

Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years



Request for proposal for engaging a Managed Security Services provider for SOC  
for the period of 3 years

---

RFP Reference No: NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025

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)

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**Copyright Notice**

Copyright© 2021 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.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Checklist**

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

1. Online transfer of Rs 25,000/- (Rs. Eighty Eight Thousand Five Hundred only inclusive of GST@18%) towards cost of Bid document in Folder/Folder - 'A'

Remittance proof in favor of "National Payments Corporation of India" payable at Mumbai amounting to Rs. 29,500/- (Rs. 25,000/- plus GST @18 %) towards bid purchase cost.

The electronic / wire transfer can be done to designated NPCI bank account as detailed below:

Account Name: National Payments Corporation of India

Bank Name: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

2. **Bank Guarantee** towards Bid Security shall be as per given table and to be given in Folder 'A' - Earnest Money Deposit (EMD). **The Bidder shall strictly not remit any amount on account of EMD.**

Sr. No	Bidder Category	Amount (Rs)
1	For MSMEs below Rs 250 Cr turnover	5,00,000
2	Non-MSME and MSME above Rs 250 Cr turnover	5,00,000
3	Bidders who have ongoing working relationship with NPCI for more than 3 years will not be required to submit the EMD subject to satisfactory performance.  <b><u>Bidder to provide self-declaration</u></b> on its letterhead & duly signed by authorized signatory for claiming this waiver. Bidder to provide details of the PO executed during these 3 years. NPCI reserves the right to take decision to grant this waiver or not. NPCI's decision will be final and shall be binding on bidder.	Nil

\* Bidders who will submit EMD under MSME criteria shall provide necessary supporting documents for EMD amount applicable (ex. Udyam registration certificate).

3. While transferring bid cost from their Bank account to NPCI bank account, the bidder shall clearly mention the RFP number and RFP description in the transfer details, failing which the bid is liable to be rejected.
4. While sending EMD in the form of Bank Guarantee, the bidder shall clearly mention the RFP number and RFP description on the Bank Guarantee document as well as on Folder, failing which the bid is liable to be rejected.
5. The bidders shall pay the Bid Cost through the above-mentioned mode and the remittance proof shall be submitted to NPCI for the same. While transferring bid cost from their Bank account to NPCI bank account, the bidder shall mention the RFP number and RFP description in the transfer details, failing which the bid is liable to be rejected.
6. The bidder shall provide the evidence of the transfer / remittance proof of bid cost, BG for EMD vide a separate mail to the NPCI officials mentioned in **Section 1**.
7. Eligibility Criteria, Technical and Commercial Bids are prepared in accordance with the RFP document.
8. Folder 'A' - Eligibility Criteria Response
9. Folder 'B' - Technical Response
10. RFP document duly sealed and signed by the authorized signatory on each page is enclosed in Folder - 'A'.
11. Prices are quoted in Indian Rupees (INR).
12. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant Folder/Folders.
13. All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

# Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years

<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>10</b>
2.1 ABOUT NPCI.....	10
2.2 OBJECTIVE OF THIS RFP .....	10
2.3 COST OF THE RFP.....	10
2.4 DUE DILIGENCE .....	10
2.5 OWNERSHIP OF THIS RFP.....	11
<b>SECTION 3 – SCOPE OF WORK.....</b>	<b>12</b>
3.1 SCOPE OF WORK:.....	12
3.2 SINGLE POINT OF CONTACT .....	19
<b>SECTION 4 – ELIGIBILITY CRITERIA.....</b>	<b>20</b>
<b>SECTION 5 - INSTRUCTION TO BIDDERS .....</b>	<b>22</b>
5.1 RFP .....	22
5.2 COST OF BIDDING .....	22
5.3 CONTENT OF BIDDING DOCUMENT .....	22
5.4 CLARIFICATIONS OF BIDDING DOCUMENTS .....	22
5.5 AMENDMENT OF BIDDING DOCUMENTS .....	22
5.6 EARNEST MONEY DEPOSIT (EMD) .....	22
5.7 RETURN OF EMD .....	23
5.8 FORFEITURE OF EMD.....	23
5.9 PERIOD OF VALIDITY OF BIDS .....	23
5.10 EXTENSION OF PERIOD OF VALIDITY .....	23
5.11 FORMAT OF BID .....	23
5.12 SIGNING OF BID .....	23
5.13 BIDDING PROCESS.....	23
5.14 CONTENTS OF THE 3 FOLDERS .....	24
5.15 BID SUBMISSION .....	24
5.16 BID CURRENCY.....	25
5.17 BID LANGUAGE .....	25
5.18 REJECTION OF BID .....	25
5.19 DEADLINE FOR SUBMISSION.....	25
5.20 EXTENSION OF DEADLINE FOR SUBMISSION OF BID .....	25
5.21 LATE BID.....	25
5.22 MODIFICATIONS AND WITHDRAWAL OF BIDS.....	25
5.23 RIGHT TO REJECT, ACCEPT/CANCEL THE BID.....	25
5.24 RFP ABANDONMENT .....	25
5.25 BID EVALUATION PROCESS .....	25
5.26 SINGLE BID .....	26
5.27 PRICE DISCOVERY METHOD: .....	26
5.28 CONTACTING NPCI.....	26
<b>SECTION 6 - BID OPENING.....</b>	<b>27</b>
6.1 OPENING OF BIDS.....	27
6.2 OPENING OF ELIGIBILITY AND TECHNICAL BIDS .....	27
6.3 OPENING OF ENVELOPE/FOLDER C - COMMERCIAL BIDS .....	27

# Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years

<b>SECTION 7 - BID EVALUATION .....</b>	<b>28</b>
7.1 PRELIMINARY EXAMINATION OF ELIGIBILITY BIDS .....	28
7.2 EXAMINATION OF TECHNICAL BIDS.....	28
7.3 TECHNICAL SCORING MATRIX: .....	28
TECHNICAL SCORING MATRIX: .....	28
7.4 EVALUATION OF COMMERCIAL BIDS:.....	29
7.5 SUCCESSFUL EVALUATED BIDDER: .....	29
<b>SECTION 8 - TERMS AND CONDITIONS .....</b>	<b>30</b>
8.1 NOTIFICATION OF AWARD / PURCHASE ORDER .....	30
8.2 TERM OF THE ORDER.....	30
8.3 ACCEPTANCE PROCEDURE .....	30
8.4 PERFORMANCE BANK GUARANTEE.....	30
8.5 TAXES AND DUTIES .....	30
8.6 INVOICING REQUIREMENTS: .....	31
8.7 TIMELY PROVISION OF INVOICES/ DEBIT NOTE/ CREDIT NOTE:.....	31
8.8 KEY DELIVERABLES:.....	31
8.9 DELIVERY ADDRESS: .....	31
8.10 DELIVERY SCHEDULE.....	31
8.11 PENALTY FOR DEFAULT IN DELIVERY .....	31
8.12 SERVICE LEVEL REQUIREMENTS (SLA) & PENALTY ON NON-ADHERENCE TO SLAS: .....	32
8.16 PRICES.....	36
8.17 REPEAT ORDER: .....	36
8.19 PAYMENT TERMS: .....	36
8.20 MIGRATION ACTIVITIES FOR CHANGE OF LOCATION:.....	36
8.21 CONFIDENTIALITY .....	36
8.22 INDEMNITY.....	36
8.23 BIDDER'S LIABILITY .....	37
8.24 OBLIGATIONS OF THE BIDDER.....	37
8.25 EXIT OPTION AND CONTRACT RE-NEGOTIATION.....	37
8.26 EXTENSION OF CONTRACT .....	38
8.27 ORDER CANCELLATION .....	38
8.28 TERMINATION OF PURCHASE ORDER/CONTRACT .....	39
8.29 EFFECT OF TERMINATION .....	39
8.30 FORCE MAJEURE .....	39
8.31 RESOLUTION OF DISPUTES.....	40
8.32 COMPLIANCE WITH APPLICABLE LAWS OF INDIA .....	40
8.33 LEGAL COMPLIANCES: .....	41
8.34 INTELLECTUAL PROPERTY RIGHTS:.....	41
8.35 APPLICABLE LAW AND JURISDICTION .....	41
8.36 SOLICITATION OF EMPLOYEES.....	41
8.37 FACILITIES PROVIDED BY NPCI: .....	41
8.38 NO DAMAGE OF NPCI PROPERTY.....	42
8.39 FRAUDULENT AND CORRUPT PRACTICE .....	42
8.40 GOVERNING LANGUAGE.....	42
8.41 ADDRESSES FOR NOTICES.....	42
<b>SECTION 9 - TECHNICAL SKILL SET .....</b>	<b>43</b>
<b>RESOURCE REQUIREMENT SUPPORT .....</b>	<b>44</b>
<b>SECTION 10 - DOCUMENTS FORMS TO BE PUT IN FOLDER A .....</b>	<b>45</b>
<b>ANNEXURE A1 - BIDDER'S LETTER FOR EMD .....</b>	<b>45</b>

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

<b>ANNEXURE A2 - BID SECURITY (BANK GUARANTEE) .....</b>	<b>46</b>
<b>ANNEXURE A3 - BID SECURITY .....</b>	<b>47</b>
<b>ANNEXURE B - BID OFFER FORM (WITHOUT PRICE) .....</b>	<b>48</b>
<b>ANNEXURE C - BIDDER INFORMATION.....</b>	<b>50</b>
<b>ANNEXURE D - DECLARATION FOR CLEAN TRACK RECORD .....</b>	<b>51</b>
<b>ANNEXURE E - DECLARATION FOR ACCEPTANCE OF RFP TERMS AND CONDITIONS .....</b>	<b>52</b>
<b>ANNEXURE F - DECLARATION FOR ACCEPTANCE OF SCOPE OF WORK .....</b>	<b>53</b>
<b>ANNEXURE G - FORMAT POWER OF ATTORNEY.....</b>	<b>54</b>
<b>ANNEXURE H - ELIGIBILITY CRITERIA COMPLIANCE .....</b>	<b>55</b>
<b>SECTION 11 - DOCUMENTS TO BE PUT IN FOLDER 'B' .....</b>	<b>58</b>
<b>ANNEXURE J - TECHNICAL COMPLIANCE .....</b>	<b>58</b>
<b>ANNEXURE K - CLIENT REFERENCE .....</b>	<b>61</b>
<b>SECTION 12 - DOCUMENTS TO BE PUT IN FOLDER 'C' .....</b>	<b>63</b>
<b>ANNEXURE M - COMMERCIAL BID FORM .....</b>	<b>63</b>
<b>ANNEXURE N - COMMERCIAL BID .....</b>	<b>64</b>
<b>ANNEXURE L - BILL OF MATERIAL.....</b>	<b>65</b>
<b>ANNEXURE Z - NON-DISCLOSURE AGREEMENT .....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**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

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Section 1 - Bid Schedule and Address**

Sr. No.	Description	
1	Name of Project	Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years
2	Tender Reference Number	<b>NPCI/RFP/2025-26/IT/06</b>
3	Date of release of RFP	09 <sup>th</sup> July 2025
4	Last date of receiving pre-bid clarifications in writing from bidders	15 <sup>th</sup> July 2025, 5:00 PM (Please note that any pre-bid queries beyond the date and time mentioned will be not be considered)
5	Date and Time for Pre-bid Meeting	Not applicable
6	Last date and time for Bid Submission	24 <sup>th</sup> July 2025, 5:00 PM
7	Details of Bid Submission and opening of Bids	<p>Electronic bid response submission should be made to the following email address:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:ravi.krishna@npci.org.in">ravi.krishna@npci.org.in</a></li> <li>• <a href="mailto:sandeep.tiwari@npci.org.in">sandeep.tiwari@npci.org.in</a></li> <li>• <a href="mailto:siddhesh.chalke@npci.org.in">siddhesh.chalke@npci.org.in</a></li> <li>• <a href="mailto:adison.machado@npci.org.in">adison.machado@npci.org.in</a></li> <li>• <a href="mailto:vishal.shetake@npci.org.in">vishal.shetake@npci.org.in</a></li> </ul> <p><b>Folder A (Eligibility), Folder B (Technical) and Folder C(Commercial):</b></p> <p><b>Commercial bid (Folder C) <u>should be password protected</u>.</b></p> <p>The password to Commercial bid needs to be shared only upon request after successful technical qualification.</p> <p>There will be <u>no physical bid submission</u> for this RFP.</p> <p>During the electronic bid submission, bid response attachments should not exceed the size of <b><u>10 MB vide each email</u></b> and bid response may be segregated to adjust the maximum attachment capacity (10 MB). In case of the bid response being segregated into separate emails to accommodate the complete set of attachments, the total number of emails and corresponding attachment numbers forming the complete bid response need to be mentioned in the 1st mail itself.</p>
8	Date and Time of Eligibility & Technical bid Opening	24 <sup>th</sup> July 2025, 6:00 PM
9	Date and Time of Commercial Bid Opening	<p>Commercial Bid to be submitted in the password protected PDF document along with Technical Bids. The password to be shared only after request from NPCI's designated authority.</p> <p>NPCI reserves the right to discover the lowest price through Reverse auction OR Price discussion mechanism or both if opted by NPCI. NPCI will inform the method of price negotiation to technically qualified bidders.</p>
10	Name and Address for communication	<p>Head - Strategic IT Procurement</p> <p>National Payments Corporation of India,</p> <p>Unit no. 202, 2nd floor, Raheja Titanium,</p> <p>CTS No. 201, Western Express Highway,</p> <p>Goregaon East, Mumbai 400063</p>



**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

11	Bid Related Queries	<p>Sandeep Tiwari   Contact: +91 9999983500 Email id: <a href="mailto:sandeep.tiwari@npci.org.in">sandeep.tiwari@npci.org.in</a></p> <p>Ravi Krishna   Contact: +91 9177733099 Email id: <a href="mailto:ravi.krishna@npci.org.in">ravi.krishna@npci.org.in</a></p> <p>Siddhesh Chalke   Contact: +91 8657995380 Email id: <a href="mailto:siddhesh.chalke@npci.org.in">siddhesh.chalke@npci.org.in</a></p> <p>Adison Machado   Contact: +91 9309496105 Email id: <a href="mailto:adison.machado@npci.org.in">adison.machado@npci.org.in</a></p> <p>Vishal Shetake   Contact: +91 9820632098 Email id: <a href="mailto:vishal.shetake@npci.org.in">vishal.shetake@npci.org.in</a></p> <p>Prashant Patil   Contact: +91 8433970529 Email id: <a href="mailto:prashant.patil@npci.org.in">prashant.patil@npci.org.in</a></p>
12	Bid cost	Rs. 29,500/- (Rs. 25,000/- plus GST @18 %)
13	Bid Security	Rs. As per checklist clause#2 <b><u>in the form of BG ONLY</u></b>

- The bidder shall provide the evidence of the transfer / remittance proof of bid cost, **BG for EMD** vide a separate mail to the NPCI officials and shall provide the same in **Folder A** as well

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**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. As of 30th April 2024, the shareholders (including promoter banks, shareholder banks and RBI regulated entities) of the NPCI stands at 65 (11 Public Sector Banks, 18 Private Banks, 5 Foreign Banks, 10 Co-operative Banks, 6 Regional Rural Banks, 4 Small Finance Banks, 1 Payment Banks and 10 Payment System Operators).

The vision and mission of NPCI are as under:

Vision - To be the best payments network globally.

Mission - Touching every Indian with one or other payment services and to make our mission possible.

NPCI's aim is to transform India into a 'less-cash' society by touching every Indian with one or other payment services. With each passing year, NPCI is moving towards its vision to be the best payments network globally. NPCI, during its journey over decade, has made a significant impact on the retail payment systems in the country. It has introduced many innovative products dealing with money transactions through the digital eco-system. Today, it holds to its credit, products like UPI, NFS (RuPay), IMPS, AEPS, NETC, CTS, NACH, etc., which have transformed digital payment eco-system. As a result, NPCI and its product family is now being recognized as pioneers of modern edge digital payment eco-system, not only in India but globally as well.

Information Technology has been the backbone of NPCI journey. NPCI has thrived to adopt modern edge technologies in all domains thereby keeping pace with the ability to meet ever increasing demand for ease of doing transactions with adequate controls. Currently NPCI operates out of two captive DCs running from Hyderabad and Chennai and one co-located DC operating out of Chennai with active-active setup.

**2.2 Objective of this RFP**

NPCI has various business verticals to process variety of retail payments prevailing in India today. NPCI has implemented multiple strategic applications that are supporting country's banking & finance industry. NPCI has implemented state of the art security technologies and has a strong team managing the same. NPCI intends to further strengthen its Information Systems Security by engaging a managed security service partner for managing a world-class, state-of-the-art SOC along with the required processes for its applications and infrastructure including security device management.

**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.

The bidders shall pay the Bid Cost through the above-mentioned mode and the remittance proof shall be submitted to NPCI for the same. While transferring bid cost from their Bank account to NPCI bank account, the bidder shall mention the RFP number and RFP description in the transfer details, failing which the bid is liable to be rejected.

The bidder shall provide the evidence of the transfer / remittance proof of the bid cost vide a separate mail to the NPCI officials mentioned in **Section 1**.

**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

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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

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. Any query received after the last date for submission of pre-bid queries as given in Section-1 will not be considered, however, NPCI reserves the final right to decide.

**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.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Section 3 - Scope of Work**

**3.1 Scope of work:**

**A. SOC Monitoring**

- Bidder should monitor security logs to detect malicious or abnormal events and raise the alerts for any suspicious events that may lead to security breach in environment.
- 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.
- Bidder L2/L3 resources should have capability to perform detailed incident response for triggered alarms.
- Bidder should develop, update and maintain log baselines for all security related platforms that are required to be monitored. Bidder should also coordinate with different teams to implement and maintain the log baselines on all the systems.
- Bidder should be able to monitor and analyze both internal and external attacks. In addition to security attacks on IT infrastructure, Bidder should also monitor security events on business applications, databases and also identify network behavior anomalies including zero day attacks.
- Bidder should monitor, detect and coordinate with respective stakeholders for all the security incidents for all the security events.
- L2/L3 Engineers should have the ability to integrate all types of log sources with SIEM.
- 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.
- Bidder should maintain a knowledge base of alerts, incidents and mitigation steps. This knowledge base should be updated with evolving security events within and outside of NPCI and include mapping to ATT&CK techniques and threat actor profiles.
- Team should send customized alerts and advisories about the latest CVEs and latest threats getting exploited in the cyber world, to respective teams in NPCI. Bidder should also provide the latest threat advisories to NPCI on daily basis.
- Evidence for any security incident should be maintained in tamper-proof manner and should be made available for legal and regulatory purposes, as required.
- Bidder should add/delete/modify rules, reports and dashboards etc. on SIEM based on NPCI requirements and changing security threat landscape. Quarterly review and optimization of these elements should be mandated.
- Bidder should provide MIS reports to NPCI on daily, weekly and monthly basis. Reporting requirements will be finalized with the selected criteria. Bidder should also have the provision to provide reports on demand whenever required by NPCI. Additional metrics such as detection latency, false positive rate, and SOC coverage score should be included.
- Bidder team lead and project manager are responsible for managing the security monitoring team and ensuring satisfactory performance. Also, they would be responsible for day-to-day operations and handle technical and project escalations.
- 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. Metrics shall include mean time to detect/respond, automation impact, and analyst efficiency index. [MODIFIED]
- Project Lead should review reports, operating procedures, and administrative activities on a daily basis to identify quality issues.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

- Project Lead should submit periodic Quality Assurance reports to NPCI as per the reporting frequency designed.
- Bidder should ensure continuous training and best practice updates for onsite team from its backend resources. Training shall include updates from post-incident reviews and threat simulations.
- Bidder should provide a proactive solution for identified security gaps in different technologies used in NPCI.
- Bidder has to create and maintain RCAs for high and critical incidents. RCAs have to be made available to the auditor whenever needed. Recurring RCA trends must be identified and linked with detection tuning or control enhancements.
- On quarterly basis, Bidder should conduct table top or CTF events within the team to enhance the knowledge levels of L1/L2/L3 and deployed NPCI resources. Each event should include metrics for evaluation and lessons learned review.
- Bidder should participate and contribute in cybersecurity drills, tabletop exercises by the NPCI, regulators or any third party.
- 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. Automation effectiveness should be measured quarterly and tracked via automation KPIs.
- Bidder should perform quarterly SIEM rules and dashboards review and optimize the solution.
- Bidder shall monitor, detect, prevent and appropriately respond against any known and unknown security threats, outliers, bot identification etc.
- Bidder shall perform monthly gap analysis of current levels of logs enabled in OS, databases, web servers, business applications and devices and entire IT infrastructure & recommend and implement remedial actions.
- 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.
- Bidder shall perform digital forensic investigation on need basis with complete replay of attack including the ingress and egress of payload. Provide complete insight into threat vector and impact analysis with detailed RCA.
- Bidder has to reduce the false positives on the security incidents/events. False positive rate of the incidents has to be less than 5%.
- Bidder should create the trends on reoccurring incidents and has to provide the remedial actions/suggestions on the same to NPCI SOC Team. Trends must inform detection logic or playbook updates.
- Bidder shall be responsible to develop and maintain Standard Operating Procedures (SOP) and Create / Update & maintain all playbooks with respect to SOC day to day operations including but not limited to threat management, alert/incident management, reports & dashboards, forensics infrastructure maintenance, rules creation & fine tuning, install/upgrades, updates, asset Integration, Business Continuity data & configuration backup, restoration, archival, knowledge management, segregation of duties, change management, patch & version management, KPI and KRI to measure SOC performance etc. as per policies of the NPCI.
- All SOPs and playbooks shall be reviewed quarterly and optimized based on incident learnings, analyst feedback, and threat landscape changes.
- Monitor adherence and ensure compliance as per Cyber Security Framework circular instructions as per RBI guidelines, all preceding, existing & future circulars and guidelines related to information security and requirements in NPCI.

## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

- Bidder has to report and escalate the incidents as per the TAT defined by NPCI and follow new CERT-IN directive on incident reporting.
- Tracking and Alerting the required licenses, software description for all hardware and software components of devices and technologies in scope.
- Bidder should have strong knowledge to implement / improvise existing SOAR solutions and create playbooks for workflow automation. SOAR runbooks shall be measured for performance, coverage, and execution success rates.
- Bidder should have the capability to perform API-based integration with cloud-based platforms with existing SIEM solutions.
- Bidder should have the capability to operate and analyze NDR platform.
- Bidder should be able to manage multiple SIEM solutions which include open-source platforms.
- Bidder should have ability to integrate Kubernetes logs and deploy relevant use cases Bidder should optimize the use cases basis MITRE ATT&CK Framework
- The bidder should have capable resources to work on NPCI's SIEM existing platform.
- Bidder should provide appropriate training to deployed resources
- NPCI has right to access the technical competencies of deployed resource half yearly or yearly basis.
- Deployed resources should have knowledge of Packet capture analysis.
- Deployed resources shall create Saas based alarm on GCP/AWS.

### **B. Incident Response**

The bidder must perform incident response and containment actions in collaboration with internal teams, including isolation, IOC blocking, and patching as needed. An escalation matrix with defined SLAs must be followed for timely response. Continuous communication with stakeholders throughout the incident lifecycle is essential, along with coordination with external CERTs or regulatory bodies when applicable. Post-incident activities shall include detailed closure reports highlighting lessons learned and remediation plans, with all information documented in an audit-compliant manner.

#### **Other Requirements:**

- Bidder should conduct security trainings for NPCI nominated persons once in six months. The training program would cover mutually agreed agenda on the e-security products and technologies.
- Bidder should provide quarterly management briefing to NPCI's senior management team on benefits, security risks and global threats facing financial institutions. Include performance metrics and maturity scores.
- Bidder should provide relevant support for external and internal security audits that NPCI is subject to from time to time.
- Bidder should perform SOC Maturity assessment for multiple cycles in a year to improve the SOC maturity to CMM Level. Assessments shall be quantitative and use a defined scoring model.
- Bidder should support POCs or evaluation of new technologies or tools relevant to services within this purchase order from time to time.
- Bidder should prepare the SOC operations for compliance and certification to the standards of ISO 27001, ISO 20000, BS 25999 and PCI DSS.
- Project plan for delivering the services and resource ramp up required for project execution will be mutually decided by Bidder and NPCI. NPCI will approve all such plans and project execution should be carried out only based on the approval from NPCI.

## Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years

- Bidder will submit the detailed SLA compliance report on a quarterly basis. SLA report will be discussed with nominated personnel from NPCI and any breach of SLA will lead to service penalties.
- Apart from SLA reviews, NPCI may also conduct performance reviews at mutually agreed schedules, dates and locations and representatives from both NPCI and Bidder (above lead) should attend such performance review meetings.
- For any major or repeated failure of SLA or any deficiency in the service performance that causes or likely to cause significant impact to NPCI's operation or reputation, NPCI reserves the right to impose including cancellation of whole or part of the contract, irrespective of the any SLA penalty.
- Bidder should the parser for new applications or security devices that NPCI may install during the contract period.
- Bidder should provide inputs for coordinating with external agencies like CERT-IN, NCCC, NCIIPC and other OEMs to handle security incidents.
- The SOC will be 24x7x365 environment and personal resources should be able to work in shifts and flexible working hours to support the operations.
- NPCI reserves the right to interview all the personnel resources to be deployed on the project and reject if not found suitable for the project.
- NPCI reserves the right to audit the bidder throughout the contract period.
- At a later stage, also if any of the personnel resources are found unsuitable to perform duties or any of the personnel resources violates any of the NPCI guidelines, NPCI may seek removal of all such personnel resources and bidder has to replace that resource.

Resource requirement support- SOC Monitoring:

Resources	Monitoring	Incident Response	Count
L1	24*7	--	8
L2	24*7	24*7	5
L3	16*5	16*5	2

Technical/Service Specification:

The security device management service to be provided by Bidder should meet the following specifications. Bidder should provide compliance status and remarks for any deviations.

Sr. No	Requirement
1	Management of Products in scope for policies, configurations, availability, fault and capacity management during business hours
2	Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to NPCI on a regular basis
3	Reviews SLA's with OEM /product support and recommend measures to improve the service levels.
4	Maintain IP addressing schemes, routing information, routing tables for security device operations, device configuration backups
5	Provide recommendations for architecture enhancements/changes that can enhance the security posture
6	Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
7	Provide NPCI with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages
8	Coordinate delivery with all stake holders including help desks, network team, IT team, application team and all appropriate third parties, as necessary, for the management of products in asset scope
9	Maintain security product configuration, based on industry best practices and as requested, for the products within the Asset Scope

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

Sr. No	Requirement
10	Maintain complete documentation and architecture layout for all products with site deployment layout
11	Participate in technical and business planning sessions to establish security standards, architecture and project initiatives where the security products may impact or improvise the design
12	Provide infrastructure security planning & analysis, recommendations for installation and upgrade of products in scope
13	Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope
14	Bidder should analyze performance reports and formulate plan for capacity addition
15	Provide technical expertise/support for audits on the products in scope
16	Set up and manage admin and user accounts. Perform access control on need basis
17	Take the backup of product configuration files any time there is a change in device configuration
18	Review the backup configuration and business continuity procedures to be followed in the event of device failure
19	Submit the periodic reports on the backup status
20	Restore configuration in the event of product crash, corruption or other failure
21	Design and program manage new device implementations
22	Bidder should provide backend support to the onsite team from its own SOC. Such support at the minimum include Escalations from onsite team for specialist support on security product categories to resolve faults, configuration related issues Share best practices on product configuration standards & policies with onsite team
23	Firewall Rule base review to be done using provided tool and consecutively coordinating with application owner/team.

**Reporting:**

NPCI requires Bidder to provide relevant consolidated as well as individual reports of all activities performed by Bidder to the top management of NPCI.

The security reporting service to be provided by Bidder should meet the following specifications. Bidder should provide compliance status and remarks for any deviations.

Sr.No	Description
1.	Bidder should provide detailed MIS reports to NPCI on daily / weekly / monthly basis
2.	Bidder should provide quarterly update through a senior resource on activities, security posture of NPCI to key stakeholders

**Other Requirements:**

Sr.No	Description
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.
2.	Bidder should provide quarterly management briefing to NPCI's senior management team on benefits, security risks and global threats facing financial institutions.
3.	Bidder should provide relevant support for external and internal security audits that NPCI is subject to from time to time
4.	Bidder should support POCs or evaluation of new technologies or tools relevant to services within this Purchase Order from time to time



**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

Sr.No	Description
5.	Bidder should prepare the SOC operations for compliance and certification to the standards of ISO 27001, ISO 20000, BS 25999 and PCI DSS.
6.	Project plan for delivering these services and resource ramp up required for project execution will be mutually decided by Bidder & NPCI. NPCI will approve all such plans and project execution should be carried out only based on approval from NPCI. (For the purpose of abundant clarity of this clause, the term Project plan shall mean and include the Deliverables, SOW, SLA mentioned in this PO)
7.	All architecture design, report formats and implementation methodology mentioned in this Purchase Order should be in consultation with NPCI and should be approved before finalization.
8.	All personnel/resources to be deployed during the Term of this Purchase Order (Clause 4) will need to be approved by NPCI. NPCI reserves the right to reject any person and ask for suitable replacement.
9.	Bidder should provide background clearance certificate from reputed agencies for all personnel deployed at NPCI. NPCI may also carry out background checks on personnel deployed at NPCI by itself or any appointed agency, if required. Bidder should provide support as required for such background checks.
10.	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.
11.	Bidder will submit detailed SLA compliance report on a quarterly basis. SLA report will be discussed with nominated personnel from NPCI and any breach of SLA will lead to service penalties.
12.	Apart from SLA reviews, NPCI may also conduct performance reviews at mutually agreed schedules, dates and locations and representatives from both NPCI and Bidder should attend such performance review meetings
13.	For any major or repeated failure of SLA or any deficiency in the service performance that causes or is likely to cause significant impact to NPCI's operation or reputation, NPCI reserves the right to impose, including cancellation of whole or part of this PO, irrespective of any SLA penalty mentioned in the RFP.
14.	NPCI should be able to verify performance of each of the above services. Bidder should maintain evidence, logs or proof of such performance throughout this Term of this Purchase Order.
15.	NPCI reserves the right to audit Bidder either by itself or through any appointed entity. Bidder must provide full cooperation for audit of services in the scope of this Purchase Order.
16.	Service Transition: Bidder should provide smooth transition of services to another bidder or to NPCI as and when the current PO is terminated. This will include transfer of skills and operating processes and procedures. Bidder should maintain documented processes and procedures for all service delivery to ensure smooth internal or external transition.
17.	All documentation, service processes, data and methodologies developed by the resources deployed at NPCI and for the services delivered to NPCI will become the property of NPCI. NPCI will retain intellectual rights over such property.
18.	Restrictions: Bidder must provide professional, objective and impartial advice and at all times hold NPCI's interest paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.  Bidder shall deliver the Deliverables in the best interest of NPCI and shall ensure that the same are not in conflict with any prior obligations / arrangements with NPCI.

The scope of the MSS requirement given above is only indicative minimum list and is not deemed to be comprehensive/complete.

Skill Set of Resources:

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Monitoring- SOC**

<p><b>L1</b> (Security Analyst)</p>	<ul style="list-style-type: none"> <li>• Monitor Console &amp; Dashboards and create the incidents on the alerts reported by SIEM.</li> <li>• Provide first level of response to the reported security incidents.</li> <li>• Perform initial analysis for known and unknown security events and provide the appropriate recommendations or escalation for closure.</li> <li>• Monitor &amp; Reporting of system components health and take necessary action in case of any observed issue.</li> <li>• Provide notification and communication with Incident management and respective application team upon threat detection.</li> <li>• Incident closure coordination and follow up with respective team for resolution.</li> <li>• Monitoring and coordination of SOC standard activities like backup, patching, basic installation of agents (if applicable) etc.</li> <li>• Daily report preparation on number of incidents detected, closed, in progress, open security incidents.</li> <li>• Maintain post incident documentation about all the actions taken, root cause, controls implemented.</li> <li>• Maintain the escalation matrix in timely manner.</li> <li>• Monitor the critical devices which are not sending logs to SIEM.</li> <li>• Provide proper handover to the coming shift engineers.</li> <li>• Publish security advisories received from multiple sources to the respective stake holders.</li> </ul>
<p><b>L2</b> (Sr. Security Analyst)</p>	<ul style="list-style-type: none"> <li>• Perform analysis on the reported incidents, determine the root cause, recommend the appropriate solution.</li> <li>• Monitor and review the L1 activities.</li> <li>• Should provide real time situational awareness to internal stakeholders.</li> <li>• Use and apply learnings from incident and provide recommendation for standardizing the application, network, DB, server etc. configurations</li> <li>• Develop and implement processes for interfacing with operational teams and other supporting teams</li> <li>• Triage incidents based on an agreed threat matrix</li> <li>• SOPs has to be created and maintained for day to day work.</li> <li>• Ensure the integration is intact among the integrated assets</li> <li>• Design, create and customize the dashboards as per threat landscape.</li> <li>• Ensure the necessary SOC documents like operating procedures, configuration management, Low Level Design etc. are up to date with the changes made in their respective areas.</li> <li>• Strong Knowledge on Windows events, Linux logs is must and also person should have the hands-on knowledge log analysis.</li> <li>• Requires good understanding on Web Application, APT, Malware attacks.</li> <li>• Knowledge in integrating various log sources with SIEM.</li> <li>• Good knowledge on open source security tools such as ELK.</li> <li>• Perform analysis of network packet captures, DNS, proxy, NetFlow, EDR, IPS/IDS, Firewalls, AD, VA and application logs, as well as logs from various types of security sensors uncovering the unknown about internet threats and threat actors.</li> <li>• Knowledge on Python to automate work flows using SOAR.</li> <li>• Knowledge to analyze packet captures</li> </ul>
<p><b>L3</b> (Technical Lead)</p>	<ul style="list-style-type: none"> <li>• Review of L1 &amp; L2 activities on regular basis and automate all mundane tasks.</li> <li>• Perform threat modelling of the NPCI assets and accordingly define the necessary use cases to detect all kinds of threats, accuracy of detection, reduce false positives and content development.</li> </ul>

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

	<ul style="list-style-type: none"> <li>• Improve threat hunting capabilities of the technology</li> <li>• Perform threat management, threat modelling, identify threat vectors and develop use cases for security monitoring</li> <li>• Should follow the SLA defined by NPCI strictly by managing L1/L2 Team.</li> <li>• Optimization of response time to fetch data, logs in advanced queries, reports, dashboards etc.</li> <li>• Deep Knowledge on Windows events, Linux logs is must and also person should have the good hands-on knowledge log analysis.</li> <li>• Ensure logs ingestion from various log sources, automation of incident, vulnerability etc. remediation through SOAR</li> <li>• Threat Intel feed analysis, provide appropriate recommendations, define use cases to detect the threats according to the information provided in Threat intel.</li> <li>• SOPs has to be reviewed properly on regular basis. Have to maintain the change management of the SOPs.</li> <li>• Close the vulnerabilities, apply security &amp; enhancement patches, upgrade versions.</li> <li>• Experience with responding to security events and developing incident response plans. Ability to improve effectiveness in incident response practices.</li> <li>• Ensure DC &amp; DR setups are in sync on real-time basis in every manner.</li> <li>• Participate in DR, Cyber Drills, tabletop drills etc.</li> <li>• Provide management report on regular basis on SOC metrics.</li> <li>• Provide necessary support during the Forensics investigation and threat hunting</li> <li>• Perform continuous assessment of respective solution maturity against global standards and fine tune the configuration parameters, technical policies, rules, algorithms accordingly.</li> <li>• Prepare road map for product maturity and enhancements plan and ensure the recommended featured deliver within the agreed times.</li> <li>• Provide on the job training to the NPCI SOC team.</li> <li>• Person should be able to manage all the escalations coming for L1/L2/NPCI Team.</li> <li>• Make presentations on the current technology capabilities, use cases, automation done etc. and current and future enhancements / roadmap etc.</li> </ul>
--	--

**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 section mentioned below for L1, L2 L3 (Monitoring/Incident responder /Management). NPCI reserves the right to conduct interviews of the proposed during or after on-board of resources.

### **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.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Section 4 - Eligibility Criteria**

**4.1 Eligibility Criteria**

The Eligibility Criteria are furnished below:

Sr. No	Eligibility Criteria	MSME	Other than MSME
1	Registration and incorporation	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since <b>last 3 years</b>.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 2 years</b> as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 2 years</b> as on the date of submission of bid.</p>	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act <b>at least since last 5 years</b>.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 5 years</b> as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 5 years</b> as on the date of submission of bid.</p>
2	Turnover & profitability	<p>The bidder should have reported a minimum annual turnover of <b>Rs. 20 Crores in each of the last 3</b> financial years and should have reported profits (profit after tax) as per audited financial statements in <u>at least 2 out of the last 3</u> financial years (FY 2021-22, 2022-23, 2023-24).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</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</p>	<p>The bidder should have reported a minimum annual turnover of <b>Rs. 50 Crores</b> in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in <u>each of the last 3 financial years</u> (FY 2021-22, 2022-23, 2023-24).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</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</p>

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

		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.	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.
3	Governance - Statutory obligations	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.
4	Blacklisting	Neither the OEM (if applicable) nor the bidder should have been currently blacklisted by any Bank or institution in India or abroad	Neither the OEM (if applicable) nor the bidder should have been currently blacklisted by any Bank or institution in India or abroad
5	Bid cost	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission.	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission.
6	Bid earnest money (EMD)	The Bidder has submitted <b>BG</b> along with the bid submission required EMD as mentioned in the RFP.	The Bidder has submitted <b>BG</b> along with the bid submission required EMD as mentioned in the RFP.
7	Legal cases	Open Legal cases (related to any regulatory breach or IP infringement) as per last court order, declaration to be submitted by legal counsel of the bidder	Open Legal cases (related to any regulatory breach or IP infringement) as per last court order, declaration to be submitted by legal counsel of the bidder
8	Relevant Experience	Relevant Experience in handling SOC in BFSI industry (at least 2 similar customer references in India)	Relevant Experience in handling SOC in BFSI industry (at least 2 similar customer references in India)

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Section 5 - Instruction to Bidders**

**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 Folder A, B and C.

**5.4 Clarifications of Bidding Documents**

A prospective Bidder requiring any clarification of the bidding Documents may notify NPCI in writing through email any time prior to the deadline for receiving such queries as mentioned in Section 1. The subject of the email for pre-bid queries should be titled “**Pre-bid queries - Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 8<sup>th</sup> July 2025**”.

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 will be received and will be uploaded on NPCI website. Any modification to the bidding documents which may become necessary shall be made by NPCI by issuing an Addendum.

**Please note that the responses to the pre-bid queries would become part of this RFP document.**

**5.5 Amendment of Bidding Documents**

1. 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.
2. 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.
3. 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.
4. From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

**5.6 Earnest Money Deposit (EMD)**

The Bidder is required to send EMD only in the form of Bank Guarantee for the amount as defined in Checklist of this RFP 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 six months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format provided in Annexure A2. No interest will be paid on the EMD.

The bidders shall pay EMD in the form of Bank Guarantee. The bidder shall clearly mention the RFP number and RFP description on the Bank Guarantee document as wells as on Folder, failing which the bid is liable to be rejected.

## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

The bidder shall also submit the evidence of the transfer proof of EMD with details of the BG and consequent dates, bank name in **Folder A** while submitting their bid.

### **5.7 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.

### **5.8 Forfeiture of EMD**

The EMD made by the bidder will be forfeited if:

1. Bidder withdraws its bid before opening of the bids.
2. Bidder withdraws its bid after opening of the bids but before Notification of Award.
3. Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
4. Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
5. 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.
6. 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.

### **5.9 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.

### **5.10 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.

### **5.11 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.**

### **5.12 Signing of Bid**

The Bid shall be signed by a person or persons 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 G) or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

### **5.13 Bidding process**

The Bid shall be prepared in 3 different folders i.e Folder A, Folder B and Folder C.

Each of the 3 folders shall be put into Folder marked as **“Request for Proposal for engaging a Managed Security Service partner”**.

## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

In light of the lock imposed due to the COVID-19 pandemic, bids should be submitted through **email**. Folder A (Eligibility) & Folder B (Technical) and Folder C (Commercial) to the following email ids:

- [adison.machado@npci.org.in](mailto:adison.machado@npci.org.in)
- [vishal.shetake@npci.org.in](mailto:vishal.shetake@npci.org.in)
- [prashant.patil@npci.org.in](mailto:prashant.patil@npci.org.in)

Folder C: Commercial bid **should be password protected**.

The password to Commercial bid needs to be shared only upon notification of technical qualification. Email with further instructions will be sent to the technically qualified bidders

### **5.14 Contents of the 3 Folders**

#### **Folder A - Eligibility Bid**

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

- 1 Bidder's Letter for Bid Cost paid with details of payment made.
- 2 Original Bank Guarantee for the EMD amount as mentioned in this RFP. Bidder to also submit **Annexure A1** - Bidder's Letter for EMD (Bid Earnest Money in the form of Bank Guarantee - format provided in **Annexure A2**) (**EMD should be submitted only in the form of BG**).
- 3 Bid Offer form (without price) - **Annexure B**
- 4 Bidder Information - **Annexure C**
- 5 Declaration of Clean Track Record by Bidder - **Annexure D**
- 6 Declaration of Clean Track Record by OEM - **Annexure D**
- 7 Declaration of Acceptance of Terms and Conditions - **Annexure E**
- 8 Declaration of Acceptance of Scope of Work - **Annexure F**
- 9 Power of Attorney for signing of bid - **Annexure G**
- 10 Eligibility Criteria Matrix - **Annexure H**
- 11 Audited Balance Sheet and Profit and Loss Statements, Auditors Reports & Notes to accounts for last 3 years.
- 12 Declaration of having no continuing statutory default.
- 13 Declaration by bidder of not getting associated with the distribution channel once in any other capacity once he is eligible for price discussion.
- 14 CA Certificate that the total turnover has never crossed Rs. 100 Cr since incorporation / registration (if more than 3 years) (only in case of Start-ups)
- 15 RFP document duly sealed and signed by the authorized signatory on each page.
- 16 All necessary supporting documents as per Annexures

#### **Folder B - Technical Bid**

The following documents shall be inserted inside Folder B:

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

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

#### **Folder C - Commercial Bid (should be password encrypted)**

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

### **5.15 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.



## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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.

### **5.16 Bid Currency**

All prices shall be expressed in Indian Rupees only.

### **5.17 Bid Language**

The bid shall be in English Language.

### **5.18 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.
- 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) No bid shall be rejected at the time of bid opening, except for late bids and those that do not conform to bidding terms.

### **5.19 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.

### **5.20 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.

### **5.21 Late Bid**

Bids received after the scheduled time will not be accepted by the NPCI. NPCI will not be responsible for any delay. NPCI reserves the right to take final call for such cases.

### **5.22 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.

### **5.23 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.

### **5.24 RFP Abandonment**

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

### **5.25 Bid Evaluation Process**

The Bid Evaluation will be carried out in 2 stages:

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

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Stage 2 -Folder '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.

**5.26 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.

**5.27 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.

**5.28 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.

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**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. Folder 'A' and Technical Bid i.e. Folder 'B' will be opened.

Stage 2 - Commercial bids i.e. Folder '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 Eligibility bids (Folder 'A') and Technical bid (Folder 'B') on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.

**6.3 Opening of Envelope/Folder C - Commercial Bids**

Bidder to submit their best price. Commercial bids will be opened for Reverse Auction or Price discussion(PDC) 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).

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**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:**

**Technical Scoring Matrix:**

TECHNICAL SCORING MATRIX		
Sr. No	Description	Score
<b>Technical Evaluation Part - A</b>		
1	Technical Requirements compliance a. Document for capabilities (separate questionnaire for eligible bidders) b. Quality of resources resumes to be shared with NPCI, [higher weightage for certified (CCNA-Security, CEH, ITIL, GCIH, GCIA, SANS SEC511, CompTIA CySA+, CEIH, OSCP, CISSP, CISA, CPT etc.) resources].	
2	Clarity of requirements specified in RFP	
<b>RFP Presentation Part - B (Bidder Evaluation Matrix)</b>		
1	Customer BFSI reference in India Size of the deployment in terms of Resources	
2	Local support centers to provide onsite support	
<b>Proposed Solution Part - C</b>		
1	Bidder credentials, Experience and past performance on similar contracts.	
2	Comprehensiveness of the documents & Project Management Plan	
3	Clarity & thought of project delivery	
<b>RFP Presentation Part - D</b>		
1	RFP presentation	

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

2	Q and A	
	<b>Total Score of Part - A, B, C and D</b>	<b>100</b>

**Scoring Matrix:** Bidders scoring a minimum of 80 marks would be eligible for the commercial bid opening.

**Note:** Above technical matrix is indicative only. NPCI reserves the right to change the matrix to suit the requirement.

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 OR Price discussion mechanism or both if so opted by NPCI management. NPCI will inform the method of price negotiation to technically qualified bidders.

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 as per Clause 7.4 will be declared as the successful bidder.

In case such Successful Bidder fails to start performing the work required under the Purchase order/Contract, NPCI reserves the right to cancel the Purchase Order/ Contract and de-bar such bidder from participating in future RFPs/ enquiries, if though fit so to do by NPCI. NPCI decision in this respect shall be final and binding on the bidders.

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.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Section 8 - Terms and Conditions**

**8.1 Notification of Award / Purchase Order**

After selection of the L1 bidder, as given in Clause # 7.5, 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 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.

**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).
- If the invoice raised in any financial year is not settled on or before 30th September of the next financial year, the bidder would be liable to provide a fresh invoice or will accept payment without reimbursement of the GST portion related to such invoice.
- All taxes, if any, shall be deducted at source as per the prevailing rate at the time of release of payments. In case the successful bidder is eligible for "No deduction" or "Lower rate for deduction" of applicable tax at source than the rate prescribed by the Income Tax Act then, the successful bidder shall submit the necessary certificate issued by competent Income Tax authority valid for the period pertaining to the payment. The successful bidder shall meet the requirements of the extant GST legislations.
- If NPCI requests, the successful bidder shall confirm to NPCI in writing that the GST amount charged in invoice is declared in its GSTR-1 and GSTR-3B and payment of GST and other requisite taxes in relation to the invoice has been made. NPCI, in its sole discretion, may decide in consultation with the successful bidder that the invoice will be paid in two batches (i) Base Amount (ii) Tax Amount. NPCI, in its sole discretion, may decide that tax Amount will be paid only after the successful bidder provides sufficient proof that the GST amount charged in invoice is declared in its GSTR-1 and GSTR-3B and payment of requisite taxes has been made.
- 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

## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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.

- 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.

### **8.6 Invoicing Requirements:**

- Invoice/debit note/credit note needs to be issued within 30 days from the date of provision of Deliverables or completion of Services. from time to time.
- The Successful bidder invoices/debit note/credit note should be received by NPCI within 2 weeks from the date of issue of invoice.
- The Successful bidder has the obligation to raise invoices/debit note/credit note basis the correct addresses and registration number of the relevant NPCI branch as listed in the Purchase Order

### **8.7 Timely Provision of Invoices/ Debit Note/ Credit Note:**

All necessary invoices and/or adjustment entries to an invoice (Credit Note, Purchase Returns, and Debit Notes) shall be submitted to NPCI by the Successful bidder before September of the succeeding financial year.

### **8.8 Key Deliverables:**

Please refer to the scope of work as mentioned in Section # 3

### **8.9 Delivery Address:**

Mumbai, Chennai and Hyderabad

### **8.10 Delivery schedule**

The successful bidder shall commence the services of within 6 weeks from the date of receipt of the Purchase Order (The commencement of services will be considered on at least 70% of the resources are onboarded. Remaining resources to be onboarded within 8 Weeks from date of receipt of PO).

### **8.11 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 or deliverables are dead on arrival as per the above delivery schedule, 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% of the undelivered value of the Order, without prejudice to any other right or remedy available under the Purchase Order.
- 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.
- If the bidder delivers with High priority defects, NPCI shall impose a penalty from certain percentage of the total value of the purchase order as decided from time-to-time.
- 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

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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

Area	Expected Output	SLA	Penalty SLA
Content development and Creation of use cases	<p>(i) Content development New parsers should be created for non-supported assets in SIEM.</p> <p>(ii) Creation of use cases Looking at the newly evolved Cyber Threats and attack tactics, Bidder should modify and develop new use cases relevant to NPCI environment basis on the events generated by different security technologies, servers/endpoints etc.</p>	<p>1. For any unparsed event, parser creation should be done in SIEM within 1 week.</p> <p>2. Absence of use case to detect any kind of critical/high/medium security event.</p>	<p>1. For parser creation, delay in committed time for the assigned task shall incur a penalty of INR 10,000 for each default day post.</p> <p>2. For any missed use case relevant to the security event the penalty would be: For Critical and High- 1% of overall quarterly SOC operation charges per incident. For Medium- .75% of overall quarterly SOC operation charges per incident.</p>
Integration of assets with SIEM and Event Monitoring	<p>(i) Asset Integration with SIEM Assets supposed to be integrated with SIEM with approval from NPCI SOC Team in coordination with all relevant support team and logs are getting generated in SIEM for these assets.</p> <p>(ii) Event monitoring and devices not reporting 24X7 monitoring for the added assets in SIEM and 24X7 response in case of assets are offline and /or not generating logs.</p> <p>Bidder is expected to coordinate with relevant stakeholders and publish regular reports for devices not reporting to SOC.</p>	<p>SLA for Asset Integration Completion of asset integration supposed to be within 3 working days.</p> <p>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.</p>	<p>Penalty for Asset Integration violation of SLA Delay in committed days shall incur a penalty of INR 5000 for per asset per day.</p> <p>Penalty for Event monitoring and device not reporting violation of SLA Response SLA for P1: penalty 0.50% of the Quarterly fee Cost for each 15 minutes delay up to 2 hours, beyond 2 hours penalty would be 1% of the Quarterly fee Cost for each 10 minutes delay.</p> <p>Response SLA for P2: penalty .25% of the Quarterly fee Cost for each 15 minutes delay up to 2 hours, beyond 2 hours penalty would be 0.5% of the Quarterly fee Cost for each 10 minutes delay.</p>
Incident Management	<p>Coordinated rapid response to any security incident with internal teams as per criticality till closure of the incidents.</p> <p>Contain attack, restore services for all the identified attacks.</p> <p>Detailed Root cause analysis and trend Report.</p> <p>Help internal team for evidence collection and retention for legal and regulatory purpose. Log retention and repository of</p>	<p>The timelines required for resolution of critical, High and Medium priority mentioned below:</p> <ul style="list-style-type: none"> <li>Disaster or Critical incidents within 15 minutes of the incident identification. Update should be provided every 15 minutes till the closure of the incident</li> <li>High priority incidents within 30 minutes of the event identification.</li> </ul>	<p>Penalty:</p> <ul style="list-style-type: none"> <li>Any violation in meeting the SLA requirements which leads to Critical incident, NPCI shall impose a penalty 1% of the Quarterly fee Cost for each 30 minutes delay up to 2 hours, beyond 2 hours penalty would be 2% of the Quarterly fee Cost for each 20 minutes delay.</li> <li>Any violation in meeting the SLA requirement which leads to High, Medium incident, NPCI shall impose a penalty of</li> </ul>



**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

	incident knowledge base.	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.	.5% of the Quarterly Maintenance Cost for each 45 minutes delay up to 3 hours, beyond 3 hours penalty would be 1% of the overall Quarterly Maintenance Cost for each 30 minutes delay.
Reports	<p>Timely submission of daily, weekly and monthly reports</p> <p>Multiple types of reports, an indicative list is given below:- Daily reports ,reconciliation, unauthorized database admin access, referrer log brand misuse reports, anti- virus policy non-compliance, unauthorized service provider access, privilege misuse/escalation Weekly reports including persistent top attackers, attacks, attack targets, trend analysis Monthly MIS reports, executive representation for top management, trend analysis Reports as defined by NPCI from time to time.</p> <p>Also System integrator is expected to conduct review meet monthly with detailed report covering SOC SLAs, status of operations, key threats and new threats identified, issues and challenges etc.</p>	<p>Daily Reports: By 12:00 PM</p> <p>Weekly Reports: By 10:00 AM : Monday</p> <p>Monthly Reports: By 5th of each month</p>	<p>Delay in reporting for daily report for more than 6 hours shall incur a penalty of INR 10000 for each default Delay in reporting.</p> <p>For delay in more than 3 days for weekly reports shall incur penalty of INR 15000 for each default Delay in reporting.</p> <p>For delay in more than 7 days for monthly reports shall incur penalty of INR 20000 for each default</p>
Threat Intelligence Services	Security Advisories should be shared with SOC for new global threats & vulnerabilities disclosures. Ensure proper action on advisories as per the defined SOC SOP.	Critical Advisories should be published within 8 hours of new global threats & vulnerabilities disclosures.	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.
Threat hunting	Proactively uses NPCI solutions to hunt for attackers and APT groups existing in the network.	Bidder should perform threat Hunting on basis of Hypothesis not merely based on IOCs. Monthly, minimum 3 threat hunts should be executed, if not done, should be duly signed off by SOC management team.	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 for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

Forensic Investigation	Assistance in forensic investigation for any device/application/process laid out in NPCI	Request should be responded within 48 hours	NPCI shall impose a penalty 0.5% of the Quarterly fee Cost beyond 48 hours delay.
Architecture and solution planning, reviewing & designing (as required from time to time)	Plan & review placement of servers in the network segments Plan & review Device segmentation Plan & review authentication schemes Plan & review integration with other security components Oversight for new device implementation	Completion of activities within mutually agreed upon timelines	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.
Policy & user Management	Risk Analysis and policy design, Rollback plans  Configuration of polices  Document policy change  Policy optimization for all the Devices  Audit policy for exceptions  Set up and manage admin and user accounts as per policies of NPCI  Interact with network team for managing escalations with NOC	Emergency Changes:  Acknowledgement of change request: 30 min Implementation of change requests :30 mins  Routine/Scheduled Changes:  Acknowledgement of change requests: 4 hours  Implementation of change requests: 4 hours:  For any changes Time window mentioned above is exclusive of each other	Penalty applicable for below SLA violations post CMC approval: Emergency changes acknowledge: NPCI shall impose a penalty 1 % of the Quarterly fee Cost beyond 3 instances per quarter.  Emergency changes Implementation:  Shall impose a penalty 1 % of the Quarterly fee Cost beyond 3 instances per quarter.  Routine changes acknowledge: NPCI shall impose a penalty 0.5 % of the Quarterly fee Cost beyond 3 instances per quarter.  Routine changes Implementation:  Shall impose a penalty 0.5 % of the Quarterly fee Cost beyond 3 instances per quarter.
Availability and Configuration Management	Monitor the availability of devices  Backup & restoration of configuration  Periodic review the backup configuration and business continuity procedures to be	Uptime % calculated on monthly basis for each solution.  In case of any issue caused due to SI, then SI should ensure that replacement devices are made available to meet the SLAs.	Penalty will be charged from quarterly fee if the uptime of the devices are not met as following  99.99% and above NA  98% to 99.98% 0.25 %  95% to 97.99% 0.5%

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

	<p>followed in the event of Device failure</p> <p>Root cause analysis for failure/ downtime of security devices</p> <p>Maintain IP addressing schemes, routing information, other parameters, for the Device operations</p> <p>Detailed analysis of miss-configurations, OS/application failures</p> <p>Comply with NPCI policies &amp; regulations applicable to NPCI</p> <p>Tracking the SLA with product Bidder or reseller, maintenance contract, required license, software subscription for all hardware &amp; software components of Devices.</p> <p>Bidder to deploy open source uptime monitoring tools for monitoring of the availability of security devices and application that Bidder manages.</p>	<p>Periodic Backup as per NPCI's policy</p> <p>Backup before and after implementation of any change</p> <p>Quarterly report on maintenance contract &amp; software subscription</p>	<p>90% to 94.99% 1 %</p> <p>Less than 90% 2 %</p> <p>All the above will be deducted from quarterly fees.</p>
Fault Management	<p>Open a case with device supplier in the event of hardware component or system failure or bugs</p> <p>Co-ordinate with device supplier/OEM for solution</p> <p>Review the device supplier/OEM SLA for recommending measures to improve the service levels</p> <p>Track AMC renewal dates</p> <p>Root cause analysis for any failures / downtimes</p>	<p>Open a ticket within 30 minutes of problem identification</p> <p>Status update every 4 hours to NPCI officials</p>	<p>NPCI shall impose a penalty 1 % of the Quarterly Fee Cost for each instances per quarter.</p>
Device migration/up date	<p>Prepare and review capacity plans for security devices and recommend upgrades as required.</p> <p>Provide security infrastructure analysis, recommendations for installation and upgrade</p>	<p>Quarterly analysis report as per NPCI's specified format</p> <p>Version upgrades within 3 months from release of new version or as specified by NPCI officials</p>	<p>Delay in performing migration/Update activity by more than 7 calendar days from the specified timelines shall incur a penalty of 1% of Quarterly fee</p>

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

	Prepare specifications, architecture and detailed plan for migration/upgrade 5. Test migration/upgrade plan in staging environment		
--	---	--	--

**8.16 Prices**

Price shall remain fixed for a period of 3 years from the date of issuance of 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.

**8.17 Repeat Order:**

NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the deliverables included in the Solution at the agreed unit rate for individual categories of purchase order during the period of 3 years from the date of award / 1st Purchase Order.

**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.

**8.20 Migration activities for change of location:**

In case NPCI wishes to, adequate support will be made available by the bidder by arranging field engineer for the purpose of dismantling of /software/service 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 has to be deployed as per the requirements. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither affected nor dislocated during the shifting process.

**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 terms of this clause shall continue in full force and effect for a period of five (5) years from the date of disclosure of such Confidential Information.

In the event of termination of this PO, upon written request of the NPCI, 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.

**8.22 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

## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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.

### **8.23 Liability**

**NPCI's Liability:** The maximum aggregate liability of NPCI to Bidder for claims, damages, losses, costs, actions and other proceedings arising out of or in connection with this RFP/ Purchase Order, regardless of whether made in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise, shall be limited to any Fees that is due and payable to the Bidder.

**Bidder's Liability:** 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.

### **8.24 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.

### **8.25 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" 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 bidder. The reverse transition mechanism would facilitate an orderly transfer of services to NPCI or to an alternative 3rd party / bidder nominated by NPCI. Where NPCI elects to transfer the responsibility for service delivery to a number of bidders, NPCI will nominate a bidder 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.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**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 bidders as would be required

**8.26 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.

**8.27 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.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**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.

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).

**8.29 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 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.
- 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 or 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.

**8.30 Force Majeure**

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 herein 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.

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

## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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

### **8.31 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
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.

### **8.32 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.

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, 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



## **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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 and NPCI will give notice of any such claim or demand of liability within reasonable time to the Bidder.

### **8.33 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.

### **8.34 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.

### **8.35 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.

### **8.36 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 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.

### **8.37 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.

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**8.38 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.

**8.39 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.

**8.40 Governing Language**

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

**8.41 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)

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Section 9 - Technical Skill Set**

L1(Security Analyst)	<ul style="list-style-type: none"> <li>• Monitor Console &amp; Dashboards and provide first level response to the reported security incidents.</li> <li>• Perform initial analysis for known issues and provide the appropriate recommendations for closure.</li> <li>• Monitor &amp; Reporting of system components health and take necessary action in case of any observed issue.</li> <li>• Provide notification and communication with Incident management and respective application team upon threat detection.</li> <li>• Incident closure coordination and follow up with respective resolution team.</li> <li>• Monitoring and coordination of SOC standard activities like backup, patching, basic installation of agents (if applicable) etc.</li> <li>• Daily report preparation on number of incidents detected, closed, in progresses, open security issues</li> <li>• Maintain post incident documentation about all the actions taken, root cause, controls implemented.</li> </ul>
L2 (Sr. Security Analyst)	<ul style="list-style-type: none"> <li>• Perform analysis on the reported incidents, determine the root cause, recommend the appropriate solution.</li> <li>• Monitor and review the L1 activities</li> <li>• Should provide real time situational awareness to internal stakeholders.</li> <li>• Use and apply learnings from incident and provide recommendation for standardizing the application, network, DB, server etc. configurations</li> <li>• Develop and implement processes for interfacing with operational teams and other supporting teams</li> <li>• Triage incidents based on an agreed threat matrix</li> <li>• Ensure the integration is intact among the integrated assets</li> <li>• Design, create and customize the dashboards as per threat landscape.</li> <li>• ensure the necessary SOC documents like operating procedures, configuration management, Low Level Design etc are up to date with the changes made in their respective areas.</li> <li>• Requires good understanding on Web Application, APT, Malware attacks.</li> <li>• Knowledge in integrating various log sources with SIEM.</li> <li>• Basic knowledge on open source security tools such ELK.</li> <li>• Perform analysis of network packet captures, DNS, proxy, NetFlow, EDR, IPS/IDS, Firewalls, AD, VA and application logs, as well as logs from various types of security sensors uncovering the unknown about internet threats and threat actors.</li> </ul>
L3(Technical Lead)	<ul style="list-style-type: none"> <li>• Review of L1 &amp; L2 activities on regular basis and automate all mundane tasks.</li> <li>• Perform threat modelling of the NPCI assets and accordingly define the necessary use cases to detect all kinds of threats, accuracy of detection, reduce false positives and content development.</li> <li>• Improve threat hunting capabilities of the technology</li> <li>• Optimization of response time to fetch data, logs in advanced queries, reports, dashboards etc.</li> <li>• Ensure logs ingestion from various log sources, automation of incident, vulnerability etc. remediation through SOAR</li> <li>• Threat Intel feed analysis, provide appropriate recommendations, define use cases to detect the threats according to the information provided in Threat intel</li> <li>• Close the vulnerabilities, apply security &amp; enhancement patches, upgrade versions.</li> <li>• Ensure DC &amp; DR setups are in sync on real-time basis in every manner.</li> <li>• Participate in DR, cyber, tabletop drills etc.</li> <li>• Provide management report on regular basis on SOC metrics.</li> <li>• Provide necessary support during the Forensics investigation and threat hunting</li> </ul>

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

	<ul style="list-style-type: none"><li>• Perform continuous assessment of respective solution maturity against global standards and fine tune the configuration parameters, technical policies, rules, algorithms accordingly.</li><li>• Prepare road map for product maturity and enhancements plan and ensure the recommended featured deliver within the agreed times.</li><li>• Provide on the job training to the NPCI SOC team.</li><li>• Make presentations on the current technology capabilities, use cases, automation done etc. and current and future enhancements / roadmap etc.</li></ul>
--	--

**Resource requirement support:**

Resources	Monitoring	Incident Response
L1	24*7	24*7
L2	24*7	24*7
L3	16*5	16*5

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**Section 10 - Documents forms to be put in Folder 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: Request for proposal for engaging a Managed Security Services provider for SOC for the  
period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**

We have enclosed an EMD in the form of a BG No. \_\_\_\_ issued by the branch of the \_\_\_\_\_ Bank,  
for the sum of Rs. \_\_\_\_ (Rupees \_\_\_\_). This EMD is as required by clause 5.6 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:

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**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]

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**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}

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**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: Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025.**

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, responses to the pre-bid queries 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 / pre-bid responses to the RFP document.

Addendum No. / Corrigendum No/Pre-bid responses	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.



**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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.

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith BG bearing no. \_\_\_\_\_ dated \_\_\_\_\_ valid for \_\_\_\_ days for an amount of Rs. \_\_\_\_\_ only payable at Mumbai.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**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	Permanent Account Number (PAN)			
6	Valid Goods & Services Tax (GST) Registration Numbers			
7	City			
8	State			
9	Pin Code / State Code			
10	GSTIN Number			
11	HSN Number			
12	Name & Designation of the contact person to whom all references shall be made regarding this tender			
13	Telephone No. (Cell # and Landline # with STD Code)			
14	E-Mail of the contact person:			
15	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
19	Year	2021-22	2022-23	2023-24
20	Net worth			
21	Turn Over			
22	PAT			

Dated this..... Day of.....2025

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**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 **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**. I hereby declare that my company has not currently been debarred/blacklisted by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am a 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:

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**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 - **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**. 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:

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**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 (including the scope of work mentioned in responses to pre-bid queries/Corrigendum/Corrigenda) contained in the RFP- **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**. 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:

**Request for proposal for engaging a Managed Security Services provider for SOC for  
the period of 3 years**

**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 \_\_\_\_\_ in response to the **Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025** 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 \_\_\_\_\_ 2025.  
For \_\_\_\_\_.

**(Signature)**

(Name Designation and Address)

**Accepted**

**(Signature)**  
(Name Designation)  
Date:  
Business Address:

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

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

Sr. No.	MSME	Other than MSME	Compliance Yes/No	Documentary proof to be attached
1.	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since <b>last 3 years</b>.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 2 years</b> as on date of submission of the bid.</p> <p>a) b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 2 years</b> as on the date of submission of bid.</p>	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act <b>at least since last 5 years</b>.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 5 years</b> as on date of submission of the bid.</p> <p>a) b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 5 years</b> as on the date of submission of bid.</p>		<p>1. Certificate of incorporation</p> <p>2. MSME registration certificate (if applicable)</p>

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

2.	<p>The bidder should have reported a minimum annual turnover of <b>Rs. 20 Crores in each of the last 3</b> financial years and should have reported profits (profit after tax) as per audited financial statements in <u>at least 2 out</u> of the last 3 financial years (FY 2021-22, 2022-23, 2023-24).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</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 a minimum annual turnover of <b>Rs. 50 Crores</b> in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in <u>each of the last 3 financial years</u> (FY 2021-22, 2022-23, 2023-24).</p> <p>In case audited financial statements for most recent financial year are not ready, then management certified financial statement shall be considered.</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>Standalone financial <b>audited</b> financial statements</p> <ol style="list-style-type: none"> <li>1. Balance sheets</li> <li>2. Profit/ loss statement</li> <li>3. Signed Statutory Auditor's Report</li> <li>4. Notes to Accounts and Schedules forming part of accounts to be submitted.</li> </ol>
----	---	---	--	--



**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

3	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.		Self-declaration to be provided by Bidder
4	Neither the OEM (if applicable) nor the bidder should have been currently blacklisted by any Bank or institution in India or abroad	Neither the OEM (if applicable) nor the bidder should have been currently blacklisted by any Bank or institution in India or abroad		Declaration from OEM (if applicable) as per <u>Annexure D</u> on company letter head Declaration from Bidder as per <u>Annexure D</u> on company letter head
5.	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission.	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission.		Remittance proof of Electronic Transfer in favor of NPCI
6.	The Bidder has submitted <b>BG</b> along with the bid submission required EMD as mentioned in the RFP.	The Bidder has submitted <b>BG</b> along with the bid submission required EMD as mentioned in the RFP.		Remittance proof of BG in favor of NPCI
7.	Open Legal cases (related to any regulatory breach or IP infringement) as per last court order, declaration to be submitted by legal counsel of the bidder	Open Legal cases (related to any regulatory breach or IP infringement) as per last court order, declaration to be submitted by legal counsel of the bidder		Self-declaration to be provided by Bidder signed by legal council.
8.	Relevant Experience in handling SOC in BFSI industry (at least 2 similar customer references in India)	Relevant Experience in handling SOC in BFSI industry (at least 2 similar customer references in India)		Self-declaration to be provided by Bidder providing details of such references

Dated this..... Day of.....2025

(Signature)

(Name)

Duly authorized to sign Bid for and on behalf of

(In the capacity of)

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Section 11 - Documents to be put in Folder 'B'**  
(Bidder's Letter Head)

**Annexure J - Technical Compliance**

<b>Resource Type</b>	<b>Description</b>	<b>Compliance (Yes/No)</b>
L1 (Security Analyst)	<ul style="list-style-type: none"> <li>Monitor Console &amp; Dashboards and provide first level response to the reported security incidents.</li> <li>Perform initial analysis for known issues and provide the appropriate recommendations for closure.</li> <li>Monitor &amp; Reporting of system components health and take necessary action in case of any observed issue.</li> <li>Provide notification and communication with Incident management and respective application team upon threat detection.</li> <li>Incident closure coordination and follow up with respective resolution team.</li> <li>Monitoring and coordination of SOC standard activities like backup, patching, basic installation of agents (if applicable) etc.</li> <li>Daily report preparation on number of incidents detected, closed, in progress, open security issues</li> <li>Maintain post incident documentation about all the actions taken, root cause, controls implemented.</li> </ul>	
L2 (Sr. Security Analyst)	<ul style="list-style-type: none"> <li>Perform analysis on the reported incidents, determine the root cause, recommend the appropriate solution.</li> <li>Monitor and review the L1 activities</li> <li>Should provide real time situational awareness to internal stakeholders.</li> <li>Use and apply learnings from incident and provide recommendation for standardizing the application, network, DB, server etc. configurations</li> <li>Develop and implement processes for interfacing with operational teams and other supporting teams</li> <li>Triage incidents based on an agreed threat matrix</li> <li>Ensure the integration is intact among the integrated assets</li> <li>Design, create and customize the dashboards as per threat landscape.</li> <li>ensure the necessary SOC documents like operating procedures, configuration management, Low Level Design etc are up to date with the changes made in their respective areas.</li> <li>Requires good understanding on Web Application, APT, Malware attacks.</li> <li>Knowledge in integrating various log sources with SIEM.</li> <li>Basic knowledge on open source security tools such ELK.</li> <li>Perform analysis of network packet captures, DNS, proxy, Netflow, EDR, IPS/IDS, Firewalls, AD, VA and application logs, as well as logs from various types of security sensors uncovering the unknown about internet threats and threat actors</li> </ul>	
L3 (Technical Lead)	<ul style="list-style-type: none"> <li>Review of L1 &amp; L2 activities on regular basis and automate all mundane tasks.</li> <li>Perform threat modelling of the NPCI assets and accordingly define the necessary use cases to detect all kinds of threats, accuracy of detection, reduce false positives and content development.</li> <li>Improve threat hunting capabilities of the technology</li> <li>Optimization of response time to fetch data, logs in advanced queries, reports, dashboards etc.</li> <li>Ensure logs ingestion from various log sources, automation of incident, vulnerability etc. remediation through SOAR</li> <li>Threat Intel feed analysis, provide appropriate recommendations, define use cases to detect the threats according to the information provided in Threat intel</li> </ul>	

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

	<ul style="list-style-type: none"> <li>• Close the vulnerabilities, apply security &amp; enhancement patches, upgrade versions.</li> <li>• Ensure DC &amp; DR setups are in sync on real-time basis in every manner.</li> <li>• Participate in DR, cyber, tabletop drills etc.</li> <li>• Provide management report on regular basis on SOC metrics.</li> <li>• Provide necessary support during the Forensics investigation and threat hunting</li> <li>• Perform continuous assessment of respective solution maturity against global standards and fine tune the configuration parameters, technical policies, rules, algorithms accordingly.</li> <li>• Prepare road map for product maturity and enhancements plan and ensure the recommended featured deliver within the agreed times.</li> <li>• Provide on the job training to the NPCI SOC team.</li> <li>• Make presentations on the current technology capabilities, use cases, automation done etc. and current and future enhancements / roadmap etc.</li> </ul>	
--	---	--

**Technical/Service Specification:**

The security device management service to be provided by Bidder should meet the following specifications. Bidder should provide compliance status and remarks for any deviations.

Sr. No	Requirement	Compliance (Yes/No)
1	Management of Products in scope for policies, configurations, availability, fault and capacity management during business hours	
2	Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to NPCI on a regular basis	
3	Reviews SLA's with OEM /product support and recommend measures to improve the service levels.	
4	Maintain IP addressing schemes, routing information, routing tables for security device operations, device configuration backups	
5	Provide recommendations for architecture enhancements/changes that can enhance the security posture	
6	Management of the security products for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks	
7	Provide NPCI with a root cause analysis of downtime due to faults, security events including preventive measures being taken to prevent future similar incidents and outages	
8	Coordinate delivery with all stake holders including help desks, network team, IT team, application team and all appropriate third parties, as necessary, for the management of products in asset scope	
9	Maintain security product configuration, based on industry best practices and as requested, for the products within the Asset Scope	
10	Maintain complete documentation and architecture layout for all products with site deployment layout	
11	Participate in technical and business planning sessions to establish security standards, architecture and project initiatives where the security products may impact or improvise the design	
12	Provide infrastructure security planning & analysis, recommendations for installation and upgrade of products in scope	
13	Tracking/Alerting the required license, software subscription for all hardware & software components of devices in scope	
14	Bidder should analyze performance reports and formulate plan for capacity addition	
15	Provide technical expertise/support for audits on the products in scope	
16	Set up and manage admin and user accounts. Perform access control on need basis	

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

Sr. No	Requirement	Compliance (Yes/No)
17	Take the backup of product configuration files any time there is a change in device configuration	
18	Review the backup configuration and business continuity procedures to be followed in the event of device failure	
19	Submit the periodic reports on the backup status	
20	Restore configuration in the event of product crash, corruption or other failure	
21	Design and program manage new device implementations	
22	Bidder should provide backend support to the onsite team from its own SOC. Such support at the minimum include Escalations from onsite team for specialist support on security product categories to resolve faults, configuration related issues Share best practices on product configuration standards & policies with onsite team	
23	Firewall Rule base review to be done using provided tool and consecutively coordinating with application owner/team.	

**Reporting:**

NPCI requires Bidder to provide relevant consolidated as well as individual reports of all activities performed by Bidder to the top management of NPCI. The security reporting service to be provided by Bidder should meet the following specifications. Bidder should provide compliance status and remarks for any deviations.

Sr.No	Description	Compliance (Yes/No)
1.	Bidder should provide detailed MIS reports to NPCI on daily / weekly / monthly basis	
2.	Bidder should provide quarterly update through a senior resource on activities, security posture of NPCI to key stakeholders	

**Other Requirements:**

Sr.No	Description	Compliance (Yes/No)
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.	
2.	Bidder should provide quarterly management briefing to NPCI's senior management team on benefits, security risks and global threats facing financial institutions.	
3.	Bidder should provide relevant support for external and internal security audits that NPCI is subject to from time to time	
4.	Bidder should support POCs or evaluation of new technologies or tools relevant to services within this Purchase Order from time to time	
5.	Bidder should prepare the SOC operations for compliance and certification to the standards of ISO 27001, ISO 20000, BS 25999 and PCI DSS.	
6.	Project plan for delivering these services and resource ramp up required for project execution will be mutually decided by Bidder & NPCI. NPCI will approve all such plans and project execution should be carried out only based on approval from NPCI. (For the purpose of abundant clarity of this clause, the term Project plan shall mean and include the Deliverables, SOW, SLA mentioned in this PO)	
7.	All architecture design, report formats and implementation methodology mentioned in this Purchase Order should be in consultation with NPCI and should be approved before finalization.	
8.	All personnel/resources to be deployed during the Term of this Purchase Order (Clause 4) will need to be approved by NPCI. NPCI reserves the right to reject any person and ask for suitable replacement.	

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

Sr.No	Description	Compliance (Yes/No)
9.	Bidder should provide background clearance certificate from reputed agencies for all personnel deployed at NPCI. NPCI may also carry out background checks on personnel deployed at NPCI by itself or any appointed agency, if required. Bidder should provide support as required for such background checks.	
10.	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.	
11.	Bidder will submit detailed SLA compliance report on a quarterly basis. SLA report will be discussed with nominated personnel from NPCI and any breach of SLA will lead to service penalties.	
12.	Apart from SLA reviews, NPCI may also conduct performance reviews at mutually agreed schedules, dates and locations and representatives from both NPCI and Bidder should attend such performance review meetings	
13.	For any major or repeated failure of SLA or any deficiency in the service performance that causes or is likely to cause significant impact to NPCI's operation or reputation, NPCI reserves the right to impose, including cancellation of whole or part of this PO, irrespective of any SLA penalty mentioned in the RFP.	
14.	NPCI should be able to verify performance of each of the above services. Bidder should maintain evidence, logs or proof of such performance throughout this Term of this Purchase Order.	
15.	NPCI reserves the right to audit Bidder either by itself or through any appointed entity. Bidder must provide full cooperation for audit of services in the scope of this Purchase Order.	
16.	Service Transition: Bidder should provide smooth transition of services to another bidder or to NPCI as and when the current PO is terminated. This will include transfer of skills and operating processes and procedures. Bidder should maintain documented processes and procedures for all service delivery to ensure smooth internal or external transition.	
17.	All documentation, service processes, data and methodologies developed by the resources deployed at NPCI and for the services delivered to NPCI will become the property of NPCI. NPCI will retain intellectual rights over such property.	
18.	Restrictions: Bidder must provide professional, objective and impartial advice and at all times hold NPCI's interest paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.  Bidder shall deliver the Deliverables in the best interest of NPCI and shall ensure that the same are not in conflict with any prior obligations / arrangements with NPCI.	

The scope of the MSS requirement given above is only indicative minimum list and is not deemed to be comprehensive/complete.

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

Dated this..... Day of.....2025

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure K - Client Reference**

**Request for proposal for engaging a Managed Security Services provider for SOC for the period  
of 3 years  
(Bidder's Letter Head)**

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years -  
RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**

Sr.No	Particulars	Details
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)

**Request for proposal for engaging a Managed Security Services provider for SOC for the period  
of 3 years  
Section 12 - Documents to be put in Folder 'C'**

**Annexure M - Commercial Bid Form  
(Bidder's Letter Head)**

(To be included in Commercial Bid Folder)

To

NPCI

Dear Sirs,

**Re: Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years  
- RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**

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 External Cyber Threat Intelligence Solutions 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.....2025

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Annexure N - Commercial Bid**

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years -  
RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**

(Bidder's Letter Head)

Sr No	Description	Year-1 Cost		Year-2 Cost		Year-3 Cost		Total Cost of 3 Years (A+B+C)
		cost per month	Year-1 total cost (A)	cost per month	Year-2 total cost (B)	cost per month	Year-3 total cost (C)	
1	Managed Security Services for SOC							

The bidder shall meet the requirements of Goods & Services Tax (GST)

**(Amount in Rs)**

All prices are exclusive of taxes.

Dated this..... Day of.....2025

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of



**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years**

**Annexure L - Bill of Material**

**Request for proposal for engaging a Managed Security Services provider for SOC for the period of 3 years - RFP# NPCI/RFP/2025-26/IT/06 dated 09<sup>th</sup> July 2025**

**(Bidder's Letter head)**

Line Item Wise Prices  
(Details of all line items of the Commercial Bid)

Sr	Role	Number of resources to be deployed	Unit Price per month (Rs)	Total for one year (12 months) (Rs)
		(A1)	(B1)	$C1 = A1 \times B1 \times 12$
1	L1 Support Engineers -Monitoring- 24*7	8		
2	L2 Support Engineers Monitoring & Incident Response - 24*7	5		
3	L3 SOC Support Engineers Monitoring & Incident Response - 16*5	2		
<b>Year-1 Total Cost (Rs Exclusive of taxes)</b>				

Sr	Role	Number of resources to be deployed	Unit Price per month (Rs)	Total for one year (12 months) (Rs)
		(A1)	(B1)	$C1 = A1 \times B1 \times 12$
1	L1 Support Engineers -Monitoring- 24*7	8		
2	L2 Support Engineers Monitoring & Incident Response - 24*7	5		
3	L3 SOC Support Engineers Monitoring & Incident Response - 16*5	2		
<b>Year-2 Total Cost (Rs Exclusive of taxes)</b>				

Sr	Role	Number of resources to be deployed	Unit Price per month (Rs)	Total for one year (12 months) (Rs)
		(A1)	(B1)	$C1 = A1 \times B1 \times 12$
1	L1 Support Engineers -Monitoring- 24*7	8		
2	L2 Support Engineers Monitoring & Incident Response - 24*7	5		
3	L3 SOC Support Engineers Monitoring & Incident Response - 16*5	2		
<b>Year-3 Total Cost (Rs Exclusive of taxes)</b>				
<b>Total Cost of 3 Years (Excl of Taxes)</b>				

The bidder shall meet the requirements of Goods & Services Tax (GST)

**(Amount in Rs)**

All prices are exclusive of taxes.

Dated this..... Day of.....2025

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of