. Review of written reply, if any, submitted in response to the clarification sought by NPCI, if any.
- d. Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed hardware are to be enclosed.
- e. To assist in the examination, evaluation and comparison of bids, NPCI may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- f. NPCI may interact with the Customer references submitted by bidder, if required.
- g. NPCI reserves the right to shortlist bidders based on technical evaluation criteria.
- h. Bidder should re-submit 2 detailed Bill of material, BOM (one **with** commercial to IT procurement team and another **without** commercial to user team) within **3 days** if there are any shortfall in BOM found during technical presentation.

**7.3 Technical Scoring Matrix:**

Scoring Matrix:

TECHNICAL SCORING MATRIX		
Sr. No.	Description	Score
Technical Evaluation Part – A		30
1	Technical Requirements compliance	
2	Clarity of requirements specified in RFP	
Part – B OEM Evaluation Matrix		10
1	Customer BFSI reference in India Please provide at least 2 India References including <ol style="list-style-type: none"><li>Customer name</li><li>Industry (Manufacturing, Insurance, financial, etc.)</li><li>Size</li><li>How long have they been using your product?</li><li>Contact name, title, email and direct telephone number</li><li>Which solution deployed.</li></ol>	
2	Local support center in India to provide onsite support if required	
Proposed Solution Part – C		
1	Architecture and solution Design	30
2	Comprehensiveness of the documents & Project Management Plan	
3	Clarity thought of delivery	
RFP Presentation Part – D		30
1	RFP presentation	
2	Q and A	
	Total Score of Part - A, B, C and D	100

**Scoring Matrix:** Bidders scoring a minimum of **75%** marks would be eligible for the commercial bid opening.

Basis technical presentation if there are any changes in the BOM, bidders are expected to share the updated BOM with commercials to IT procurement and BOM without commercials to business user team within 3 days, bidders who do not share the BOM within 3 days will be disqualified.

In the event of only one responsive bidder or only one bidder emerging after the evaluation process, NPCI may continue with the RFP process.

### **7.4 Evaluation of Commercial Bids:**

NPCI reserves the right to discover the lowest price through the Reverse Auction & may be further deliberated through PDC if so opted by NPCI management. If first Reverse Auction does not result successful, NPCI reserves the right to call technical qualified bidders for price discussion and declare the successful bidder through Price discussion method instead of conducting 2nd Reverse Auction. The decision with respect to conduct of 2nd Reverse Auction or otherwise shall be communicated to technically qualified bidders. In case, Commercial evaluation will be done through Reverse Auction, Business Rules and Terms & Conditions and Procedures of Reverse Auction have been published on NPCI's website i.e. [www.npci.org.in](http://www.npci.org.in)

### **7.5 Successful Evaluated bidder:**

The bidder with lowest commercial bid identified through reverse auction process or price discussion method as the case maybe will be declared as the successful bidder and will be called L1 bidder for the required quantity. NPCI reserves the right to place the order with the L2 bidder, in case the L1 bidder refuses to accept the order or otherwise gets disqualified as per the terms of the RFP, provided the L2 bidder matches the price quoted by the L1 bidder. In case the 2nd lowest bidder is unable to match the L1 price, NPCI reserves the right to place order with the shortlisted L3 bidder and so on.

## Section 8 - Terms and Conditions

### 8.1 Notification of Award / Purchase Order

After selection of the L1 bidder, as given in Clause 7.4, and after obtaining internal approvals and prior to expiration of the period of Bid validity, NPCI will send Notification of Award / Purchase Order to the selected Bidder. Once the selected Bidder accepts the Notification of Award the selected Bidder shall furnish the Performance Bank Guarantee to NPCI.

### 8.2 Term of the Order

The term of the Notification of Award/Purchase Order shall be for a period of 3 years wherein the price of the deliverables as specified in the RFP would be at a fixed rate.

### 8.3 Acceptance Procedure

- Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

### 8.4 Performance Bank Guarantee

The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), 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), as per statutory provisions in force. In case the successful bidder does not submit the PBG, NPCI shall be entitled to withhold an amount equal to the value of the PBG from the payments due to the successful bidder.

PBG may be invoked in case of violation of any of the Terms and Conditions of this Purchase Order and also in case of deficiency of the services provided by successful bidder.

### 8.5 Taxes and Duties

- All taxes deductible at source, if any, shall be deducted at as per then prevailing rates at the time of release of payments.
- Prices shall be exclusive of all taxes.
- The bidder shall meet the requirements of applicable Goods & Services Tax (GST).

### 8.6 Key Deliverables

#### (Hardware Software /Licenses/Implementation)

1. Supply, installation, maintenance and post implementation support for the entire User and Entity Behavior Analysis (UEBA) Solution (Hardware, Software, License for OS core based, license for DB core based with unlimited device/user integration). Bidders to provide the item wise details along with quantity in Bill of materials

2. Compliance for hardware (Server/Appliance) supplied by bidder/OEM.

Processor sockets	Dual Socket
NIC	Redundant NIC
Availability	Hot-plug hard drives
	Hot-plug redundant power
Readiness/ Compatibility	Virtualization-ready
Server	Should be OS Agnostic.

3. Implementation of the complete solution
4. Integrate UEBA with all existing application servers, Storage servers, security modules (appliance i.e proxy)
5. Additional User License (OS/ DB)
6. OEM Technical Training for NPCI officials (Detailed technical training before Project Kick off and 5 Days Post Implementation Training)
7. **Post Implementation:** OEM is annually required to review the deployment and suggest fine tuning, a minimum 7-10 days per year review & fine tuning effort of the OEM needs to be factored for implemented solution.

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

Sr.No	Description	Quantity
1	Hardware Infra	
2	Software License	
3	Windows core based license /DB core based license only	
4	Implementation cost	
5	Professional services and Others if any	

### 8.7 Delivery schedule

Delivery, Installation & commissioning of the solution should be completed within 16 weeks from the date of receipt of purchase order.

- Delivery of hardware, software, and license should be within 6 weeks.
- Installation & commissioning should be completed in next 10 weeks.
- Installation certificate for each installation should be signed by NPCI and the bidder

### 8.8 Delivery Address:

#### Data Center – Hyderabad

NPCI, - C/o Reliance Communications Ltd.,  
Plot No 20, Survey No 64,  
Opp. Mahindra Satyam,  
HITEC City Layout,  
Madhapur, R.R. Dist.- Hyderabad - 500 019.

#### Data Center – Chennai

NPCI, C/o STT Global Centers India Pvt Ltd,  
Tiruvalluvar Satellite Earth Solution,  
No. 226, Red Hills Road, Kallikuppam,  
Ambattur, Chennai.

### 8.9 Incentivizing the Service Providers

(i) Delivery of hardware / software / services – in case of delivery of the deliverables earlier than the stipulated delivery schedule as per the Purchase Order - 0.25% per week, for every week of early delivery, with a maximum of 2.5%, of the Order value of the respective component, i.e. hardware / software / services, as the case may be, provided the saving in delivery timeline / early delivery is not less than 20% of the prescribed delivery schedule, otherwise incentive will not be applicable. Vendors will not be eligible for any incentive if delivery happens as per the terms of the PO.

(ii) Incentive will not be applicable in case the original delivery schedule is extended for any reason.

(iii) Liquidated damages will continue to be levied for delays in delivery as per the terms of the PO, if the delays are attributable to the vendors.

### 8.10 Penalty for default in delivery

If the successful bidder does not deliver & implement the solution as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:

- Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%
- In case the delay exceeds 10 days beyond the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI
- Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the supplier, as per the Agreement.

### 8.11 Warranties

- The successful bidder(s) shall provide comprehensive on-site warranty for 1 year for Solution with back to back arrangements with the respective OEM from the date of acceptance of hardware / software.
- The deliverable(s) should not have been declared End of Sale as on the date of submission of the bid and on the date of delivery.
- The successful bidder(s) should ensure that the equipment proposed in this RFP, should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within the 3 years (1-year warranty + 2 years AMC) contract period.
- If the deliverable(s) is declared End of Life (EOL) or End of Support anytime during the contract period, the successful bidder shall forthwith replace the equipment at no additional cost to NPCI.

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

- Bidder shall also update necessary OS, Patches and should support the hardware and the software for the period of three years from the date of acceptance of the entire system.
- The upgrades, new releases (Minor/major) versions, bug fixes etc. for the hardware and system software will be supplied to NPCI at no extra cost, with the necessary documentation during contract period.
- Bidder shall implement all software updates, new releases & version upgrades on the supplied components during the warranty period. Bidder should update and maintain all supplied components to correctly reflect actual state of the setup at any point in time during the warranty period
- Bidder guarantees the whole of the Goods against any defects or failure, which arise due to faulty materials, workmanship or design (except materials or design furnished by NPCI). If during the Warranty Period any Goods/software are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of NPCI and if removed from the Site for such purpose, Bidder has to provide standby Goods till the original Goods are repaired or replaced / re-furnished, rendered. All goods shall be removed and re-delivered to NPCI by Bidder at its own cost. Bidder shall have to submit Performance Bank Guarantee during the Warranty period equivalent to 10% of the PO value valid for period of four years.

### 8.12 Support (AMC)

- The successful bidder shall provide comprehensive on-site maintenance (AMC) of the solution for a period of 3 years with back to back support with the OEM, including warranty period of 1 year and 2 years support post expiry of the warranty period of 1 year.
- After expiration of warranty period of One (1) year, NPCI at its discretion may enter into Annual Maintenance Contract at the rate mentioned in Purchase Order for period of 2nd and to 3rd year. All the terms and conditions of the Purchase Order will be applicable during such AMC period.
- Bidder shall maintain all the spares required for maintenance of equipment supplied to NPCI for the period of three (3) years. In case Bidder is not able to repair the equipment due to unavailability of spares, Bidder shall replace the entire equipment with the latest model available in the market with same functionality.
- Bidder shall provide and install patches/ updates/ version upgrades of all software provided under this contract at no extra cost to NPCI during Warranty and AMC period.
- Bidder guarantees the whole of the Goods against any defects or failure, which arise due to faulty materials, workmanship or design (except materials or design furnished by NPCI). If during the Warranty Period any Goods/software are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of NPCI and if removed from the Site for such purpose, Bidder has to provide standby Goods till the original Goods are repaired or replaced / re-furnished, rendered. All goods shall be removed and re-delivered to NPCI by Bidder at its own cost.

### 8.13 Service Level Requirements (SLA)

The SLA specifies the expected levels of service to be provided by the Bidder to NPCI. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties.

Payments to the Bidder are linked to the compliance with the SLA metrics. During the contract period, it is envisaged that there could be changes to the SLAs, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. NPCI and Bidder.

The Bidder shall monitor and maintain the stated service levels to provide quality service. Bidder to use automated tools to provide the SLA Reports. Bidder to provide access to NPCI or its designated personnel to the tools used for SLA monitoring.

#### Definitions

1. "Availability" means the time for which the services and facilities are available for conducting operations on the AIC system including application and associated infrastructure.  
Availability is defined as (%) = 
$$\frac{(\text{Operation Hours} - \text{Downtime})}{(\text{Operation Hours})} * 100\%$$
2. The business hours are 24\*7 on any calendar day the NPCI is operational.
3. All the infrastructure of Data Center, Disaster Recovery site, Offices/Branches will be supported on 24x7 basis.
4. The "Operation Hours" for a given time frame are calculated after deducting the planned downtime from "Operation Hours". The Operation Hours will be taken on 24x7 basis, for the purpose of meeting the Service Level requirements i.e. availability and performance measurements both.
5. "Downtime" is the actual duration for which the system was not able to service NPCI or the Clients of NPCI, due to System or Infrastructure failure as defined by NPCI and agreed by the Bidder.



## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

6. "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during business hours. Further, scheduled maintenance time is planned downtime with the prior permission of NPCI
7. "Incident" refers to any event / abnormalities in the functioning of any of IT Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

### Interpretation & General Instructions

1. Typical Resolution time will be applicable if systems are not available to the NPCI's users.
2. The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Bidder is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.
3. A Service Level violation will occur if the Bidder fails to meet Minimum Service Levels on a monthly basis for a particular Service Level.
4. Quarterly SLAs would be analyzed. However, there would be month wise SLAs and all SLA targets have to be met on a monthly basis.
5. Overall Availability and Performance Measurements will be on a quarterly basis for the purpose of Service Level reporting. Month wise "Availability and Performance Report" will be provided by the Bidder for every quarter in the NPCI suggested format and a review shall be conducted based on this report. Availability and Performance Report provided to NPCI shall contain the summary of all incidents reported and associated performance measurement for that period.
6. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for cutting fees.

### Severity Levels

Severity Definition during Live operations due to Infrastructure/Functional issues of the proposed solution, the SLA's will be applicable post go-live of Compliance Solution at DC, DRS and other NPCI Offices.

**Description:** Time taken to resolve the reported problem Severity is defined as:

Level	Function/Technologies
Severity 1	<ol style="list-style-type: none"><li>i Such class of errors will include problems, which prevent users from making operational use of solution.</li><li>ii Security Incidents</li><li>iii No work-around or manual process available</li><li>iv Financial impact on NPCI</li><li>v Infrastructure related to providing solution to the NPCI users comprising of but not limited to the following:<ol style="list-style-type: none"><li>a. Proposed Solution Tools / Application Servers</li><li>b. Proposed Solution Database Servers / Appliance</li><li>c. Proposed Solution servers/appliances</li><li>d. Network components, if any proposed by the bidder</li></ol></li></ol>
Severity 2	<ol style="list-style-type: none"><li>i Any incident which is not classified as "Severity 1" for which an acceptable workaround has been provided by the Bidder or;</li><li>ii Any problem due to which the Severity 2 infrastructure of the proposed solution is not available to the NPCI users or does not perform according to the defined performance and query processing parameters required as per the RFP or;</li><li>iii Users face severe functional restrictions in the application irrespective of the cause.</li><li>iv Key business infrastructure, systems and support services comprising of but not limited to the following:<ol style="list-style-type: none"><li>a The solution Test &amp; Development and Training Infrastructure and Application</li><li>b Infrastructure for providing access of dashboards, scorecards, etc.</li></ol></li></ol>
Severity 3	<ol style="list-style-type: none"><li>i Any incident which is not classified as "Severity 2" for which an acceptable workaround has been provided by the Bidder;</li><li>ii Moderate functional restrictions in the application irrespective of the cause. Has a convenient and readily available workaround.</li><li>iii No impact on processing of normal business activities</li><li>iv Equipment/system/Applications issues and has no impact on the normal operations/day-today working.</li><li>v All other residuary proposed solution Infrastructure not defined in "Severity 1" and "Severity 2"</li></ol>



During the term of the contract, the bidder will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

### 8.14 Penalty on non-adherence to SLAs:

The following Resolution Service Level Agreement (SLA) would be applicable during Warranty and AMC and are applicable for critical and non-critical incidents. The reported issue would be classified as Critical or Non-Critical by NPCI only.

- a) Penalty for Severity 1 Incidents: Any violation in meeting the above SLA requirements which leads to Severity 1 incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each hour of delay up to 12 hours, beyond 12 hours penalty would be INR 20,000 for each hour with a max cap of 5% of total AMC value.
- b) Penalty for Severity 2: Any violation in meeting the above SLA requirements which leads to Severity 2 incident, NPCI shall impose a penalty of INR 5,000/- (Indian Rupees Five Thousand only) for each hour of delay up to 12 hours, beyond 12 hours penalty would be INR 10,000 for each hour with a max cap of 5% of total AMC value.
- c) Penalty for Severity 3: Any violation in meeting the above SLA requirements which leads to Severity 3 incident, NPCI shall impose a penalty of INR 2,000/- (Indian Rupees Two Thousand only) per hour with a max cap of 2% of total AMC value.
- d) The penalty amount would be calculated and deducted from the performance bank guarantee during warranty period and from the AMC charges payable during the period of AMC.
- e) Further if the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime and the penalty will be calculated accordingly.
- f) If a breach occurs even after a proper policy in UEBA solution is in place, a penalty of Rs. 10,000/- per event will be deducted or the loss due to the breach whichever is higher. The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the NPCI such as termination of contract, invoking performance guarantee and recovery of amount paid etc.

### 8.15 Prices

Price shall remain fixed for a period of 3 years from the date of Notification of award / 1st 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.

### 8.16 Repeat Order:

NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of 1 year from the date of award / 1st Purchase Order.

### 8.17 Product Upgrades

Notwithstanding what is contained and provided in Clause 8.11 herein above, at any time during term of the purchase order / performance of the Contract, should technological advances be introduced by the OEM/ Bidder for information technologies originally offered by the supplier in its bid and still to be delivered, the bidder shall be obliged to offer to NPCI the latest version of the available technologies having equal or better performance or functionality throughout the contract period without any extra cost to NPCI.

During performance of the Contract, the bidder shall offer to NPCI all new versions, releases and updates of standard software, as well as related technical support within 30 days of their availability from the OEM.

### 8.18 Payment Terms:

- Hardware: Payment shall be released within 30 days after delivery of the hardware, submission of correct invoice along with necessary supporting documents along with hardware delivery report duly signed by NPCI officials
- Software/Licenses: Payment shall be released within 30 days after delivery of the software/licenses, submission of correct invoice along with necessary supporting documents along with delivery report duly signed by NPCI officials

## **Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

---

- Installation/Implementation Charges: Payment shall be released within 30 days after implementation, submission of correct invoice along with necessary supporting documents along with implementation/installation report duly signed by NPCI officials
- AMC: Payment shall be paid at the beginning of the year of the relevant AMC period after receipt of original tax invoice.

Above payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official

### **8.19 Migration activities for change of location:**

In case NPCI wishes to shift the devices from one place to another anywhere in the country, adequate support will be made available by the bidder by arranging field engineer for the purpose of dismantling of devices supplied by Service provider & hand-over to the concerned Officials or Data Center, pre-shifting inspection, post-shifting inspection, re-installation etc. of all devices supplied by Service provider. All migration related activities to be done after Business / session hours /according to business convenience & the engineer have to be deployed as per the requirements. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. NPCI will not be responsible or liable for any losses, damages to the items of equipment's, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and re-installation etc. is being carried out. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither affected nor dislocated during the shifting process. It is the responsibility of field engineer to integrate devices delivered at required location or Data Center & coordinate with NPCI to extend the reachability.

### **8.20 Confidentiality**

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the **Annexure Z** hereof.

In the event of disclosure of Confidential Information to a third party in violation of the provisions of this Clause, bidder shall use all reasonable endeavors to assist NPCI in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties' obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

The terms of this clause shall continue in full force and effect for a period of 3 years from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the NPCI, the bidder shall immediately return the Confidential Information of NPCI, or at the NPCI's option destroy any remaining Confidential Information and certify that such destruction has taken place.

### **8.21 Indemnity**

The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty, etc.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.

### **8.22 Bidder's Liability**

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order.

The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents,

trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

### 8.23 Obligations of the Bidder

**Standard of Performance:** The Bidder shall perform the services and carry out their obligations with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment materials and methods. The Bidder shall always act in respect of any matter relating to this Contract or to the services as faithful advisor to NPCI and shall at all times support and safeguard NPCI's legitimate interests in any dealings with third parties.

**Prohibition of Conflicting Activities:** The Bidder shall not engage and shall cause their personnel not to engage in any business or professional activities that would come in conflict with the activities assigned to them under this RFP.

### 8.24 Exit option and contract re-negotiation

- a) NPCI 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" clause 8.26 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 NPCI at NPCI's locations.
- c) Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the bidders prior to expiry of time for awarding the final bid / the contract. The Bidder should perform a reverse transition mechanism to NPCI or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to NPCI or to an alternative 3rd party / vendor nominated by NPCI. Where NPCI elects to transfer the responsibility for service delivery to a number of vendors, NPCI will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.
- d) The reverse transition services to be provided by the Bidder shall include the following:
  - i. The Bidder shall suitably and adequately train NPCI 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 NPCI or designated team for a reasonable period of time
- e) Knowledge Transfer: The Bidder shall provide such necessary information, documentation to NPCI 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.
- f) 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 NPCI. The bidder shall execute any and all such documents as may be necessary in this regard.
  2. The bidder shall return confidential information and will sign off and acknowledge the return of such confidential information.
  3. The bidder shall provide all other services as may be agreed by the parties in connection with the reverse transition services. However, in case any other services, in addition to the above are needed, the same shall be scoped and priced.
  4. 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 required for fully and effectively transitioning the services provided by the bidder under the scope, upon termination or expiration thereof, for any reason whatsoever.
- g) 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.
- h) During which the existing Bidder would transfer all knowledge, know-how and other things necessary for NPCI or new bidder to take over and continue to manage the services. 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.
- i) NPCI 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.

- j) NPCI and the successful bidder shall together prepare the Reverse Transition Plan. However, NPCI shall have the sole decision to ascertain whether such Plan has been complied with.
- k) 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 NPCI or its selected vendors as would be required

### 8.25 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 NPCI with the Bidder, to the satisfaction of and as decided by the NPCI 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 6 months period on the same rates and terms & conditions of the Contract. NPCI has right to alter (increase or decrease) the number of resources. NPCI 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 NPCI.

### 8.26 Order Cancellation

NPCI 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 NPCI alone;

- 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 NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.

### 8.27 Termination of Purchase Order/Contract

For Convenience: NPCI, 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. NPCI may consider request of the bidder for pro-rata payment till the date of termination.

For Insolvency: NPCI at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.

For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).

### 8.28 Effect of Termination

- The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.
- Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services
- The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by NPCI, continue to provide facility to NPCI at no less favorable terms than those contained in this RFP. In case NPCI wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to NPCI.
- NPCI may make such prorated payment for services rendered by the Bidder and accepted by NPCI at the sole discretion of NPCI in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.

## **Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

- NPCI may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies NPCI may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
- Upon cancellation of contract/completion of period of service, the Bidder should peacefully handover the legal possession of all the assets provided and obtains discharge from NPCI. NPCI also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

### **8.29 Force Majeure**

If either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics; b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion; c) Any law, order, proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations; d) Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein; Or e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty (20) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the RFP, the successful bidder or NPCI shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the RFP/Purchase Order/contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving NPCI or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify NPCI in writing of such condition and cause thereof. Unless otherwise directed by NPCI in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

### **8.30 Resolution of Disputes**

All disputes or differences between NPCI and the bidder shall be settled amicably. If, however, the parties are not able to resolve them, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

NPCI and the successful Bidder shall make every effort to resolve amicably by direct informal negotiation; any disagreement or dispute arising between them under or in connection with this RFP.

If, however, NPCI and successful Bidder are not able to resolve them, following dispute resolution mechanism shall be applied:

1. In case of Dispute or difference arising between NPCI and the successful Bidder relating to any matter arising out of or connected with this RFP, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by NPCI and the successful Bidder. The third Arbitrator shall be chosen by mutual discussion between NPCI and the successful Bidder.
2. Arbitration proceedings shall be held at Mumbai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of Arbitrators shall be final and binding upon NPCI and Successful Bidder. The cost and expenses of Arbitration proceedings will be paid as determined by mutual chosen third Arbitrator. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and



## **Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

---

4. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual consent between the parties.
5. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

### **8.31 Compliance with Applicable Laws of India**

The Bidder confirms to NPCI that it complies with all Central, State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify NPCI about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this RFP, and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this RFP or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the RFP, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NPCI and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

### **8.32 Legal Compliances:**

The Bidder confirms to NPCI that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts.

The Bidder shall allow NPCI as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by NPCI & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. NPCI shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. NPCI shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder. Bidder indemnifies and shall keep NPCI indemnified from any of such claims/ losses/ damages and demands by any of its personnel, if any, raised on NPCI.

### **8.33 Intellectual Property Rights:**

All rights, title and interest of NPCI in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of NPCI and Bidder shall not be entitled to use the same without the express prior written consent of NPCI. Nothing in this RFP including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall either vest or shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in this RFP, this clause shall survive indefinitely, even after termination of this Purchase Order.

### **8.34 Applicable Law and Jurisdiction**

Applicable Law: The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the Courts of Mumbai in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

### **8.35 Solicitation of Employees**

Both NPCI & successful Bidder the Parties should agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. The parties should agree that for the period of the contract and one year thereafter, neither party will cause or permit any of its directors or employees who have knowledge to directly or indirectly solicit of this contract for employing the key personnel

## **Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

---

working on the project contemplated in this proposal except with the written consent of the other party. The above restriction would not apply to either party for hiring such key personnel who (i) initiate discussions regarding such employment without any direct or indirect solicitation by the other party (ii) respond to any public advertisement placed by either party or its affiliates in a publication of general circulation or (iii) has been terminated by a party prior to the commencement of employment discussions with the other party.

### **8.36 Facilities provided by NPCI:**

NPCI shall provide seats, with required facilities like internet, intranet & LAN Connectivity free of cost for official work. These facilities shall not be used for any personal use. In case of any misuse of the facilities, penalty as deemed fit shall be imposed and recovered from the pending bills of Bidder.

### **8.37 No Damage of NPCI Property**

Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder.

### **8.38 Fraudulent and Corrupt Practice**

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidder's (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the NPCI of the benefits of free and open competition.

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official or a NPCI official in the process of project execution. NPCI will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing the project.

### **8.39 Governing Language**

All correspondences and other documents pertaining to this Agreement shall be in English only.

### **8.40 Addresses for Notices**

Following shall be address of NPCI and Bidder

NPCI address for notice purpose:

Managing Director& CEO

#### **National Payments Corporation of India**

1001A, B wing 10th Floor,

'The Capital', Bandra-Kurla Complex,

Bandra (East), Mumbai - 400 051

Supplier's address for notice purpose: (To be filled by supplier)

## Section 9 - Technical Specifications

Sr. No	Specification	Requirement
<b>A - Fundamental Requirements</b>		
A.1	Support for creation of Watch Lists for suspicious users	<b>Must have</b>
A.2	On-premise deployment	<b>Must have</b>
A.3	UEBA should be intelligent and should automatically tweak itself through automated learning, and also support creation of custom models	<b>Must have</b>
A.4	Said UEBA tool should be able to integrate with popular SOAR & SIEM solution for monitoring user endpoints and reporting anomalies	<b>Must have</b>
A.5	The solution should be able to highlight risky and potentially abnormal user activity	<b>Must have</b>
A.6	The solution must be able to adjust itself in DHCP environment and yet uniquely identify machines with high accuracy despite change of IP Address	<b>Must have</b>
A.7	Preferably the solution should be in use by a customer in a similar industry	<b>Must have</b>
A.8	The company should have own support facilities in India.	<b>Must have</b>
<b>B – Administration</b>		
B.1	Taking input from solutions such as SIEM, SOAR and DLP for Risk Intelligence	<b>Bidder should provide what all security solution and infrastructure the proposed solution can integrate with</b>
B.2	The solution should have permission for device admin, subnet admin, audit log, edit model and advanced search, etc.	<b>Bidder must provide the level of controls available in the said solution along with the searching capabilities.</b>
B.3	The solution should allow administrators to manage subnet by different admin accounts	<b>Bidder must clarify if the said feature is present in the proposed solution or not.</b>
B.4	The solution should allow administrators to modify model formula	<b>Must have</b>
B.5	Should be able to show us RAW packet headers, or relevant data basis on which anomalous behaviour was observed	<b>Must have</b>
B.6	The solution should allow administrators to setup of device label, device priority, alert by priority, alert by score	<b>Must have</b>
B.7	The solution should allow administrators to define new models/new rules for threat scenario specific to organization	<b>Must have</b>
B.8	Integration with enterprise authentication / SSO platform for simplifies access	<b>Must have</b>
B.9	Ability to monitor, report and alert on application processes and tasks, system resources utilization thresholds and overall system availability	<b>Must have</b>
B.10	Availability of out-of-the-box administrative dashboards and reports	<b>Must have</b>
B.11	Ability to monitor, report and alert on the data streaming in and out of the system	<b>Bidder should clarify whether the use cases related to DLP are already present or can be made readily available in the proposed solution</b>
<b>C - Anomaly Detection</b>		
C.1	Identity based threat plane behaviour analysis for account hijacking and abuse	<b>Must have</b>
C.2	Proactive and actionable alerting for anomalous behaviour and risk scores	<b>Must have</b>
C.3	High privilege access anomaly detection for misuse, sharing, or takeover	<b>Must have</b>
C.4	Session Tracking of user in case of IP switch	<b>Must have</b>



## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

C.5	Identifying Trusted Host and Entity Compromise instances	Bidder to clarify if instances of compromised hosts can be identified by the proposed solution
C.6	Uses self-learning behavioural analysis to dynamically model each device, probabilistically identifying any anomalous activity that falls outside of the device's normal pattern of life.	Must have
C.7	Collection of models/rules to catch transfers in unusual device/direction combinations. This models/rules is likely to require tuning in organization environment	Bidder shall clarify if the inbuilt models/rules can be fine-tuned as per our Environment
C.8	Unusual Credential use - models the times and devices normally used by each username, and alerts when there is an unusual combination	Must have
C.9	Should allow administrators to upload PCAPs for analysis	Bidder shall clarify if PCAP analysis functionality is present in the solution or not, and whether the pcap can be linked to a user account for verifying any change in behaviour pattern
C.10	Use of unsupervised and supervised machine learning algorithms	Bidder shall clarify if the solution uses unsupervised or supervised ML, or both
C.11	Ability to define custom peer groups and perform behaviour analysis	Must have
C.12	Ability to support fine-tuning of various meta-data attributes of behaviour models	Must have
C.13	Ability to provide feedback on the security analytics results and retrain the models	Bidder must clarify if the feedback mechanism from admins is available to the defined rules/models
C.14	Flexibility to configure rolling window of period for behaviour profiling	Bidder must provide if the behaviour profiling is set into the solution or can be adjusted as per NPCI's requirement
C.15	Ability to build custom behaviour models without requiring any development effort	Bidder must clarify if custom models can be created without any scripting/coding knowledge
<b>D – Dashboards</b>		
D.1	Dashboards for different roles and access levels	Must have
D.2	Customizable dashboards, configurable policies and risk model optimization	Bidder shall clarify if the GUI supports customizable dashboards, configurable policies and model optimization
D.3	Provide various visualization options for deep-dive investigation, compliance and reporting	Must have
D.4	Ability to perform detailed search on raw and enriched data	Must have
D.5	Support pivoting of search results based on various data elements including identity, entity, HR attributes, resource, event, threat, etc.	Bidder shall clarify if solution allows a multi dimension analysis of user's activities from data gathered via various systems
D.6	Support natural language search capability without requiring to learn a custom search query language	Bidder shall clarify if the proposed solution supports simple searching process

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

D.7	Intelligent search providing auto-complete, auto-suggest capabilities based on contextual data	<b>Bidder shall clarify if the proposed solution supports auto-suggest or auto complete capabilities while searching in dashboard</b>
D.8	Provide a "Single-pane-of-glass" view into high risk user / entity showing behaviour pattern with respect to activities, locations, devices, sessions, usage and risk trends	<b>Must have</b>
<b>E – Deployment</b>		
E.1	The solution has self-learning algorithms (supervised and unsupervised machine learning) to identify patterns of normal and malicious user and entity behaviour with advanced mathematics, without any connection to cloud or third party platform	<b>Must have</b>
E.2	The solution is a network-centric approach and allow network data ingestion including Layer 2 SPAN, Layer 3 SPAN and Network taps	<b>Must have</b>
E.3	The solution should be installed passively into infrastructure	<b>Must have</b>
E.4	The solution is able to automatically identify and classify users and entities (i.e. devices, applications, servers, data, or anything with an IP address)	<b>Bidder shall clarify how solution defines and categories users and properties</b>
E.5	The solution should be able to analyse DHCP traffic to resolve and model devices, users and IP changes over time.	<b>Must have</b>
E.6	All relevant data including machine learning and alerts, flow data (history of connections), Advanced Search data, and PCAPs (Packet Capture) should be stored in the appliance.	<b>Bidder must clarify where all relevant artefacts will be stored and what are the dependencies to retrieve such events</b>
E.7	Support highly available component architecture ensuring no single point of failure	<b>Must have</b>
E.8	Support DR failover / fallback setup	<b>Must have</b>
<b>F – Report</b>		
F.1	Exporting (PCAPs) and report generation capabilities (Excel, PDF, XML)	<b>Must have</b>
F.2	Availability of out of the box reports for analysts to make investigation decisions	<b>Must have</b>
F.3	Availability of out of the box reports for administration and management	<b>Must have</b>
F.4	Availability of out of the box reports for audit and compliance	<b>Bidder shall clarify reporting capabilities of the solution.</b>
F.5	Ability to create custom reports and schedule the same	<b>Must have</b>
F.6	Reports can be delivered as CSV, Email, PDF	<b>Must have</b>
F.7	Ability to schedule reports with periodic intervals	<b>Must have</b>
<b>G - Additional Coverage</b>		
G.1	The solution should provide coverage into virtual environment	<b>Bidder shall clarify if the virtual systems is also supported by the solution. Support of VDI should also be clarified</b>
G.2	The solution should provide coverage into Cloud environment via Connectors or Sensors	<b>Bidder shall clarify is VM connector for the central console is available for forwarding logs to central console</b>
<b>H – Use Case</b>		
H.1	Access high-value assets: User starts accessing and downloading high-value assets with increased frequency.	<b>Bidder shall clarify if solution supports categorizing of assets, both manual and automated</b>
H.2	Usage changes over time: User activity deviates from normal over a short period of time or a gradual change over an extended period of time.	<b>Must have</b>

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

H.3	Assess frequency of assets: User's volume of activity suddenly spikes or access to number of assets increases rapidly	<b>Must have</b>
H.4	Usage deviates from peer group: User pattern of activity starts deviating from the peer group	<b>Must have</b>
H.5	Change in account privileges: User attempts to change privileges on existing account or open new accounts on other systems	<b>Bidder shall clarify is such use case is present in the solution or not</b>
H.6	Application misuse by sequence of actions: User performs a sequence of actions which no other user is performing	<b>Must have</b>
H.7	Sensitive data leakage: User manipulates http request / response parameter to download sensitive data	<b>Bidder shall clarify if the solution supports visibility into http headers, response, and https or encrypted communication</b>
H.8	Application misuse by malware or bots such as A bot or malware attacks an application or access sensitive data	<b>Must have</b>
H.9	Dynamic adjustment of risk scores: Dynamically adjust the risk score of rules when triggered against particular user or users	<b>Must have</b>
H.10	UEBA should activate a rules for a set of users until a specified condition or specified time window.	<b>Must have</b>
H.11	Account accessing more high value assets than normal	<b>Bidder shall clarify if solution supports categorizing of assets, both manual and automated and any attempt to such assets is captured or not</b>
H.12	More data being transferred then a normal to and from servers and/ or external locations	<b>Must have</b>
H.13	Privileged account accessing high-value servers from a new location for the first time	<b>Must have</b>
H.14	Account used for the first time in a long time	<b>Must have</b>
H.15	Rare privilege escalation	<b>Bidder shall clarify is privilege escalation (whether by credentials or by exploiting a known vulnerability) attempts are captured by the solution</b>
H.16	Accounts being used from peculiar locations	<b>Must have</b>
H.17	User involved in previously malicious or threatening behaviour	<b>Must have</b>
H.18	User an outlier within their peer group	<b>Must have</b>
H.19	Detect insider threats, account hijacking and abuse, plus data exfiltration	<b>Must have</b>
H.20	Risk-scored time line to predict, detect and deter insider and advanced threats	<b>Must have</b>
<b>I – User Interface</b>		
I.1	Work-centric UI with case management, or input to third-party solutions	<b>Must have</b>
I.2	The solution should consist of a powerful visualization platform that enables threats being analysed and investigated intuitively	<b>Must have</b>
I.3	The solution should be able to administer from a web browser	<b>Must have</b>
I.4	The solution's UI should be able to provide a real-time, operational overview of an organization's entire network and the threat level it faces at any given time	<b>Must have</b>
I.5	The solution's UI should allow displaying threat by user, device and model with sorting and selected period	<b>Must have</b>
I.6	The solution's UI should allow zooming to the device and breach time period with graphical view, event log and breach log	<b>Bidder shall clarify if the solution provides zooming into granular level of activities is present in the solution</b>

**Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

I.7	The solution's UI should be able to play-back particular events in a graphical way	<b>Bidder shall clarify if the proposed solution provides details on how it came to a conclusion on certain user's activities in a GUI format</b>
I.8	The solution's UI should allow checking the device summary and similar device behaviour	<b>Must have</b>
I.9	The solution's UI should allow using advanced search for detail connection information. Certain application-layer protocols are further decoded during this process.	<b>Must have</b>
I.10	The solution's UI should provide a Google-like search bar to search a device by Hostname, Mac Address, Username of user logged into that device, IP Address, Nickname.	<b>Must have</b>
I.11	Generate a threat Report which will look over a specified time period and produce a PDF based on the statistics generated.	<b>Must have</b>
I.12	Allow analysts to be able to label device or groups of devices within the platform. Eg: This feature will allow us to enable monitoring of high-risk users or devices such as departing employees or key assets.	<b>Must have</b>
I.13	Allows us to create Incidents out of Events/alerts onto which analysts will collaborate inputs and for which, reports can be exported	<b>Bidder must clarify if the proposed solution allows incident/events creation basis on user behaviour observed</b>
I.14	Multiple UI elements can be dragged into an incident, from metric graphs to device log entries.	<b>Bidder must clarify if multiple log sources can be included while investigating from console.</b>
I.15	System and application logs show who did what, at what time, within the UEBA application	<b>Must have</b>

In case any of the above requirements are not generic in nature, it may be brought to the notice of NPCI through pre-bid mechanism.

Dated this..... Day of.....2019

(Signature)

(Name)

Duly authorized to sign Bid for and on behalf of

(In the capacity of)

**Section 10 - Documents forms to be put in Envelope A**

**Annexure A1 - Bidder's Letter for EMD**

To

The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

**Subject: RFP # NPCI/RFP/2019-20/IT/26 dated 24.12.2019 for "Request for Proposal for procurement of User and Entity Behaviour Analysis (UEBA)".**

We have enclosed an EMD in the form of a Demand Draft No.\_\_\_\_ issued by the branch of the \_\_\_\_\_ Bank, for the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_). This EMD is as required by clause 5.7 of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

**Annexure A2 - Bid Security (Bank Guarantee)**

\_\_\_\_\_  
[Bank's Name, and Address of Issuing Branch or Office]

**National Payments Corporation of India:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**BID GUARANTEE No.:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of \_\_\_\_\_ under RFP No.

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we \_\_\_\_\_ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. \_\_\_\_\_/-(Rupees \_\_\_\_\_ only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by NPCI during the period of bid validity, (i) fails or refuses to execute the Contract document; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

- (a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or
- (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

\_\_\_\_\_  
[Signature]

**Annexure A3 - Bid Security**

**(PERFORMANCE BANK GUARANTEE FORMAT)**

Date:

Beneficiary: NATIONAL PAYMENTS CORPORATION OF INDIA  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called "the Supplier") has received the purchase order no. "-----" dated ----- issued by National Payments Corporation of India (NPCI), for ----- (hereinafter called "the Purchase Order").

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required to be submitted by the Supplier to NPCI.

At the request of the Supplier, We ----- (name of the Bank , the details of its incorporation) having its registered office at ----- and, for the purposes of this Guarantee and place where claims are payable, acting through its ---- branch presently situated at ----- (hereinafter referred to as "Bank" which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of Rs.----- (in figures) (Rupees----- (in words)----- only) upon receipt by us of your first demand in writing declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with --(Bank Name & Issuing branch address)-----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. ----- (Amount in figures and words).

This bank guarantee is valid upto -----.

The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of NPCI within twelve months from the date of the expiry of the validity period of this Bank Guarantee.

Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (date should be one year from the date of expiry of guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder.

This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Mumbai shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to ----- (Bank & Its Address), upon (a) its discharge by payment of claims aggregating to Rs. ----- (Amount in figures & words); (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or (c) Claim Expiry Date (date should be one year from the date of expiry of this Bank Guarantee).

All claims under this Bank Guarantee will be payable at ----- (Bank & Its Address).

{Signature of the Authorized representatives of the Bank}

**Annexure B - Bid Offer Form (without Price)**

(Bidder's Letter Head)

**OFFER LETTER**

Date:

To  
The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Dear Sir,

**Subject: RFP No. NPCI/RFP/2019-20/IT/26 dated 24.12.2019 for "Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)".**

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for NPCI and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that NPCI reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of NPCI will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by NPCI for submission of bid, and our offer shall remain binding upon us and may be accepted by NPCI any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that NPCI may reject any or all of the offers without assigning any reason whatsoever.



## **Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

---

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. \_\_\_\_\_ dated \_\_\_\_\_ drawn in favor of "National Payments Corporation of India" or Bank Guarantee valid for \_\_\_\_\_ days for an amount of Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ only) payable at Mumbai.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

**Annexure C - Bidder Information**

(Bidder's Letter Head)

Details of the Bidder				
1	Name of the Bidder			
2	Address of the Bidder			
3	Constitution of the Company (Public Ltd/ Pvt Ltd)			
4	Details of Incorporation of the Company.	Date:		
		Ref#		
5	Valid Sales tax registration no.			
6	Valid Service tax registration no.			
7	Permanent Account Number (PAN)			
8	Goods & Services Tax (GST) Registration Numbers			
9	City			
10	State			
11	Pin Code / State Code			
12	GSTIN Number			
13	HSN Number			
14	Name & Designation of the contact person to whom all references shall be made regarding this tender			
15	Telephone No. (Cell # and Landline # with STD Code)			
16	E-Mail of the contact person:			
17	Fax No. (with STD Code)			
18	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
19	Year	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>
20	Net worth			
21	Turn Over			
22	PAT			

Dated this..... Day of.....2019

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure D - Declaration for Clean Track Record**

(Bidder's Letter Head)

To

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for Request for Proposal for procurement of User and Entity Behaviour Analysis (UEBA) - RFP No. NPCI/RFP/2019-20/IT/26 dated 24.12.2019. I hereby declare that my company has not currently been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Annexure E - Declaration for Acceptance of RFP Terms and Conditions**

(Bidder's Letter Head)

**To**

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for procurement of User and Entity Behaviour Analysis (UEBA)- RFP No. NPCI/RFP/2019-20/IT/26 dated 24.12.2019. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Annexure F - Declaration for Acceptance of Scope of Work**

(Bidder's Letter Head)

To

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Sir,

I have carefully gone through the Scope of Work contained in the RFP document for selection of vendor for Request for Proposal for procurement of User and Entity Behaviour Analysis (UEBA)- NPCI/RFP/2019-20/IT/26 dated 24.12.2019. I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Annexure G - Format Power of Attorney**

(On Stamp paper of relevant value)

Know all men by the present, we \_\_\_\_\_ (name of the company and address of the registered office) do hereby appoint and authorize \_\_\_\_\_ (full name and residential address) who is presently employed with us holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **procurement of User and Entity Behaviour Analysis (UEBA)- NPCI/RFP/2019-20/IT/26 dated 24.12.2019** in response to the RFP by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2019.

For \_\_\_\_\_.

**(Signature)**

(Name Designation and Address)

**Accepted**

**(Signature)**

(Name Designation)

Date:

Business Address:

Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

**Annexure H - Eligibility Criteria Compliance**  
(Bidder's Letter Head)

Eligibility Criteria				
Sr. No.	MSME	Other than MSME	Compliance Yes/No	Documentary proof to be attached
1	<p>The bidder is a Company registered under the Companies Act/ Partnership Act / LLP at least since last three (3) years.</p> <p>a) In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least two (2) years as on date of submission of the bid.</p> <p>b) In case the bidder 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 two (2) years as on the date of submission of bid.</p>	<p>The bidder is a Company registered under the Companies Act/ Partnership / LLP at least since last five (5) years.</p> <p>a) In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least five (5) years as on date of submission of the bid.</p> <p>b) In case the bidder 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 five (5) years as on the date of submission of bid.</p>		<p>1. Certificate of incorporation</p> <p>2. MSME registration certificate (if applicable)</p>
2	<p>The bidder should have reported minimum annual turnover of <b>Rs. 5 Crores</b> as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).</p> <p>In case audited financial statements for 2018-2019 are not ready, then management certified financial statement shall be considered for 2018-2019; however, this exception is not available in case of previous financial years.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>	<p>The bidder should have reported minimum annual turnover of <b>Rs. 13 Crores</b> as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least two of last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019).</p> <p>In case audited financial statements for 2018-2019 are not ready, then management certified financial statement shall be considered for 2018-2019; however, this exception is not available in case of previous financial years.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>		Standalone financial Audited balance sheets & Profit /loss statement
				Signed Statutory Auditor's Report
				Notes to Accounts and Schedules forming part of accounts to be submitted.
				Complete financial statements duly signed / approved by Auditor



# Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

3	<b>Period of operations in required domain:</b> Minimum 2 years preceding the bid participation or 2 successful customer implementation into production and handling transaction	<b>Period of operations in required domain:</b> Minimum 3 years preceding the bid participation or 3 successful customer implementation into production and handling transaction		Self-declaration to be provided by SI along with customer references
4	The bidder should be authorized to quote for the OEM products and support. Further, the bidder shall submit the declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder has become eligible for commercial evaluation as per this RFP	The bidder should be authorized to quote for the OEM products and support. Further, the bidder shall submit the declaration stating that bidder will not remain associated with this RFP in any other capacity as a part of distribution channel provided such bidder has become eligible for commercial evaluation as per this RFP		1. Declaration from OEM (as per Annexure-I) 2. Self-declaration of not being part of distribution channel
5	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.		Declaration letter from the bidder as per Annexure D
6	Partner/SI should not be associated with NPCI in any assignment related to Device Audit/Security Audit/Monitoring of device/ Security monitoring.	Partner/SI should not be associated with NPCI in any assignment related to Device Audit/Security Audit/Monitoring of device/ Security monitoring.		Self-declaration letter from the bidder

Dated this..... Day of.....2019

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure I - OEM / Manufacturer's Authorization Letter**

*[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]*

Date:

To:

WHEREAS

We \_\_\_\_\_, are official manufacturers/OEM vendors of \_\_\_\_\_.  
We \_\_\_\_\_ do hereby authorize M/S \_\_\_\_\_ to submit a bid the purpose of which is to provide the following Goods, manufactured by us \_\_\_\_\_, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Seal:

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

**Section 11 - Documents to be put in Envelope 'B'**

(Bidder's Letter Head)

**Annexure K - Technical Compliance**

Sr. No	Specification	Compliance in parance with requirement
<b>A - Fundamental Requirements</b>		
A.1	Support for creation of Watch Lists for suspicious users	
A.2	On-premise deployment	
A.3	UEBA should be intelligent and should automatically tweak itself through automated learning, and also support creation of custom models	
A.4	Said UEBA tool should be integrateable with popular SOAR & SIEM solution for monitoring user endpoints and reporting anomalies	
A.5	The solution should be able to highlight risky and potentially abnormal user activity	
A.6	The solution must be able to adjust itself in DHCP environment and yet uniquely identify machines with high accuracy despite change of IP Address	
A.7	Preferably the solution should be in use by a customer in a similar industry	
A.8	The company should have own support facilities in India.	
<b>B – Administration</b>		
B.1	Taking input from solutions such as SIEM, SOAR and DLP for Risk Intelligence	
B.2	The solution should have permission for device admin, subnet admin, audit log, edit model and advanced search, etc.	
B.3	The solution should allow administrators to manage subnet by different admin accounts	
B.4	The solution should allow administrators to modify model formula	
B.5	Should be able to show us RAW packet headers, or relevant data basis on which anomalous behaviour was observed	
B.6	The solution should allow administrators to setup of device label, device priority, alert by priority, alert by score	
B.7	The solution should allow administrators to define new models/new rules for threat scenario specific to organization	
B.8	Integration with enterprise authentication / SSO platform for simplifies access	
B.9	Ability to monitor, report and alert on application processes and tasks, system resources utilization thresholds and overall system availability	
B.10	Availability of out-of-the-box administrative dashboards and reports	
B.11	Ability to monitor, report and alert on the data streaming in and out of the system	
<b>C - Anomaly Detection</b>		
C.1	Identity based threat plane behaviour analysis for account hijacking and abuse	
C.2	Proactive and actionable alerting for anomalous behaviour and risk scores	
C.3	High privilege access anomaly detection for misuse, sharing, or takeover	
C.4	Session Tracking of user in case of IP switch	
C.5	Identifying Trusted Host and Entity Compromise instances	
C.6	Uses self-learning behavioural analysis to dynamically model each device, probabilistically identifying any anomalous activity that falls outside of the device's normal pattern of life.	
C.7	Collection of models/rules to catch transfers in unusual device/direction combinations. This models/rules is likely to require tuning in organization environment	

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

C.8	Unusual Credential use - models the times and devices normally used by each username, and alerts when there is an unusual combination	
C.9	Should allow administrators to upload PCAPs for analysis	
C.10	Use of unsupervised and supervised machine learning algorithms	
C.11	Ability to define custom peer groups and perform behaviour analysis	
C.12	Ability to support fine-tuning of various meta-data attributes of behaviour models	
C.13	Ability to provide feedback on the security analytics results and retrain the models	
C.14	Flexibility to configure rolling window of period for behaviour profiling	
C.15	Ability to build custom behaviour models without requiring any development effort	
<b>D – Dashboards</b>		
D.1	Dashboards for different roles and access levels	
D.2	Customizable dashboards, configurable policies and risk model optimization	
D.3	Provide various visualization options for deep-dive investigation, compliance and reporting	
D.4	Ability to perform detailed search on raw and enriched data	
D.5	Support pivoting of search results based on various data elements including identity, entity, HR attributes, resource, event, threat, etc.	
D.6	Support natural language search capability without requiring to learn a custom search query language	
D.7	Intelligent search providing auto-complete, auto-suggest capabilities based on contextual data	
D.8	Provide a "Single-pane-of-glass" view into high risk user / entity showing behaviour pattern with respect to activities, locations, devices, sessions, usage and risk trends	
<b>E – Deployment</b>		
E.1	The solution has self-learning algorithms (supervised and unsupervised machine learning) to identify patterns of normal and malicious user and entity behaviour with advanced mathematics, without any connection to cloud or third party platform	
E.2	The solution is a network-centric approach and allow network data ingestion including Layer 2 SPAN, Layer 3 SPAN and Network taps	
E.3	The solution should be installed passively into infrastructure	
E.4	The solution is able to automatically identify and classify users and entities (i.e. devices, applications, servers, data, or anything with an IP address)	
E.5	The solution should be able to analyse DHCP traffic to resolve and model devices, users and IP changes over time.	
E.6	All relevant data including machine learning and alerts, flow data (history of connections), Advanced Search data, and PCAPs (Packet Capture) should be stored in the appliance.	
E.7	Support highly available component architecture ensuring no single point of failure	
E.8	Support DR failover / fallback setup	
<b>F – Report</b>		
F.1	Exporting (PCAPs) and report generation capabilities (Excel, PDF, XML)	
F.2	Availability of out of the box reports for analysts to make investigation decisions	
F.3	Availability of out of the box reports for administration and management	
F.4	Availability of out of the box reports for audit and compliance	
F.5	Ability to create custom reports and schedule the same	
F.6	Reports can be delivered as CSV, Email, PDF	
F.7	Ability to schedule reports with periodic intervals	

## Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)

G - Additional Coverage		
G.1	The solution should provide coverage into virtual environment	
G.2	The solution should provide coverage into Cloud environment via Connectors or Sensors	
H – Use Case		
H.1	Access high-value assets: User starts accessing and downloading high-value assets with increased frequency.	
H.2	Usage changes over time: User activity deviates from normal over a short period of time or a gradual change over an extended period of time.	
H.3	Assess frequency of assets: User's volume of activity suddenly spikes or access to number of assets increases rapidly	
H.4	Usage deviates from peer group: User pattern of activity starts deviating from the peer group	
H.5	Change in account privileges: User attempts to change privileges on existing account or open new accounts on other systems	
H.6	Application misuse by sequence of actions: User performs a sequence of actions which no other user is performing	
H.7	Sensitive data leakage: User manipulates http request / response parameter to download sensitive data	
H.8	Application misuse by malware or bots such as A bot or malware attacks an application or access sensitive data	
H.9	Dynamic adjustment of risk scores: Dynamically adjust the risk score of rules when triggered against particular user or users	
H.10	UEBA should activate a rules for a set of users until a specified condition or specified time window.	
H.11	Account accessing more high value assets than normal	
H.12	More data being transferred then a normal to and from servers and/ or external locations	
H.13	Privileged account accessing high-value servers from a new location for the first time	
H.14	Account used for the first time in a long time	
H.15	Rare privilege escalation	
H.16	Accounts being used from peculiar locations	
H.17	User involved in previously malicious or threatening behaviour	
H.18	User an outlier within their peer group	
H.19	Detect insider threats, account hijacking and abuse, plus data exfiltration	
H.20	Risk-scored time line to predict, detect and deter insider and advanced threats	
I – User Interface		
I.1	Work-centric UI with case management, or input to third-party solutions	
I.2	The solution should consist of a powerful visualization platform that enables threats being analysed and investigated intuitively	
I.3	The solution should be able to administer from a web browser	
I.4	The solution's UI should be able to provide a real-time, operational overview of an organization's entire network and the threat level it faces at any given time	
I.5	The solution's UI should allow displaying threat by user, device and model with sorting and selected period	
I.6	The solution's UI should allow zooming to the device and breach time period with graphical view, event log and breach log	
I.7	The solution's UI should be able to play-back particular events in a graphical way	

**Request for Proposal for procurement of User and Entity Behavior Analysis (UEBA)**

I.8	The solution's UI should allow checking the device summary and similar device behaviour	
I.9	The solution's UI should allow using advanced search for detail connection information. Certain application-layer protocols are further decoded during this process.	
I.10	The solution's UI should provide a Google-like search bar to search a device by Hostname, Mac Address, Username of user logged into that device, IP Address, Nickname.	
I.11	Generate a threat Report which will look over a specified time period and produce a PDF based on the statistics generated.	
I.12	Allow analysts to be able to label device or groups of devices within the platform. Eg: This feature will allow us to enable monitoring of high-risk users or devices such as departing employees or key assets.	
I.13	Allows us to create Incidents out of Events/alerts onto which analysts will collaborate inputs and for which, reports can be exported	
I.14	Multiple UI elements can be dragged into an incident, from metric graphs to device log entries.	
I.15	System and application logs show who did what, at what time, within the UEBA application	

The bidder is required to provide exhaustive list of the hardware, software, etc. to implement the project.  
Dated this..... Day of.....2019

(Signature)

(Name)

Duly authorized to sign Bid for and on behalf of

(In the capacity of)

**Annexure O - Client Reference**

(Bidder's Letter Head)

**NPCI/RFP/2019-20/IT/26 dated 24.12.2019**

<b>Sr.No</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the Organization	
2	Contact Person Name and Designation	
3	Phone Number of the Contact person	
4	Email Address of the Contact person	

(Signature)

(Name)

Duly authorized to sign Bid for and on behalf of

(In the capacity of)



**Section 12 - Documents to be put in Envelope 'C'**

**Annexure M – Commercial Bid Form**

(Bidder's Letter Head)

(To be included in Commercial Bid Envelope)

To

NPCI

Dear Sirs,

**Re: RFP No. NPCI/RFP/2019-20/IT/26 dated 24.12.2019 for "Request for Proposal for procurement of User and Entity Behaviour Analysis (UEBA)".**

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure in conformity with the said Bidding documents for the sum of Rs.....(Rupees.....) (exclusive of taxes) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide \_\_\_\_\_ for the above purpose within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by NPCI up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2019

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

## Annexure N - Commercial Bid

NPCI/RFP/2019-20/IT/26 dated 24.12.2019

RFP for procurement of User and Entity Behaviour Analysis (UEBA) (Bidder's Letter Head)

**Table 1:**

Sr.No	Description	Qty	Equipment cost with 1 year onsite OEM warranty		AMC with support for 2nd Year		AMC with support for 3rd Year		Grand total (GT)
			Unit Price (INR)	Total Unit Price (INR)	Unit Price (INR)	Total Unit Price (INR)	Unit Price (INR)	Total Price (INR)	
		A	B	C = A*B	D	E = A*D	F	G = A*F	(C+E+G)
1	Hardware cost								
2	Software cost								
3	Implementation cost (if any)								
4	Others (if any, please specify)								
Total (GT)									

**AMC for Hardware not less than 8% and AMC for software not less than 10%**

- Delivery Location: (as per clause 8.8 of the RFP)
- The bidder shall meet the requirements of Goods & Services Tax (GST)

**(Amount in Rs)****All prices are exclusive of taxes.**

Dated this..... Day of.....2018

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

## Annexure – L Bill of Material

**NPCI/RFP/2019-20/IT/26 dated 24.12.2019**  
**(Bidder's Letter head)**

Line Item Wise Prices  
 (Details of all line items of the Commercial Bid, including AMC charges)

Line Item	Item Name / Part No	Description	Unit Price incl 1 year warranty	2 <sup>nd</sup> Year-AMC	3 <sup>rd</sup> Year-AMC	Sub Total	Quantity	Total Price
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
<b>Total (Exclusive of taxes)</b>								

- Delivery locations would be as per clause 8.8 of the RFP

## Annexure Z - Non-Disclosure Agreement

### NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure Agreement ("**Agreement**") is made and entered on this ----- day of -----, 201 ("**Effective Date**") between

**NATIONAL PAYMENTS CORPORATION OF INDIA**, a company incorporated in India under Section 25 of the Companies Act, 1956 (corresponding to Section 8 of the Companies Act, 2013) and having its registered office at **1001A, B Wing, 10th Floor, The Capital, Plot 70, Block G, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051, Maharashtra**, CIN: U74990MH2008NPL189067 (Hereinafter referred to as "**Disclosing Party**", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns);

**AND**

\_\_\_\_\_, a company/Partnership/Sole Proprietor/Association of People/ and having its registered office at \_\_\_\_\_ CIN; \_\_\_\_\_ (Hereinafter referred to as "**Receiving Party**", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

Disclosing Party and Receiving Party shall hereinafter be jointly referred to as the "Parties" and individually as a "Party".

### **NOW THEREFORE**

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

#### **Article 1: PURPOSE**

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between Disclosing Party and Receiving Party to perform the considerations (hereinafter called "Purpose") set forth in below:

#### **Purposes:**

- 1.
- 2.
- 3.
- 4.
- 5.

#### **Article 2: DEFINITION**

For purposes of this Agreement, "**Confidential Information**" means the terms and conditions, and with respect to Disclosing Party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/ consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs.

**Article 3: NO LICENSES**

This Agreement does not obligate the Disclosing Party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring to the Receiving Party any rights, license or authority in or to the Confidential Information disclosed to the Receiving Party under this Agreement or to any information, discovery or improvement made, conceived, or acquired before or after the date of this Agreement. No disclosure of any Confidential Information hereunder shall be construed to be a public disclosure of such Confidential Information by the Receiving Party for any purpose whatsoever. This Agreement does not create a joint venture or partnership between the parties.

**Article 4: DISCLOSURE**

1. Receiving Party agrees not to use the Disclosing Party's Confidential Information for any purpose other than for the specific purpose as mentioned in Article 1. Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, representatives, agents, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.
2. The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.
3. The Disclosing Party does not make any representation or warranty as to the accuracy or completeness of Confidential Information. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

**Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION**

The Receiving party agree that upon termination of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

**Article 6: INJUNCTIVE RELIEF**

The Receiving Party hereto acknowledge and agree that it would be impossible or inadequate to measure and calculate the Disclosing Party's damages from any breach of the covenants set forth herein. Accordingly, the Receiving Party agrees that in the event of a breach or threatened breach by the Receiving Party of the provisions of this Agreement, the Disclosing Party will have no adequate remedy in money or damages and accordingly the Disclosing Party, in addition to any other right or remedy available, shall be entitled to injunctive relief against such breach or threatened breach by the Receiving Party and to specific performance of any such provisions of this Agreement. Disclosing Party shall be entitled to recover its costs and fees, including reasonable attorneys' fees, incurred in obtaining any such relief. If the Receiving Party is aware of a suspected or actual breach of this Agreement from Receiving Party's side, it shall (i) promptly notify the Disclosing Party in writing immediately; and (ii) take all reasonable and essential steps to prevent or stop any suspect or actual breach of this Agreement; (iii) Receiving Party shall cooperate with any and all efforts of the Disclosing Party to help the Disclosing Party regain possession of Confidential Information and prevent its further unauthorized use.

**Article 7: NON-WAIVER**

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

**Article 8: DISPUTE RESOLUTION**

Notwithstanding anything contained in Article 6 and the express rights of the Disclosing party contained and provided thereto, If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 (or any statutory modification or re-enactment thereof and rules framed thereunder from time to time) by a sole arbitrator appointed by Disclosing Party Arbitration shall be held in Mumbai, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

**Article 9: GOVERNING LAW AND JURISDICTION**

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Mumbai in India.

**Article 10: NON-ASSIGNMENT**

This Agreement shall not be amended, modified, assigned or transferred by Receiving Party without the prior written consent of Disclosing Party.

**Article 11: TERM**

This Agreement shall remain valid from the effective date till the time the Receiving Party is receiving Confidential Information or until the termination of this Agreement, whichever is later. This Agreement may be terminated by either Party by giving prior written notice of sixty (60) days to the other Party. However, the Receiving Party shall not be entitled to terminate this Agreement if there is subsisting business engagement between the Parties. Irrespective of the termination, the obligation of the Receiving Party to protect Confidential Information disclosed under this Agreement shall survive termination of this Agreement and shall remain in effect indefinitely.

**Article 12: INTELLECTUAL PROPERTY RIGHTS, Media Disclosure, Publicity and Public Interaction**

**12.1** Receiving Party shall not use or permit the use of Disclosing Party's names, logos, trademarks or other identifying data, or infringe Patent, Copyrights or interact with media for any disclosure of findings or otherwise discuss or make reference to Disclosing Party in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without Disclosing Party's prior written consent.

**12.2** Any interaction by the Receiving Party with media for any disclosure of findings, publicity, public interactions for undue advantage and/or any association whatsoever of Disclosing Party, without express consent/approval from Disclosing Party, shall result in breach, and for every incident of breach the Receiving Party shall be liable to pay the Disclosing Party, an amount which Disclosing Party, in its sole and absolute discretion, deems fit. This shall be without prejudice to the right of Disclosing Party to peruse any other right or remedy available to it under law.

**Article 13: INDEMNITY**

In the event the Receiving Party discloses, disseminates or releases any Confidential Information received from the Disclosing Party, except as provided in this agreement, such disclosure, dissemination or release will be deemed a material breach of this Agreement and the Receiving Party shall stop its breach of this agreement immediately and indemnify Disclosing party against losses resulting from its default, including the reasonable legal costs, which have been incurred by Disclosing party to investigate the default.

**Article 14: GENERAL**

1. Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.
2. Any notices or communications required or permitted to be given hereunder may be delivered by hand, deposited with a nationally recognized overnight carrier, electronic-mail, or mailed by certified mail, return receipt requested, postage prepaid, in each case, to the address of the other party first indicated above (or such other addressee as may be furnished by a party in accordance with this paragraph). All such notices or communications shall be deemed to have been given and received (a) In the case of personal delivery or electronic-mail, on the date of such delivery, (b) In the case of delivery by a nationally recognized overnight carrier, on the third business day following dispatch and (c) In the case of mailing, on the seventh working business day following such mailing.
3. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof and any additional agreement, if any, shall be binding along with that relevant Agreement in addition to this Non Disclosure Agreement without affecting the provisions of this agreement. In the event where only this agreement is existing than the provisions of this Agreement shall prevail. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement or modified, rewritten or interpreted to include as much of its nature and scope as will render it enforceable. The remaining provisions will continue in full force and effect.
4. Any breach of any provision of this Agreement by Receiving Party hereto shall not affect the Disclosing party's non-disclosure and non-use obligations under this Agreement.
5. The Parties agree that all Confidential Information shall remain the exclusive property of the Disclosing Party and its affiliates, successors and assigns.

**IN WITNESS WHEREOF**, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above.

NATIONAL PAYMENTS CORPORATION OF INDIA	TYPE COMPANY NAME
By:	By:
Name:	Name:
Designation:	Designation: