

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
1	RFP for engaging a Managed Security Services provider				OEM specific details of the technologies as mentioned in the table in the Security Devices sheet		Will be shared separately with the bidders on request
2	RFP for engaging a Managed Security Services provider				Current implementation status and details of the technologies? Any existing or ongoing issues with the devices in scope? Any existing or ongoing issues with the devices in scope? Years of experience of the resource, like for L1, L2 and L3? OEM/Vendor Support details for each technologies Will there be any Knowledge transfer/Handover session from existing vendor or NPCI team?		Will be shared separately with the bidders on request. All technologies are implemented fully in operational. Years of experience- refer corrigendum Details will be shared with successful bidder.
3	Device Management L1 (Security Administrator)	18		Maintain and support existing identity and authentication platforms while transitioning to a common system. These include: AD, Azure AD, ADFS, ADLDS, MFA and integrations to Auth0.	Are you looking for the resource who can manage and support AD and Azure AD as well?		No, AD & Azure is not part of this RFP.
4	Device Management L1 (Security Administrator)	18		Install, integrate, configure, and deploy IAM solutions and systems to facilitate User Life-Cycle Management, Identity and Access Governance, Automated Provisioning, Single Sign-On, Federation, Privileged Account Management.	Need more details, if you are looking L1 resource to install, integrate and configure all these technologies as the scope for L1 is mentioned as Monitoring on page number 13.		L1 to support operation & BAU activities for deployed solution such as IAM, SSO, PIM etc.
5	L3 Technical Lead	19		Knowledge and ability to support infrastructure cloud security engineering & automation initiatives	Cloud security and automation is not mentioned the technology list or device list, need more details on the skill sets looking for L3		Will be shared separately with the bidders on request.  For Skill sets, please refer "Section 9 - Technical Skill Set".
6	L1,L2 and L3	18 & 19		Resource Skill sets	Skill sets mentioned in the document and expectations from the resources are not matching or having gaps. There are 17 technologies mentioned in the list and number of resources are minimum as compared to it. If we can get proper segregation on the resource vs skillsets will be good. Also, if you are looking for any specific skillsets that resources should carry?		Endpoint, Network & IDM Security.
7	L3	14		L3 engineer should be available in office if public or NPCI declared holiday falls on weekday.	Does this mean that L3 resources are not entitled for any public holidays?		L3 can take comp off for working days & it can be adjusted based on shift roster.
8	Technical Service Specification	15	22	Bidder should provide backend support to the onsite team from its own SOC	Since all the resource will be placed onsite at NPCI premises for device monitoring and management, need more details on this point of support from onsite SOC?		Yes, SOC resources are also to be deployed On-site (NPCI).
9	Other Requirements	15	1	Bidder should conduct security training (not certification training) for NPCI's nominated persons once in six months for maximum of 10 participants per session. This training program would cover mutually agreed training agenda on the e-security products & technologies.	Need more clarity on the training part? This will be for NPCI employees or the consultants working on the this specific project and also the details of e-security products?		For NPCI members (details of security products will be shared separately)
10	SLA	36 & 37	Availability and Configuration Management	In case of any issue caused due to SI, then SI should ensure that replacement devices are made available to meet the SLAs.	Since we will be providing device management service, device replacement should be out of the scope and device replacement should be done by OEM/Distributor. This clause should be reworked or removed from the scope		Refer the corrigendum
11	SLA	36 & 37	Availability and Configuration Management	Bidder to deploy open source uptime monitoring tools for monitoring of the availability of security devices and application that Bidder manages.	Since this is open source tool there would be dependency on integrations and support, there shouldn't be any penalty for implementing the solution		Agreed

12	RFP # NPCI/RFP/2022-23/IT/05 dated 05-09-2022	22	2	The bidder should have reported minimum annual turnover of Rs. 30 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (FY 2018-19, 2019-20, 2020-21).	Whether there can be any exclusion in this term for MSME registered Vendor Or Can we be supported by revising by 15 Cr.		The clause is for MSME bidder. No change in RFP terms
13	RFP # NPCI/RFP/2022-23/IT/05 dated 05-09-2022	13	3.1 (A)	Bidder should manage security devices as per the scope defined by NPCI. Indicative list of Security technology that needs to be covered include: SIEM, Privilege Identity management, File integrity monitoring, Data Loss Prevention ,2Factor Authentication, Distributed denial of services/attack, Proxy, Network access control, Security Analytics, Database Activity Monitoring, Network Behavior and Anomaly detection, Information rights management, Mobile device management, Web application firewall, Decoy, Linux Antivirus, ANTI-Advanced Persistent Threat etc. ("Product") and any new product to be procured in later stage.	Please list the Specific Technology with respect to OEM.		Will be shared separately with the bidders on request
14	RFP-for-engaging-a-Managed-Security-Service-partner	8	6	Section 1 - Bid Schedule and Address - Last date and time for Bid Submission	Kindly extend the bid submission deadline by 2 weeks		No change in RFP
15	RFP-for-engaging-a-Managed-Security-Service-partner	25	5.11	5.11 Format of Bid The bidder shall prepare one copy (one PDF copy marked as ORIGINAL) of the Eligibility and Technical Bid only. The commercial bid will be submitted as password protected PDF file.	Kindly confirm this is not an online e-tender and bidder is not expected to upload bid in the e-tender portal		Please refer Section 1- - Bid Schedule and Address, Sr.No 4. Bids should be mailed to the email addresses mentioned. In case the bid response attachment file is more than beyond 9 MB, it should be split up as part 1 part 2, etc and sent to the email addresses mentioned
16	RFP-for-engaging-a-Managed-Security-Service-partner	28	5.27	5.27 Price discovery method: Bidder to submit their best price. NPCI reserves right to discover the lowest price through the Reverse Auction and/or may be deliberated through Price Discussion Committee 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.	Kindly confirm if the bidder is expected to submit an indicative price bid and later NPCI will conduct RA or negotioan with the committee.		Bidder to submit their best price. NPCI may either conduct Reverse Auction and/or may be deliberated through Price Discussion Committee
17	RFP-for-engaging-a-Managed-Security-Service-partner	32	8.4	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 1 year, 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.	As per Govt of India order during covid period, it has relaxed/capped the PBG amount to 3%, Request you to kindly consider the same.		No change in RFP terms
18	RFP-for-engaging-a-Managed-Security-Service-partner	38	8.19	Payment Terms: - Payment shall be released Quarterly invoice submitted in arrears for actual resource deployed suitably attested by NPCI officials. Bidder has to provide proper substitute resource during the leave vacancy of the resource deployed. Pro-rata deduction would be made for the period of absence of the resource / substitute resource. The penalty amount will be deducted for deficiency in service levels if any for the relevant month.	Kindly confirm payment will be released within how many days once the invoice is raised		Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI officials

19	RFP-for-engaging-a-Managed-Security-Service-partner	38	8.19	Payment Terms: -Payment shall be released Quarterly invoice submitted in arrears for actual resource deployed suitably attested by NPCI officials. Bidder has to provide proper substitute resource during the leave vacancy of the resource deployed. Pro-rata deduction would be made for the period of absence of the resource / substitute resource. The penalty amount will be deducted for deficiency in service levels if any for the relevant month.	Request NPCI to kindly provide payment monthly in arrears as these are managed services i.e. salaries of employess which needs to be paid at the end of the month		No change in RFP terms
20	RFP-for-engaging-a-Managed-Security-Service-partner	11	Section 3 - Scope of Work	Bidder should develop, update and maintain log baselines for all security related platforms at NPCI that are required to be monitored. Bidder should also coordinate with different team to implement and maintain the log baselines on all the NPCI systems.	Log Baseline implementation should be responsibility of individual log source owner. Please add above statement in the RFP.		No change in RFP terms
21	RFP-for-engaging-a-Managed-Security-Service-partner	11	Section 3 - Scope of Work	Bidder should maintain a knowledge base of alerts, incidents and mitigation steps and this knowledge base should be updated with evolving security events within and outside of NPCI.	Need to know which ITSM Solution we are using in NPCI and assuming ITSM platform mgmt. would be done by NPCI. Please confirm that ITSM Licenses and integration of SOC technologies would be owned by NPCI.		ITSM Licenses and integration of SOC technologies would be owned by NPCI however knowledge based alerts, incidents and mitigation steps should be done by bidder.
22	RFP-for-engaging-a-Managed-Security-Service-partner	11	Section 3 - Scope of Work	Evidence for any security incident should be maintained in tamper proof manner and should be made available for legal and regulatory purpose, as required.	Kindly provide the policy and guidelines on tamper proof storage.		This is as per RBI guidelines, All audit trails need to be stored and ensure that they are not tampered. SIEM will be used as a platform as alternation of audit trails can be performed.
23	RFP-for-engaging-a-Managed-Security-Service-partner	11	Section 3 - Scope of Work	□All deliverables including reports should undergo quality assurance process and should have continuous improvements in the metrics displayed. Bidder team should define quality metrics, measurement frequency and reporting periodicity in consultation with NPCI. □ Project Lead should submit periodic Quality Assurance reports to NPCI as per the reporting frequency designed.	List of reports periodicity and formats to be discussed and agreed at the start of the engagement.		Agreed
24	RFP-for-engaging-a-Managed-Security-Service-partner	11	Section 3 - Scope of Work	Bidder should provide a proactive solution for identified security gaps in different technologies used in NPCI.	This should be limited to Bidder in-scope devices only.		Agreed
25	RFP-for-engaging-a-Managed-Security-Service-partner	34	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	Content development and Creation of use cases 1. For any unparsed event, parser creation should be done in SIEM within 1 week.	Parser Development activity can take longer for preparatory work. Time duration to be increased to 3 weeks and start of the SLA should be timed at start of the coding activity.		No change in RFP terms
26	RFP-for-engaging-a-Managed-Security-Service-partner	34	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	Integration of assets with SIEM and Event Monitoring For critical devices not sending logs or offline a priority one (P1) incident should be created in service desk within 5 minutes. Resolution for the same should be expected to close within 30 minutes. For non-critical priority devices not sending logs or offline a priority Two (P2) incident should be created in service desk within 15 minutes. Resolution for the same should be expected to close within 90 minutes.	Start of the New Asset Integration SLA time should exclude preparatory work like log identification, log enablement, Firewall port opening , etc.. ===== Incident Creation time in service desk should be 30 min for P1 and 60 min for P2. Non Reporting time threshold for log sources in all such cases to be provided by NPCI. P1 Resolution should be 4 hours (Including work around) & P2 should be 8 hours.		NPCI has a defined Response and resolution SLA and this can be relooked with successful bidder.
27	RFP-for-engaging-a-Managed-Security-Service-partner	34	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	The timelines required for resolution of critical, High and Medium priority mentioned below: • Disaster or Critical incidents within 15 minutes of the incident identification. Update should be provided every 15 minutes till the closure of the incident • High priority incidents within 30 minutes of the event identification. Update should be provided every 1 hour till the closure of the incident. • Medium priority incidents within 60 minutes of the event identification. Update should be provided every 2 hours till the closure of the incident.	Resolution SLA for any critical incident should be relaxed to 4 hours and notification to 1 hour. Also resolution SLA will apply to technologies managed by service provider. High Priority should be 6 hours for resolution and medium should be 8 hours for resolution. Incident categorization and priority levels will be discussed and finalized at the start of the engagement.		No change in RFP terms

28	RFP-for-engaging-a-Managed-Security-Service-partner	16	Other Requirements	No part of the service should be outsourced by Bidder to any third party or contractors for execution. All personnel/resources provided by Bidder will have to be full time employees of Bidder.	Need clarification on the following 1. Can we outsourced less critical work 2.Need Asset Inventory details		1.No change in RFP terms 2. The monitoring scope will be around 7000 assets. For device administration there are around 25 technologies which includes WAF, Proxy, DLP, DAM, EDR, FIM, AV,ANTI-APT (Endpoint,network,email and file protection),PIM, SSL, Firewall Analyser, NAC, IRM, 2FA etc
29	RFP-for-engaging-a-Managed-Security-Service-partner	12	Section 3 - Scope of Work	Bidder shall Transfer the knowledge to the NPCI employees about day to day operations, system/backend level troubleshooting, dashboard, creation of basic and advanced rules & analytical models, creation and customization of reports & queries etc.	Details of deliverables need to be discussed and agreed with NPCI.		Details will be shared with successful bidder
30	RFP-for-engaging-a-Managed-Security-Service-partner	12	Section 3 - Scope of Work	Bidder should able to manage multiple SIEM solution which includes open source platforms.	Which Open Source Platform we are referring here.		ELK based SIEM platform
31	General	General	General	General	1. Who is managing Service desk/Help desk 2. Can we propose more resources instead of 38 3. Who will do the underlying Infra Mgmt. 4. Who will provide availability mgmt. solution. 5. What is retention period to store logs/Evidence for legal & Regulatory purpose.		1. Internal NPCI team 2. Bidders discretion minimum requirement should be met. 3. Internal NPCI team 4. Internal NPCI team 5. 18 months
32	General	General	General	General	Need Volumetric : 1. Asset list with number of Devices that need to Support 2. Number of End Users 3. Average Monthly Incident Count technology wise 4. Number of SR & CR 5. Need to know current Layout Architecture including different towers		Will be shared separately with the bidders on request
33	RFP-for-engaging-a-Managed-Security-Service-partner	30	7.3	Technical Evaluation - Document for capabilities (separate questionnaire for eligible bidders)	There is no questionnaire in RFP. Please share the same		This will be shared as part of technical evaluation
34	RFP-for-engaging-a-Managed-Security-Service-partner	38	8.21 Confidentiality	The Successful bidder shall treat the details of this PO and other contract documents executed between NPCI and the successful bidder as secret and confidential. The Successful bidder shall execute separate NDA on the lines of the format 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, the Successful 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 PO..... The Successful 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	The clause should be made mutually applicable. The provisions of confidentiality should be made applicable to NPCI as well as the rates and other sensitive information should be preserved.		No change in RFP terms

35	RFP-for-engaging-a-Managed-Security-Service-partner	38	8.22 Indemnity	<p>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.</p>	<p>The clause should be made mutually applicable. Edits in the clause as follows: <del>The bidder</del> Each Party shall indemnify, protect and save <del>NPCI the other</del> and hold <del>NPCI the other</del> 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 <del>bidder</del> other party and its employees and representatives, <del>breach of the terms and conditions of the agreement or purchase order,</del> false statement by the <del>bidder</del> other party, employment claims of employees of the <del>bidder</del> other party, <del>third party claims arising due to infringement of intellectual property rights,</del> death or personal injury attributable to acts or omission of <del>bidder</del> other party, 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</p> <p>Suggested change: Indemnity to be limited to twelve(12) months of amount paid by NPCIL to Bidder under the Purchase Order</p>		No change in RFP terms
36	RFP-for-engaging-a-Managed-Security-Service-partner	39	8.23 Bidder's Liability	<p>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.</p>	<p>Limit of Liability for deliverables suggested to be twelve(12) months of amount paid by NPCIL to Bidder under the Purchase Order</p>		No change in RFP terms

37	RFP-for-engaging-a-Managed-Security-Service-partner	41	8.30 Force Majeure	<p>For purpose of this clause, “Force Majeure” means an unforeseeable event beyond the control of the successful and not involving NPCI or the successful ’s fault or negligence.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 labour 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 not be liable for non-performance of delay in performance of its obligations contained erein provided the party so affected uses its best efforts to remove such cause of non-performance, and when such cause is removed the party shall continue performance in accordance with the terms of the Purchase Order.</p> <p>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 continues for more than twenty (20) days, either party shall be entitled to terminate the Purchase Order at any time thereafter by giving written notice to the other party</p>	Please include Pandemic and add the following in the last para: <b>Except for Bidder's payment obligations accruing under this Purchase Order up to the date of a bona fide Force Majeure event, Neither party shall have any liability to the other in respect of the termination of this Purchase Order as a result of an event of Force Majeure.</b>	No change in RFP terms
38	RFP-for-engaging-a-Managed-Security-Service-partner	42	8.32 Compliance with Applicable Laws of India	<p>Refer Clause Compliance with Applicable Laws of India</p>	<p>Suggest deletion of the <del>red</del> part below, as Indemnification is agreed in 8.18 earlier:</p> <p>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, <del>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.</del></p> <p>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</p>	No change in RFP terms



39	RFP-for-engaging-a-Managed-Security-Service-partner	43	8.34 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.	Clause suggested to be made mutually applicable. "NPCIL may have the right to IPR which is developed by Bidder subject to the payment by NPCI for such development and in furtherance of the Contract pursuant to this RFP"		No change in RFP. There is a separate payment terms clause under 8.6, which sufficiently addresses all payemnts that NPCI is required to oay. Also, since the bidder will start the provision of services only after a contract is signed pursunat to the RFP, we do not see the need for inclusion of the second part.
40	RFP-for-engaging-a-Managed-Security-Service-partner	44	8.39 Fraudulent and Corrupt Practice	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.	Suggest revised clause which is as follows: NPCI will reject a proposal for award if it <b>determines is proven beyond doubt</b> that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing the project.		No change in RFP. Being the entity which has requested for bids, NPCI should have the discretion to reject the proposal if it is of the view that the Bidder has engaged in corrupt practices.
41	RFP-for-engaging-a-Managed-Security-Service-partner	40	8.28 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 shall consider request of the bidder for pro-rata payment till the date of termination.	Request NPCI to pay successful bidder 100% of the unexpired value of the contract in case of termination for convenience		No change in RFP terms
42	RFP-for-engaging-a-Managed-Security-Service-partner	68	Annexure Z- Clause 6	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.	We can agree to injunctive relief however suggest the cost implication to be deleted. We can suggest the below:-  REMEDIES. The Parties acknowledge that money damages would not be a sufficient remedy for any breach of this Agreement by a Party and that a Party will be entitled to seek injunctive relief and specific performance as remedies. Such remedies will be in addition to any other remedies available		No change in RFP terms
43	RFP-for-engaging-a-Managed-Security-Service-partner	69	Annexure Z- Clause 11	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.	Both parties need to agree to a definite term. Bidder can agree to a term not exceeding 7 years		No change in RFP terms

44	RFP-for-engaging-a-Managed-Security-Service-partner	69	Annexure Z- Clause 12/13	Refer Clause 12 & 13 of Annexure Z	Article 12 and 13 may be deleted. IP related can be built in the main agreement and not as part of NDA. Indemnity clause to be deleted		No change in RFP. The IP built in in the main Agreement varies from the IP in the NDA. Articles 12 and 13 specifically addresses misuse of NPCI's logos and names and not IP in any deliverables.
45	RFP-for-engaging-a-Managed-Security-Service-partner	70	Annexure Z- Clause 14.3	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.	14(3) to be replaced with  ENTIRE AGREEMENT. This Agreement represents the entire agreement between the Parties and supersedes and cancels all previous negotiations, agreements or commitments (whether written or oral) with respect to the subject matter hereof. This Agreement shall not be amended or modified in any manner, except by an instrument in writing signed by a duly authorized representative of each of the Parties hereto. This Agreement may be executed in as many counterparts as may be required, each of which when delivered is an original but all of which taken together constitute one and the same instrument		No change in RFP terms
46	RFP-for-engaging-a-Managed-Security-Service-partner	65	Annexure N - Table 1 & Table 2	L2 support engineers	The commercial table states only L2 in both the table. Request to align the table as per the L3 ask of RFP		Refer the corrigendum
47	RFP-for-engaging-a-Managed-Security-Service-partner	64	Annexure M - Commercial bid format	We undertake, if our Bid is accepted, to provide External Cyber Threat Intelligence Solutions within the stipulated time schedule.	Threat intelligence is not part of the solution. Please modify the same accordingly		Refer the corrigendum
48	RFP-for-engaging-a-Managed-Security-Service-partner	62	Annexure J - Technical Compliance	The bidder is required to provide exhaustive list of the hardware, software, etc. to implement the project	Since the RFP is specfic to resources hence this needs to to be removed		Refer the corrigendum
49	RFP-for-engaging-a-Managed-Security-Service-partner	57	Annexure H -Eligibility Criteria Compliance	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion.	There is no annexure I in RFP. Please share the same		Refer the corrigendum
50	RFP-for-engaging-a-Managed-Security-Service-partner	33	8.1	The successful bidder shall commence the services of at least 70% within 6 weeks from the date of receipt of the Purchase Order & 100% within 6 -8 weeks.	Request This needs to be increased to 16 weeks considering the size of deployment		No change in RFP terms
51	RFP-for-engaging-a-Managed-Security-Service-partner	34	Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	General	SLA penalty needs to be capped at 5% of the total contract value		As per RFP
52	RFP-for-engaging-a-Managed-Security-Service-partner	30	7.3.1	Technical Evaluation Matrix - Quality of resources resumes to be shared with NPCI, [higher weightage for certified (CCNA-Security, CEH, ITIL, CEIH, OSCP, CISSP, CISA, CPT etc.) resources].	Please specify the number of CVs to be shared		CV's of L2, L3 should be provided.
53	RFP-for-engaging-a-Managed-Security-Service-partner	30	7.3.1	Technical Evaluation Matrix - RFP Presentation Part - B (Bidder Evaluation Matrix)	please specify the number of references to be provided		Refer the corrigendum
54	RFP-for-engaging-a-Managed-Security-Service-partner	30	7.3.1	Technical Evaluation Matrix - General	NPCI should specify the references to the SIEM technology deployed in NPCI		Will be shared separately with the bidders on request
55	RFP-for-engaging-a-Managed-Security-Service-partner	11	A. SOC Monitoring	L2/L3 Engineers should have the ability to integrate all type of log sources with SIEM.	Who will create custome parsers, if needed for non-standard log sources		Bidder to provide capability for parser development
56	RFP-for-engaging-a-Managed-Security-Service-partner	11	A. SOC Monitoring	Bidder operations team at NPCI should send alert with details of mitigation steps to designated personnel within NPCI and any identified service provider of NPCI.	Which is the ITSM that NPCi is currently using? Is the workflow already defined for incident handling from NPCi end?		Will be shared separately with the bidders on request
57	RFP-for-engaging-a-Managed-Security-Service-partner	12	A. SOC Monitoring	Bidder should able to manage multiple SIEM solution which includes open source platforms.	Kindly confirm how many SIEM solutions are currently in place?. Please share the make and model		Will be shared separately with the bidders on request
58	RFP-for-engaging-a-Managed-Security-Service-partner	NA	General	General	Is there an Asset Manageemnt Tool in place?		Yes
59	RFP-for-engaging-a-Managed-Security-Service-partner	NA	General	General	Please let us know the OEM's for these technologies PIM, File Integrity Monitoring, DLP, 2FA, DDoS, Proxy, NAC, IRM, MDM, WAF, Decoy, Linux AV, Anti APT		Will be shared separately with the bidders on request



60	Section 1 - Bid Schedule and Address	8		Last date and time for Bid Submission	Requesting for 2 to 4 week's bid extension		Please refer to the Corrigendum
61	3.1 Scope of work:	11	A. SOC Monitoring	L2/L3 Engineers should have the ability to integrate all type of log sources with SIEM	Kindly provide details of log sources and current SIEM details or make and model.		Will be shared with bidder on request
62	3.1 Scope of work:	11	A. SOC Monitoring	Bidder operations team at NPCI should send alert with details of mitigation steps to designated personnel within NPCI and any identified service provider of NPCI.	We assume that NPCI has a tool to process the alert and forward the same and first level resolution is not in the scope of the bidder.		Alerts monitoring are being completely managed by SOC resources hence raising an incident should be done by L1 resource on timely basis as defined in SLA.
63	3.1 Scope of work:	11	A. SOC Monitoring	Bidder should maintain a knowledge base	Are you currently using any tool to maintain knowledge base? If yes then please provide us tool details. In case there is no tool available kindly inform about the current maintenance process of Knowledge Base.		We have inhouse SOC portal to maintain the knowledge repository
64	3.1 Scope of work:	11	A. SOC Monitoring	All daily routine and standard activities of L1 and L2 to be fully automated in phased manner within one year from the date of issuance of PO.	Please confirm if NPCI has already procured tools for automation. If answer is no then do you need the bidder to consider the cost of such tools and where to quote this cost?		NPCI already has automation tools in place.
65	3.1 Scope of work:	12	A. SOC Monitoring	Bidder shall perform digital forensic investigation on need basis	This is add-on service. Hence, where and how should we include cost for digital forensic investigation? All additional costs cannot form a part of resource rate. Do you want bidder to include all such costs in "Detailed Bill of Material - Annexure L". Please confirm.		As part of incident investigation bidder shall perform forensic investigation basis on the requirement and it cannot be billable.
66	3.1 Scope of work:	12	A. SOC Monitoring	Bidder should conduct security trainings for NPCI nominated persons once in six months	This is add-on service. Hence, where and how should we include cost for security training for NPCI? All additional costs cannot form a part of resource rate. Do you want bidder to include all such costs in "Detailed Bill of Material - Annexure L". Please confirm.		It is as per RFP bidder should provide training.
67	3.1 Scope of work:	12	A. SOC Monitoring	Bidder should conduct security trainings for NPCI nominated persons once in six months	Where shall the training take place? How many participants would attend training? Do you want bidder to consider training venue cost? What kind of a security training is expected to be provided?		As per RFP training will be in Hyderabad
68	3.1 Scope of work:	12	A. SOC Monitoring	Bidder should be able to manage multiple SIEM solution which includes open source platforms.	Please provide details of current SIEM tools being used		Details will be shared with successful bidder
69	3.1 Scope of work:	12	A. SOC Monitoring	Bidder should prepare the SOC operations for compliance and certification to the standards of ISO 27001, ISO 20000, BS 25999 and PCI DSS.	The team to be deployed at NPCI shall not be sufficient to manage additional efforts. Please let us know where should the bidder include the cost. Do you want bidder to include all such costs in "Detailed Bill of Material - Annexure L". Please confirm.		As part of SOC operation bidder shall maintain all processes and procedures to comply with ISO-27001 and PCI-DSS. There won't be any additional cost for this.
70	3.1 Scope of work:	13	A. SOC Monitoring	The onsite team should be supported for various services by Bidder's SOC or backend team as required.	Do you want bidder to include SOC costs in "Detailed Bill of Material - Annexure L". Please confirm.		Whenever there is an operational or business requirement and if onsite team is not able to fulfill the task bidder should provide support using their backend team.
71	3.1 Scope of work:	13	A. SOC Monitoring	Note- Above count is for technical resources, project management resources will not be considered in this count & will not be billable.	Do you want bidder to include Project Management Resource as "Project Management" costs in "Detailed Bill of Material - Annexure L". Please confirm.		No
72	3.1 Scope of work:	19	A. SOC Monitoring	Manpower Requirement: (as per skill set mentioned in above). Bidder has to propose the number of resources to be deployed at NPCI premises considering PR and DR for each of the sections mentioned below for L1, L2 L3 (Monitoring /Management).	The count of team is already given in RFP. Please confirm if bidder is required to quote for exact count as per Commercial Format Annexure N.		Same as RFP requirement
73	B] Other than start-ups	21	General	Other than Start-ups Table on Page 60 states that "The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion."	This clause on page 60 is not available in the Table under Page 21. Please clarify which table shall supersede. If page 60 Supersedes, then let us know which OEM you are referring to and is there any procurement from OEM required?	Our understanding is that this RFP is for Managed Services Support through designated manpower at NPCI locations.	The understanding is correct. Bidder can provide a declaration stating that there is no OEM involved other than the bidder.
74	Section 5	25	5.8	Forfeiture of EMD	Request NPCI to give bidder an opportunity to be heard and cure period before forfeiting the EMD		No change in RFP terms

75	5.14 Contents of the 3 Folders	26	Folder B - Technical Bid	Detailed Bill of Material for Software with line item details, giving quantity and functions - Masked Annexure L	We request NPCI to provide list of software with quantity so that all bidder shall able to quote for exact same software and quantity		Please refer Corrigendum 4
76	5.27 Price discovery method:	28		Bidder to submit their best price. NPCI reserves right to discover the lowest price through the Reverse Auction and/or may be deliberated through Price Discussion Committee if so opted by NPCI management.	Please confirm if NPCI would go for Reverse Auction First or they evaluate commercial proposal based on L1 Bidder.		Bidder to submit their best price. NPCI reserves right to discover the lowest price through the <b>Reverse Auction</b> and/or may be deliberated through <b>Price Discussion Committee</b> if so opted by NPCI management.
77	Technical Evaluation Part - A	30		a. Document for capabilities (separate questionnaire for eligible bidders)	Please clarify which questionnaire the bidder should refer. Is it Annexure J - Technical Compliance?		Questionnaire details will be shared with successful bidder.
78	Technical Evaluation Part - A	30		b. Quality of resources resumes to be shared with NPCI	How many CVs needs to be submitted i.e. One for each level (L1/L2/L3)? And How many marks are being assigned to each CV? How will you define higher weightage based on certification e.g. how much mark you shall allocate if bidder submit CV of L1 resource with CEH Cert. and how much mark you shall allocate if bidder submit CV of L3 resource with CEH Cert.	<p>E.g. from some RFP is given below:  Proposed L3 Resources should have _____ qualification with at least 10 years' of relevant experience.  Post this mandatory requirement, award of marks will be as follows:</p> <ul style="list-style-type: none"> <li>• Experience of managing IT Security Infrastructure <ul style="list-style-type: none"> <li>o --- Project - 15% Marks</li> <li>o &gt;= --- Projects - 30% Marks</li> </ul> </li> <li>• Experience of managing SOC for more than ---- years <ul style="list-style-type: none"> <li>o --- Year - 15% Marks</li> <li>o &gt;= --- Year - 30% Marks</li> </ul> </li> <li>• Experience of managing similar mission critical IT Security Infrastructure Project <ul style="list-style-type: none"> <li>o --- Project - 15% Marks</li> <li>o &gt;= --- Projects - 30% Marks</li> </ul> </li> <li>• Certifications: The candidate should have min. _____ certifications</li> </ul>	Cv's for L2 and L3 resource to be shared with NPCI
79	Technical Evaluation Part - A	30		c. Clarity of requirements specified in RFP	What is expected from bidder as evidence or document for this clause and how many marks will be assigned for this clause. What should this evidence or document shall include?		To be demonstrated during technical evaluation
80	Technical Evaluation Part - A	30		Proposed Solution Part - B	Please let us bifurcation of marks for each of sub-clauses in the table		10 marks each
81	Technical Evaluation Part - A	30		Proposed Solution Part - B 1. Customer BFSI reference in India Size of the deployment in terms of Resources	How many project references you would need? And how many marks will be given for each reference?		Minimum 2 BFSI reference. Each would count 5 marks.-
82	Technical Evaluation Part - A	30		Proposed Solution Part - C	Please let us bifurcation of marks for each of sub-clauses in the table		All subclauses carry same marks.
83	Section 8	32	8.4	Performance Bank Guarantee	Request NPCI to give bidder an opportunity to be heard and cure period before invoking the PBG		No change in RFP terms
84	Section 8	32	8.5	All taxes deductible at source, if any, shall be deducted at as per then prevailing rates at the time of release of payments.	Request NPCI to indemnify Bidder against any third party claim that the deducted taxes is not deposited by NPCI		No change in RFP terms
85	Section 8	32	8.5	NPCI reserves the right to impose penalty of such amount as may be determined by it up to the value of GST amount involved and any corresponding damages as it may feel appropriate resulting from the successful bidder's breach of any condition or Rule/Regulation of the extant GST legislations or any other applicable tax laws/regulations.	Request NPCI to note that penalty if any is to be restricted to the GST amount itself and the bidder shall not be liable to any corresponding charges. Further any penalty imposed must be due to actions solely attributable to the Bidder.		No change in RFP terms

86	Section 8	32	8.5	The successful bidder agrees to ensure proper discharge of tax liability within statutory time periods with respect to all payments made or to be made to the successful bidder by NPCI. In the event of failure, non-compliance by the successful bidder with the extant GST legislations/Rules and the terms of this clause (including non-compliance that leads to input tax credit not being available to NPCI), NPCI shall be entitled to not release payment and payment shall be kept on hold till such discrepancy is resolved by the successful bidder. Such holding of payments by NPCI shall not be a breach of its obligations under this Purchase Order. In case of any disputes due to non-matching of GST credit, same shall be resolved by the successful bidder within 30 days of intimation by NPCI, failing which NPCI shall not remit the invoice amount.	In case of any discrepancy the same shall be mutually discussed and cured. NPCI must immediately make payment after the discrepancy is resolved. Further any liability or penalty is to be capped only to the GST amount.		No change in RFP. The Bidder is provided a 30 day cure period to resolve the issue. The penalty cannot be restricted to the GST amount. Non-compliance of GST laws by the Bidder may also result in penalties imposed by the authorities. This is entirely due to the Bidder's ats/omissions, and should be borne by the Bidder.
87	Section 8	33	8.6	Invoicing Requirements	Request NPCI to make payment within 30 days of the receipts of invoice. In case NPCI does not dispute the invoice within 15 days of receipt of invoice then the invoice shall be deemed to accepted.		No change in RFP terms
88	Section 8	33	8.11	Penalty for default in delivery	Request NPCI to give bidder an opportunity to be heard and cure period before imposing penalty		No change in RFP terms
89	Section 8	33	8.11	Penalty for default in delivery	Request NPCI to restrict the total cumulative penalty under the RFP/contract to 5% of the total contract value		No change in RFP terms
90	Section 8	38	8.16	Prices	Request NPCI to note that anything outside the agreed scope shall be on actuals and NPCI must make payments for the same.		Payments will be made as per scope of work defined in the RFP
91	Section 8	38	8.22	Indemnity	Request NPCI to amend the clause as below. "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 wilful act or omission or gross negligence or wilful misconduct of the bidder and its employees and representatives, material breach of the material terms and conditions of the agreement or purchase order, wilful false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights (provided such claims of infringement are solely attributable to the Bidder) , death or personal injury solely 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, material breach of material 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		"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 wilful misconduct of the bidder and its employees and representatives, material breach of the terms and conditions of the agreement or purchase order, wilful false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property right, death or personal injury solely 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, material breach of warranty, etc."

92	Section 8	39	8.23	Bidders Liability	Request NPCI to 1) limit/restrict Bidders liability to 10% of the Total Contract Value/Purchase order value 2) provide bidder cure period and opportunity to be heard before imposing any liability 3) note that Bidder wont be liable for any indirect, consequential and extraordinary damages/liabilities 4) note that Bidder shall not be liable where the liability has arose due to contributory negligence on NPCI part.		Will be communicated shortly
93	Section 8	39	8.25	Exit Option and Contract Re-negotiation	Request NPCI to give bidder the right to terminate for convenience and material breach by giving 30 days notice		No change in RFP terms
94	Section 8	39	8.25 (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.	Request NCPI to note that during the pendency of any dispute/arbitration services can be continued only to the extent reasonably possible for the Bidder provided such services are undisputed.		No change in RFP terms
95	Section 8	40	8.26	Extension of Contract	Kindly note that any execution of the work under the contract shall be on the basis of the agreed scope and not as per the satisfaction of NPCI		No change in RFP terms
96	Section 8	40	8.26	Extension of Contract	Kindly note that any extension shall as mutually agreed between Bidder and NPCI and NPCI cannot enforce any obligation post termination. Also any extension shall be on revised rates as agreed between NCPCI and Bidder.		No change in RFP terms
97	Section 8	40	8.27	Order Cancellation	Request NPCI to provide Bidder an opportunity to be heard and cure period before cancellation of Order.		No change in RFP terms
98	Section 8	40	8.27	Order Cancellation	Kindly note that NPCI must pay for all services that have accrued and completed as of the date of cancellation.		No change in RFP. The grounds set out for Order Cancellation relate to delay in delivery, discrepancy in quality, or material misrepresentation by Bidder. These are critical aspects on which the contract is based. NPCI cannot be expected to make payment in such instances.
99	Section 8	40	8.27	Order Cancellation	Kindly note that below clause needs to be deleted "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."		No change in RFP. NPCI may incur losses in case of order cancellaton and the remedies that have been included in this section is necessary.
100	Section 8	40	8.28	Termination of Purchase Order/Contract	Request NPCI to give bidder right to terminate by giving 30 days notice for 1) convenience 2) material breach of terms and conditions by NPCI 3) non-payment of undisputed fees by NPCI		No change in RFP terms
101	Section 8 - Effects of termination	41	8.29	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 favourable 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.	Any provision of services post termination or expiry shall be on mutually agreed revised terms and conditions		Will be communicated shortly

102	Section 8 - Effects of termination	41	8.29	□ NPCI shall 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.	Any provision of services and acceptance has to be in accordance with the terms and conditions of the Contract and RFP and not on the sole discretion of the Client as the term "sole discretion" is wide.		No change in RFP terms
103	Section 8 - Effects of termination	41	8.3	Force Majeure	request NPCII to add (pandemic) as a force majeure event. Further NPCI must pay for the pro-rated service provided until 1) the commencement of forcemajeure event 2) termination due to forcemajeure event.		No change in RFP. Pandemic cannot be considered as a force majeure event given NPCI's status of a payment infrastructure provider. Since the current pandemic has been ongoing, we expect the Bidders to have measures in place in anticipation of a pandemic
104	Section 8 - Effects of termination	41	8.31	Resolution of Disputes.	Request NCPI to note that during the pendency of any dispute/arbitration services can be continued only to the extent reasonably possible for the Bidder provided such services are undisputed.		No change in RFP terms
105	Annexure Z	69	Article 11	Term of NDA	Survival of obligations must be for 5 years and not perpetual		No change in RFP terms
106	Section 8 - Effects of termination	38-39	8.22	Indemnity	Request NPCI to provide indemnity to NSEIT for the below points: 1) wilful misconduct & gross negligence 2) material breach of the obligations 3) breach of confidentiality		No change in RFP terms
107	Section 8 - Effects of termination	38-39	8.22	Indemnity	<del>Request NPCI to add the below clause relating to Infringement of IPR and Double dip enrichment, "Infringement of IPR Rights: (third Party Claims)</del> If the NCPCI's use of the deliverables as contemplated in accordance with the Agreement infringes any third party intellectual property right, the NPCI's sole remedy against Bidder in relation any such infringement will be to require that Bidder takes one of the following actions (at Bidder's discretion): (i) procuring NPCI's continued full use of the deliverables; or (iii) modifying the deliverables appropriately so that they be non-infringing. This remedy will not apply if NPCI is using any modified version of the deliverables that was not approved by Bidder; if the NPCI uses the deliverables for a purpose other than that contemplated by the Agreement; or if the NPCI uses deliverables in a manner not compliant with the Agreement. Bidder shall have sole control over every aspect of the third party claim and may dispute or settle the claim or otherwise deal with it as Bidder deems fit.  Claim Procedure: If NPCI (or its associate or other user) becomes aware of any third party claim as described above or any matter or event which might give rise to such claim being made against it or		We cannot agree to any changes. Third party IP infringement indemnity has already captured in clause 8.22.  In terms of the claim procedure, NPCI has already provided the bidder the right to have sole defense and control over the bid. We do not see the need for any further changes to this clause.  In relation to double dip and unjust enrichment, we do not see the need to include this in the draft.
108	Section 8 - Effects of termination	39-40	8.25 (c) to (k)		Reverse Transition shall be as per mutually agreed time and process and anything over and above the period and scope shall be charged on actuals.		No change in RFP terms
109	Section 8 - Effects of termination	39-40	8.25 (c) to (k)		Reverse Transition shall be completed as per the mutually agreed plan and any ascertainment of the completion of the activities as per the mutually agreed plan and not otherwise.		No change in RFP terms

110	Annexure L	66	Bill of Material	Line Item Wise Prices	We request NPCI to provide standard line items in BOM in Annexure L, so that all bidders will be able to quote on standard line items. This will allow NPCI to compare commercials with other bidder's for similar line items.		Bidder to submit each Resource price as format mentioned in Annexure L - Bill of Material for the locations as per following order: 1. Mumbai, 2. Chennai 3. Hyderabad to sum up to the total
111	3.1 Scope of work:	11	3.1 Scope of work: Point A.2	Monitoring should be done on 24/7 basis with onsite personnel/ resources. Bidder should provide the personnel for managing the security monitoring service as per the team specification in scope of work.	Please clarify if resources are required at Hyderabad and Chennai locations OR only at Hyderabad location.		Mumbai, hyderabad, chennai
112	5.7 Earnest Money Deposit (EMD)	24	5.6 Earnest Money Deposit (EMD)	The Bidder is required to deposit Rs. 5,00,000/- (Rupees Five lakhs only) in the form of electronic fund transfer/Bank Guarantee in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six (6) 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.	Request NPCI to consider 6 months claim period		This is as per statutory norms
113	8.4 Performance Bank Guarantee	32	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 1 year, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG)	Request NPCI to consider 6 months claim period		No change in RFP terms
114	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	34	1. Monitoring Service	Content development and Creation of use cases	There should not be any technical & OEM limitations for creating the parsers and NPCI to provide the Use Case which they want to be created & there should not be technical/OEm limitation to create the same.		Bidder will develop and suggest content development basis on the threat landscape and shall follow MITRE attack framework for content development.
115	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	36	Architecture and solution planning, reviewing & designing (as required from time to time)	Penalty : Delay in committed date by more than 3 calendar days for assigned task shall incur a penalty of INR 10,000 for each default day post 3 calendar days.	Request NPCI to consider Penalty for this clause as below : Delay in committed date by more than 3 calendar days for assigned task shall incur a penalty of INR 1,000 for each default day post 3 calendar days		No changes in RFP
116	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	36	Architecture and solution planning, reviewing & designing (as required from time to time)	Completion of activities within mutually agreed upon timelines	Hope , NPCI should provide the asset discovery tool, Any limitation from the OEM, inspira will not be held responsible and no penalties will be applicable		NPCI will provide.
117	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	35	Reports	Delay in reporting for daily report for more than 6 hours shall incur a penalty of INR 10000 for each default Delay in reporting.  For delay in more than 3 days for weekly reports shall incur penalty of INR 15000 for each default Delay in reporting.  For delay in more than 7 days for monthly reports shall incur penalty of INR 20000 for each default	Request NPCI to consider Penalty for this clause as below :  4. Reports Delay in reporting for daily report for more than 6 hour shall incur a penalty of INR 1,000 for each default  Delay in reporting by more than 3 days for weekly reports shall incur a penalty of INR 2,000 for each default  Delay in reporting by more than 7 days for monthly reports shall incur a penalty of INR 5,000 for each default		No changes in RFP
118	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	35	5	Threat Intelligence Services	NPCI should procure Threat Intelligence services and it should be integrated with SIEM solution		NPCI has threat intelligence services integrated with SIEM.
119	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	35	6	Threat hunting SLA: Monthly, minimum 3 threat hunts should be executed, if not done, should be duly signed off by SOC management team.	This will be on case to case basis		Agreed, SLA to be adhered to



120	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	35	6	Threat hunting Proactively uses NPCI solutions to hunt for attackers and APT groups existing in the network.	NPCI should procure Threat hunting and it should be integrated with SIEM solution		Threat hunting to be performed based on existing tools. Resources to demonstrate ability to perform.
121	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	36	7	Forensic Investigation	Please elaborate on the type of forensic investigation that is expected from the bidder		Please refer RFP which emphasises Forensic investigation. Section 3.1.A Pg 12
122	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	36	8	Architecture and solution planning, reviewing & designing (as required from time to time)	Based on our experience architecture designing is usually taken care by the customer we can assist you in architecture designing.		Agreed
123	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	35	5	Threat Intelligence Services Penalty will be imposed for delay in issuing critical advisories more than 8 hour of INR 10,000 for each advisory, beyond 8 hours penalty would be INR 15,000 for each 4 hours till issuance of the advisories.	Request NPCI to consider Penalty for this clause as below :  Threat Intelligence Services  Penalty will be imposed for delay in issuing critical advisories more than 8 hour of INR 1,000 for each default, beyond 8 hours penalty would be INR 1,000 for each 4 hours till issuance of the advisories.		No changes in RFP terms.
124	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	35	6	Threat hunting Delay in committed time by more than 5 calendar days for assigned task shall incur a penalty of INR 10,000 for each default day post 5 calendar days	Request NPCI to consider Penalty for this clause as below :  Threat hunting  Delay in committed date by more than 5 calendar days for assigned task shall incur a penalty of INR 1,000 for each default day post 5 calendar days		No changes in RFP terms.
125	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	36	8	Architecture and solution planning, reviewing & designing (as required from time to time)  Penalty:  Delay in committed date by more than 3 calendar days for assigned task shall incur a penalty of INR 10,000 for each default day post 3 calendar days.	Request NPCI to consider Penalty for this clause as below : Architecture and solution planning, reviewing & designing (as required from time to time)  Delay in committed date by more than 3 calendar days for assigned task shall incur a penalty of INR 1,000 for each default day post 3 calendar days		No changes in RFP terms.
126	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	36	9	Policy & user Management: Policy optimization for all the Devices	For Policy optimization of NPCI infra the relevant tools should be available. E.g firewall analyzer		Relevant tools are available with NPCI.
127	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	36	10	Availability and Configuration Management: Uptime % calculated on monthly basis for each solution.	For Any device/Hw failure OR RMa delay/ delay in response from oem tac support , bidder should not be held responsible and no sla will be applicable in this case.		Agreed however due diligence should be exhibited by bidder to continiously track with OEM for the closure of the tickets. Any deviation observed in the process penalty will be applicable.
128	8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	37	12	Prepare and review capacity plans for security devices and recommend upgrades as required. Provide security infrastructure analysis, recommendations for installation and upgrade Prepare specifications, architecture and detailed plan for migration/upgrade Test migration/upgrade plan in staging environment	Request NPCI to provide a UAT environment for testing updates/upgrades before moving to production. If UAT is not available then SLA will be void		Query not relevant to capacity plans for security devices. Infrastructure analysis and migration/upgrades.
129	8.17 Repeat Order:	38	8.17 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 3 year from the date of award / 1st Purchase Order	Request NPCI to reduce the repeat order validity to a maximum of 6 months from the price discovery date.		No change in RFP terms

130	8.19 Payment Terms:	38	8.19 Payment Terms:	Payment shall be released Quarterly invoice submitted in arrears for actual resource deployed suitably attested by NPCI officials. Bidder has to provide proper substitute resource during the leave vacancy of the resource deployed. Pro-rata deduction would be made for the period of absence of the resource / substitute resource. The penalty amount will be deducted for deficiency in service levels if any for the relevant month.	Request NPCI to releast the payments on Quarterly advanced basis.		No changes in RFP terms.
131	8.4 Performance Bank Guarantee	32	8.4	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),	We would request NPCI to kindly revise the PBG as 3% total value of the Purchase order (exclusive of taxes), taking the reference from Govt Notification from Department of Expenditure - Office Memorandum No. F.9/4/2020-PPD of Ministry of Finance, Govt. of India dated 30th December 2021.		No change in RFP terms
132	5.9 Period of Validity of Bids	25	5.9	Bids shall remain valid for a period of 180 days	We request to consider 90 Calendar Days from the Date of Submission of Bid		No change in RFP terms
133	8.10 Delivery schedule	33	8.1	The successful bidder shall commence the services of at least 70% within 6 weeks from the date of receipt of the Purchase Order & 100% within 6-8 weeks.	We request to consider 100% delivery wihtin 14-16 weeks.		No changes in RFP terms.
134	NPCI/RFP/2022-23/IT/05	13	3.1. A. SOC Monitoring, Security Device Management		Which security tools are expected to be monitored by the Bidder's resources? Please provide the full list with the make and the model.		Will share the details separately
135	NPCI/RFP/2022-23/IT/05	N/A	N/A		Kindly provide the detailed asset inventory for understanding the scope		The monitoring scope will be around 7000 assets. For device administration there are around 25 technologies which includes WAF, Proxy, DLP, DAM, EDR, FIM, AV,ANTI-APT (Endpoint,network,email and file protection),PIM, SSL, Firewall Analyser, NAC, IRM, 2FA
136	NPCI/RFP/2022-23/IT/05	N/A	N/A		List of use cases, SOPs, integrations with all security tools, network diagrams, other applications DFDs, HLD and LLDs.		Will be provided to successful bidder
137	NPCI/RFP/2022-23/IT/05	N/A	N/A		Please provide current EPS value of the SIEM, FPM value for NDR.		50000 EPS
138	NPCI/RFP/2022-23/IT/05	N/A	N/A		Kindly provide an approximate number of parsers to be developed during the tenure of the contract.		No specific counter as such as it depends on the requirement.
139	NPCI/RFP/2022-23/IT/05	15	Reporting, Pt. 1		Please mention the reporting requirements of the MIS Reports		As mentioned in RFP.
140	NPCI/RFP/2022-23/IT/05	Pg 11	3.1, A, Point 22		Does NPCI have the necessary tools to automate the L1&L2 activities or will it rely on the bidder to obtain, deploy and operate the same?		Yes SOAR will be implemented
141	NPCI/RFP/2022-23/IT/05		3.1, A, Pt. 29		Please elaborate on the following as stated in the RFP, "Create the trends on recurring incidents."		As part of incident report bidder has to analyse and prepare security trends which are happening as part of SOC monitoring
142	NPCI/RFP/2022-23/IT/05	Pg 12	3.1, A, Pt. 30		Please elaborate on what is to be done in 'Forensic Infrastructure Maintainance' as stated in the RFP		Please refer RFP which emphasises Forensic investigation.
143	NPCI/RFP/2022-23/IT/05	N/A	N/A		Kindly provide an approximate number of parsers to be developed during the tenure of the contract.		Parsers have to be developed for all unparsed events. Basis on the business requirement and for custom application parsers would be required to develop.
144	NPCI/RFP/2022-23/IT/05	N/A	N/A		Can this engagement be done in full remote mode?		No, require onsite support
145	NPCI/RFP/2022-23/IT/05	13,19			Request for bidder's proposition for number of resources on Pg 19 is in direct contradiction to the ask of 39 resources requested by NPCI on Pg 13. Kindly clarify this point.		Please read count as 38 (SOC-15 and 23-Device management)

146	NPCI/RFP/2022-23/IT/05	34	8.12		Relaxation of the penalties levied on non-adherence to the SLA		It is asper RFP
147	NPCI/RFP/2022-23/IT/05	13	FIM		Please provide the name of the implemented File Integrity Monitoring solution		Details will be shared with successful bidder
148	NPCI/RFP/2022-23/IT/05	13	FIM		Number of Files/Directories that are being protected		Details will be shared with successful bidder
149	NPCI/RFP/2022-23/IT/05	13	FIM		Number of servers is in coverage		5000 + servers
150	NPCI/RFP/2022-23/IT/05	13	FIM		Number Service/Change Management tickets raised per month		20 policy modification on basis of business reuirement
151	NPCI/RFP/2022-23/IT/05	13	DLP		Please provide the name of the implemented Data Loss Prevention solution		Details will be shared with successful bidder
152	NPCI/RFP/2022-23/IT/05	13	DLP		Number if licenses available		2500
153	NPCI/RFP/2022-23/IT/05	13	DLP		List of channels implemented (Web, Email, Endpoint)		All
154	NPCI/RFP/2022-23/IT/05	13	DLP		Number of Endpoints under DLP scope (Desktops, Laptops)		2000+
155	NPCI/RFP/2022-23/IT/05	13	DLP		Operating system on endpoints		Windows, Ubuntu and MAC
156	NPCI/RFP/2022-23/IT/05	13	DLP		Implemented Email Solution		Details will be shared with successful bidder
157	NPCI/RFP/2022-23/IT/05	13	DLP		Implemented Email Security Solution		Details will be shared with successful bidder
158	NPCI/RFP/2022-23/IT/05	13	DLP		Number of Email Users		Details will be shared with successful bidder
159	NPCI/RFP/2022-23/IT/05	13	DLP		Number of policies implemented		Details will be shared with successful bidder
160	NPCI/RFP/2022-23/IT/05	13	DLP		Number of events/alerts per day		50+
161	NPCI/RFP/2022-23/IT/05	13	DLP		Is DLP DR setup in place		Yes
162	NPCI/RFP/2022-23/IT/05	13	DLP		What Classification Tool is currently used ?		Details will be shared with successful bidder
163	NPCI/RFP/2022-23/IT/05	13	DLP		What End Point Configuration Manger is currently used ? (E.g SCCM)		Details will be shared with successful bidder
164	NPCI/RFP/2022-23/IT/05	13	DLP		What company Policy used for Partner and Contractor to bring their Own devices to access the network ?		NA- Own devices aren't allowed to connect to NPCI network
165	NPCI/RFP/2022-23/IT/05	13	DLP		Organization Current Working Model (On-site/Remote/Hybrid)		Onsite
166	NPCI/RFP/2022-23/IT/05	13	DLP		Is the DFA(Data Flow Analysis performed)? If yes, when was it last performed?		Tool was implemented 1.5 yrs back but we have not performed DFA.
167	NPCI/RFP/2022-23/IT/05	13	DLP		How many Branches/locations/regions are spread across organization?		3 (Mumbai, Hyderabad, Chennai)
168	NPCI/RFP/2022-23/IT/05	13	DLP		List of Business Process/Departments?		Details will be shared with successful bidder
169	NPCI/RFP/2022-23/IT/05	13	DLP		Number Service/Change Management tickets raised per month		15
170	NPCI/RFP/2022-23/IT/05	13	DDoS		Please provide the name of the implemented Distributed Denial of Services/attack solution		Details will be shared with successful bidder
171	NPCI/RFP/2022-23/IT/05	13	DDoS		Number of links to monitor		4
172	NPCI/RFP/2022-23/IT/05	13	DDoS		Number of DDoS Device		6
173	NPCI/RFP/2022-23/IT/05	13	DDoS		DDoS Traffic throughput		Details will be shared with successful bidder
174	NPCI/RFP/2022-23/IT/05	13	DDoS		Number Service/Change Management tickets raised per month		20
175	NPCI/RFP/2022-23/IT/05	13	Proxy		Please provide the name of the implemented Proxy solution		Details will be shared with successful bidder
176	NPCI/RFP/2022-23/IT/05	13	Proxy		Number of Users		2000
177	NPCI/RFP/2022-23/IT/05	13	Proxy		Number Service/Change Management tickets raised per month		15
178	NPCI/RFP/2022-23/IT/05	13	NAC		Please provide the name of the implemented Network Access Control (NAC) solution		Details will be shared with successful bidder
179	NPCI/RFP/2022-23/IT/05	13	NAC		Number and Type of End Point Devices to manage		As part of RFP endpoint devices will not be managed however ,compliance of endpoint security have to be monitoired
180	NPCI/RFP/2022-23/IT/05	13	NAC		Number Service/Change Management tickets raised per month		15

181	NPCI/RFP/2022-23/IT/05	13	DAM		Please provide the name of the implemented Database Activity Monitoring solution		Details will be shared with successful bidder
182	NPCI/RFP/2022-23/IT/05	13	DAM		Number of Databases in scope		200+. Count may vary on business requirement
183	NPCI/RFP/2022-23/IT/05	13	DAM		List DB type to be supported		8 types of DB support. List type will be shared with successful bidder
184	NPCI/RFP/2022-23/IT/05	13	DAM		Number Service/Change Management tickets raised per month		20
185	NPCI/RFP/2022-23/IT/05	13	IRM		Please provide the name of the implemented Information rights management solution		Details will be shared with successful bidder
186	NPCI/RFP/2022-23/IT/05	13	IRM		Number of users under IRM solution scope		2000
187	NPCI/RFP/2022-23/IT/05	13	IRM		Number Service/Change Management tickets raised per month		15
188	NPCI/RFP/2022-23/IT/05	13	WAF		Please provide the name of the implemented Web application firewall solution		Details will be shared with successful bidder
189	NPCI/RFP/2022-23/IT/05	13	WAF		Total Number of Application		25
190	NPCI/RFP/2022-23/IT/05	13	WAF		Number of application On WAF protection mode and Learning Mode		All in protection mode
191	NPCI/RFP/2022-23/IT/05	13	WAF		Expected application to be onboarded per month		1 or 2
192	NPCI/RFP/2022-23/IT/05	13	WAF		Number Service/Change Management tickets raised per month		40
193	NPCI/RFP/2022-23/IT/05	13	N/A		List of applicable compliance requirements (PCI-DSS, ISO27001 etc.)		PCI-DSS, ISO 27001 and bidder should also follow RBI and CertIn security guidelines.
194	NPCI/RFP/2022-23/IT/05	13	MDM		Please provide the name of the implemented Mobile Device Management		MDM is managed by Infra team hence not part of this scope.
195	NPCI/RFP/2022-23/IT/05	13	MDM		Number of device Enrolled on MDM		NA
196	NPCI/RFP/2022-23/IT/05	13	MDM		Total Number of Device to be Enroll for MDM.		NA
197	NPCI/RFP/2022-23/IT/05	13	MDM		Type of Device to Enrolled on MDM		NA
198	NPCI/RFP/2022-23/IT/05	13	MDM		Do we have a complete list of the applications that Manage Enterprise has approved?		NA
199	NPCI/RFP/2022-23/IT/05	13	MDM		Number Service/Change Management tickets raised per month		NA
200	NPCI/RFP/2022-23/IT/05	13	IAM		Please provide the name of PIM solution.		Details will be shared with successful bidder
201	NPCI/RFP/2022-23/IT/05	13	IAM		How many systems are onboarded on PIM solution?		6000+
202	NPCI/RFP/2022-23/IT/05	13	IAM		How many tickets (incidents and service requests) are generated every month for PIM		100+ service request
203	NPCI/RFP/2022-23/IT/05	13	IAM		Please provide the name of MFA solution.		Details will be shared with successful bidder
204	NPCI/RFP/2022-23/IT/05	13	IAM		How many applications use MFA solution		2
205	NPCI/RFP/2022-23/IT/05	13	IAM		How many infra systems or services use MFA solution		2
206	NPCI/RFP/2022-23/IT/05	13	IAM		How many tickets (incidents and service requests) are generated every month for MFA		30+
207	NPCI/RFP/2022-23/IT/05	13,18	Under L1 Responsibilities, following activities are mentioned: “ Create an exceptional end user identity experience across the organization by integrating systems, applications, services, and platforms with the Identity solution” “ Maintain and support existing identity and authentication platforms while transitioning to a common system. These include: AD, Azure AD, ADFS, ADLDS, MFA and integrations to Auth0.”		1. Other than AD, Azure AD, ADFS, ADLDS, MFA and Auth0 - are there any other identity solutions used by NPCI? Please provide the complete list of Identity solutions.		No

208	NPCI/RFP/2022-23/IT/05	13,18			2. Is NPCI using any Identity Provisioning Automation solution also?		Yes, UEM
209	NPCI/RFP/2022-23/IT/05	13,18			3. is NPCI using an Access Governance solution also?		Yes, UEM
210	NPCI/RFP/2022-23/IT/05	13,18			4. What is the meaning of "while transitioning to a common system"? What is the common system referred here? And what is the status of transition?		Common System is referred to Active directory.
211	NPCI/RFP/2022-23/IT/05	13,18			5. How many applications exist in NPCI environment?		Details will be shared with successful bidder
212	NPCI/RFP/2022-23/IT/05	13,18			6. How many applications are already integrated with Identity Management solution?		35+
213	NPCI/RFP/2022-23/IT/05	13,18			7. Since it is mentioned that identity and authentication platforms will be transitioned to a common system, is it required to integrate applications and systems with the current identity system solution		Not scope of this RFP
214	NPCI/RFP/2022-23/IT/05	13,18			8. How many servers exist in NPCI environment? How many are already integrated with PIM system?		5000+All servers are Integrated with PIM.
215	NPCI/RFP/2022-23/IT/05	13,18			9. L1 resources are not experienced and senior enough to deploy strategic solutions such as Identity management, governance, SSO and PAM solution. These activities require architect and implementation engineers. How do we include these skills in the current bid?		L1 to support operation & BAU activities for deployed solution such as IAM, SSO, PIM etc.
216	Annexure H - Eligibility Criteria Compliance	60	5	The bidder should be authorized to quote and support for OEM products and services. The bidder shall not get associated with the distribution channel once in any other capacity once he is eligible for price discussion	Request you to kindly reconsider, the given clause as NPCI should have support mechanism with the OEM products and services.		Refer to corrigendum
217	Device Management / SOC Monitoring	NA	NA	NA	Kindly provide the list of in-scope devices count along with its make/model.		Will be shared separately with the bidders on request
218	Section 1 - Bid Schedule and Address	8	6	Last date and time for Bid Submission	Request you to reconsider the bid submission end date to 31st October 2022.		Refer to corrigendum
219	5.15 Bid Submission	26	NA	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.	Kindly confirm whether a physical submission of the bid is also required along with bid submission over the mail.		All Bids are to be submitted over email.
220	7.3 Technical Scoring Matrix	30	1	Customer BFSI reference in India	Request you to kindly add other sector clients along with BFSI sector which involves global client along with Indian clients.		Refer to corrigendum
221	8.12 Service Level Requirement	34	NA	NA	As per the RFP clause, exact number of resources for SOC monitoring and Device management are mentioned. Please clarify, what if the resources are not able to handle the load and result to failure to meet defined SLA?		As per RFP- Refer clause 8.12
222	General	General	General	Requesting to provide OEM wise asset list with number of Devices that need to support under Endpoint, Network, security & IDM Security. Currently no details provided in RFP			• The successful bidder shall on-board required 20 resources not later than 6 weeks from the date of issuance of Purchase Order and remaining 19 resources shall on-board in the following 6 weeks.
223	General	General	General	Need more clarity on transition and delivery timelines, which is not mentioned in RFP			Please refer to updated corrigendum
224	General	General	General	Require technology wise average monthly incident Count, along with number of Service request & change request			Will be shared separately

225	30	7.3.1	Technical Evaluation Matrix Quality of resources resumes to be shared with NPCI, [higher weightage for certified (CCNA=Security, CEH, ITIL, CEIH, OSCP, CISSP, CISA, CPT etc.) resources].	Need more clarity on this point considering resourcing of L1/L2/L3 resources			Resoures will be evaluated based on their knowledge, experience and certifications
226	General	General	General	Need to understand current Layout Architecture including different towers			Will be shared with successful bidder.
227	General	General	General	Need clarity on current SIEM & ITSM tools deployed in NPCI environment			Will be shared seperately
228	36 & 37	Availability and Configuration Management	The selected vendor shall be responsible for monitoring network from NOC location and maintaining network uptime by ensuring that faults are effectively resolved within the defined timelines.	Need details of current monitoring tool used for monitoring of the availability of security devices and application			Will be shared seperately
229	11	3.1 Scope of work:	All daily routine and standard activities of L1 and L2 to be fully automated in phased manner within one year from the date of issuance of PO	Please confirm if NMS Tool is integrated with Ticketing System and Auto Ticketing is place for each technology and each OEM, and is there any automation performed for calls/Incident acknowledgement using RPA?			No automated ticketing mechanism currently available
230	12	3.1 Scope of work:	Bidder should prepare the SOC operations for compliance and certification to the standards of ISO 27001, ISO 20000, BS 25999 and PCI DSS.	What id bidders exact scope in compliance audits like ISO 27001, ISO 20000, BS 25999 and PCI DSS.			Ensure compliance of the monitoring and security solutions as per mentioned standards
231	13	3.1 Scope of work	Note- Above count is for technical resources, project management resources will not be considered in this count & will not be billable.	Is bidder responsible to provide project manager apart from scope of define technical resources			Bidders discretion, PM role will not be billable
232	12	3.1 Scope of work:	Bidder shall perform digital forensic investigation on need basis	Need more clarity on the type of forensic investigation that is expected from the bidder			L2 and L3 resources should be capable of investigating issues and provide resolution
233		Audit	Audit	What is frequency of same			Annually
234	NPCI/RFP/2022-23/IT/05		General	General	Currently Used SIEM platform OEM Name		Shared seperately
235	NPCI/RFP/2022-23/IT/05		General	General	Currently Integrated Device list with count (please refer to the shared template)		Shared seperately
236	NPCI/RFP/2022-23/IT/05		General	General	Count of SIEM and platform name (if more than one)		Shared seperately
237	NPCI/RFP/2022-23/IT/05		General	General	EPS volume for each SIEM platform		Shared seperately
238	NPCI/RFP/2022-23/IT/05		General	General	Total Number incident raised per month		Please refer to pre-bid responses
239	NPCI/RFP/2022-23/IT/05		General	General	The bidder is required to provide exhaustive list of the hardware, software, etc. to implement the project (Since it's a MRA project hence this point in invalid)		Please refer Corrigendum 4
240	NPCI/RFP/2022-23/IT/05		General	General	Currently Used ITSM tool (Make and Model)		Shared seperately
241	NPCI/RFP/2022-23/IT/05		General	General	Currently Used SOAR platform (Make and Model) for automation		Shared seperately
242	NPCI/RFP/2022-23/IT/05		General	General	Can you please provide location wise distribution of resources to be deployed (Across all three locations)		Device manangement (Mumbai + HYD) SOC (HYD + CHN)



243	NPCI/RFP/2022-23/IT/05		General	General	Currently Used Threat Intel Platform		Shared seperately
244	NPCI/RFP/2022-23/IT/05		General	General	Which security tools are expected to be monitored by the Bidder's resources?		Shared seperately
245	NPCI/RFP/2022-23/IT/05		General	General	Current Flow per minute volume per day?		Shared seperately