

DHANLAXMI BANK LIMITED  
CORPORATE OFFICE,  
NAICKANAL, THRISSUR - 680001

## **REQUEST FOR PROPOSAL**

Supply, Installation, Integration and Support for Perimeter Firewall, Web Content filter, WAF, AntiSpam, Database Activity Monitor (DAM), IPv6 Enablement & ISP (Internet Leased Line) optimization.

**RFP No: DLB\_ISG/ RFP/ 2019-20/ 001**

**5<sup>th</sup> September,2019**

Prepared by

**Information Security Group**

### **RFP Details in Brief**

<b>RFP No. and date</b>	RFP No: DLB_ISG/ RFP/ 2019-20/ 001
<b>Brief Description of the RFP</b>	Request for Proposal For Supply, Installation, Integration and Support for Perimeter Firewall, Web Content filter, WAF, Email Security, Database Activity Monitor (DAM), and IPv6 Enablement.
<b>Bank's Address for Communication</b>	Chief Manager – ISG 1 <sup>st</sup> Floor, Corporate Office Dhanlaxmi Bank Naickanal, Thrissur Kerala - 680001
<b>e-mail for Submission of Tender</b>	<a href="mailto:hoits@dhanbank.co.in">hoits@dhanbank.co.in</a>
<b>Contact Details</b>	Biju KF IT Department 4 <sup>th</sup> Floor, Corporate Office Dhanlaxmi Bank Naickanal, Thrissur, Kerala - 680001 Ph: +91 487 6627067 e-mail:biju.kf@dhanbank.co.in
<b>Date of Issue</b>	05/09/2019
<b>Last date of submission of any queries, clarifications etc.</b>	17/09/2019
<b>Last Date of submission of RFP response as soft copy</b>	30/09/2019

## **DISCLAIMER**

The information contained in this Request for Proposal (“RFP Document”) or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Dhanlaxmi Bank Limited, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is neither an offer. The purpose of this RFP is to provide applicants who are qualified to submit the bids (“Bidders”) with information to assist them in formulation of their proposals (“Bids”) This RFP does not claim to contain all the information each Bidder may require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Bank makes no representation or warranty, express or implied, and shall incur no liability whatsoever under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The information contained in the RFP document is selective and is subject to update, expansion, revision and amendment. Dhanlaxmi Bank does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein, which may become apparent. Dhanlaxmi Bank reserves the right of discretion to change, modify, add to or alters any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available/accessible to all recipients by Dhanlaxmi Bank.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Dhanlaxmi Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, Dhanlaxmi Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP

Dhanlaxmi Bank reserves the right to reject any or all the responses to RFPs/Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of

Dhanlaxmi Bank shall be final, conclusive and binding an all the parties directly or indirectly connected with the bidding process.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders’ queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank’s website for any changes / development in relation to this RFP.

Enablement.

**Table of Contents**

1. INTRODUCTION ..... 5

2. REQUIREMENT ..... 5

3. SCOPE OF WORK& SOLUTION ..... 6

4. IT SYSTEM CONFIGURATION AND IMPLEMENTATION SERVICES ..... 9

5. TRAINING SERVICES ..... 9

6. PROJECT MANAGEMENT SERVICES ..... 9

7. SUPPORT –TERMS AND CONDITIONS ..... 10

8. SERVICE LEVEL EXPECTATIONS ..... 10

9. SCHEDULE ..... 10

10. WARRANTY & SUPPORT ..... 11

11. PENALTIES ..... 11

12. COMMISSIONING TIME ..... 12

13. ACCEPTANCE TEST ..... 12

14. OBSOLESCENCE ..... 12

15. INSTRUCTION TO BIDDERS ..... 12

16. BIDDING PROCESS ..... 12

17. MODIFICATION OF BIDS & CONTACTING THE DLB ..... 13

18. TERMS & CONDITIONS OF THE BIDDING FIRMS ..... 13

19. SYSTEM DEMONSTRATION/PROOF OF CONCEPT ..... 13

20. DOCUMENTATION ..... 13

21. ELIGIBILITY CRITERIA FOR BIDDER/OEM ..... 14

22. DLB’S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS ..... 15

23. EVALUATION, AWARD CRITERIA& INSTRUCTIONS ..... 15

24. CONFIDENTIALITY ..... 18

25. PATENT RIGHTS ..... 18

26. SIGNING OF CONTRACT ..... 19

27. PAYMENT TERMS ..... 19

28. SUBMISSION OF BID ..... 21

29. CLARIFICATIONS REGARDING RFP DOCUMENT ..... 21

30. EXECUTION OF AGREEMENT ..... 21

31. ANNEXURES ..... 21

## 1. INTRODUCTION

Incorporated in November 1927, Dhanlaxmi Bank (here in after known as “DLB”) headquartered at Thrissur in Kerala, became a Scheduled Commercial Bank in the year 1977. DLB is currently having more than 260 branches spread across India, which are connected by MPLS. Most of these locations are connected with more than one MPLS link from different service provider and network routing established with BGP. Branch locations are having the bandwidth capacity form 256 Kbps to 2Mbps depends upon the size of the particular branch and bandwidth availability.

DLB has state of the art Data Centre (DC) hosted at Nextra Data Ltd (Bharthi Data Centre Managed Services) Bangalore and Disaster Recovery (DR) site at Thrissur, Kerala. DLB has implemented Flexcube Core Banking Solution (CBS) in all the branches in India.

## 2. REQUIREMENT

The purpose of this RFP is to invite bids from vendors for procurement, installation, integration, Update, Migration and support for Perimeter Firewall, Web Security & Content filter, WAF, Anti Spam (Email security), Database Activity Monitor (DAM), IPv6 Enablement & ISP (ILL) optimization. The overall goal of this project is to improve and build an Enterprise grade Security posture/Layer for Bank. The expectations from the bidders include:

1. The vendor has to provide a dedicated project manager on site to oversee the entire project and remain at our site until the project completion and delivery.
2. All the solutions shall preferably be a Dedicated Hardware based.
3. The entire project has to be delivered as per the Scope of work and Technical Specifications given in this document
4. This project has to complete in 2 phases - 1<sup>st</sup> phase Security Technology refresh and 2<sup>nd</sup> phase IPv6 Enablement& ISP (ILL) optimization.

Brief description of the requirement is mentioned below:

<u>S No</u>	<u>Description</u>	<u>Quantity</u>	<u>Project Phase</u>
1	Supply, Installation, Integration, Migration and Support for Perimeter Firewall	3	1
2	Supply, Installation, Integration, Migration and Support for Web Security &Content filter	2	1
3	Supply, Installation, Integration, Migration and Support for WAF (Web Application Firewall)	3	1
4	Supply, Installation, Integration, Migration and Support for Anti Spam (Email Security)	2	1
5	Supply, Installation, Integration and Support for Database Activity Monitor (DAM)	1	1

6	Provide, Configuration, Integration, Migration and Support for IPv6 Enablement& ISP (ILL) optimization	-	2
---	--	---	---

### 3. SCOPE OF WORK& SOLUTION

The overall objective of this project is to improve and build an Enterprise grade Security posture/Layer for Bank. The Bank already deployed Hardware solutions for the IT security infrastructure and it are installed in the Bank Data Centre & Bank other office locations Also; Bank had deployed AV in endpoints and servers of the Bank. With this RFP, Bank intends to either upgrade the existing security Hardware/Software or migrate to new Hardware/Software & Solutions/Technology to address the requirements as below.

#### Phase-1

- Enterprise Perimeter Firewall.
- Enterprise Web Security & Content filter.
- Enterprise WAF (Web Application Firewall)
- Enterprise AntiSpam (Email Security)
- Enterprise Database Activity Monitor (DAM)

#### Phase-2

- IPv6 Enablement& ISP (ILL) optimization

#### 3.1 Detailed Scope – Phase-1

1. The Bidder shall Supply, Install, Integrate, Migrate and Support for a new Enterprise Perimeter Firewall to the Bank (located in the Data Center Bangalore & DR).
  - Replace our current Perimeter Firewall
  - Migrate all the current Firewall rules, policies
  - Migrate all the NAT rules, policies
  - Migrate VPN endpoints
  - Integrate with current Authentication framework of the Bank
  - Integrate with Bank existing Syslog, SIEM, SOC tools and solutions
  - Implementation, configuration & Migration plans
  - Provide detailed HLD, LLD, Documentation
  - Provide detailed Knowledge Transfer, Training and handover
  - The solution should deliver High availability, Redundancy, Resiliency & Performance
  - The solution should be capable of scaling up to 3 to 5 years with respect to the Bank growth and Technology
  - The solution should be compatible as per the RBI security framework
  
2. The Bidder shall Supply, Install, Integrate, Migrate and Support for a **new Enterprise Web Security & Content filter** to the Bank (located in the Data Center & DR)

Enablement.

- Replace our current web content filter (Proxy server)
  - Migrate all the current Web, URL filtering rules, policies,
  - Migrate Application filtering rules and policies
  - Implement and migrate DLP feature
  - Integrate with current Authentication framework of the Bank
  - Integrate with Bank existing Syslog, SIEM, SOC tools and solutions
  - Implementation, configuration & Migration plans
  - Provide detailed HLD, LLD, Documentation
  - Provide detailed Knowledge Transfer, Training and handover
  - The solution should deliver High availability, Redundancy, Resiliency & Performance
  - The solution should be capable of scaling up to 3 to 5 years with respect to the Bank growth and Technology
  - The solution should be compatible as per the RBI security framework
3. The Bidder shall Supply, Install, Integrate, Migrate and Support for a **new Enterprise WAF (Web Application Firewall)** to the Bank (located in the Data Center & DR)
- Replace our current WAF Firewall with a high capacity model
  - Migrate all the current WAF rules, policies
  - Migrate all the NAT rules, policies
  - Integrate/Migrate Current Applications of the Bank
  - Implement and Migrate DLP feature
  - Integrate with Bank existing Syslog, SIEM, SOC tools and solutions
  - Implementation, configuration & Migration plans
  - Provide detailed HLD, LLD, Documentation
  - Provide detailed Knowledge Transfer, Training and handover
  - The solution should deliver High availability, Redundancy, Resiliency & Performance
  - The solution should be capable of scaling up to 3 to 5 years with respect to the Bank growth and Technology
  - The solution should be compatible as per the RBI security framework
4. The Bidder shall Supply, Install, Integrate, Migrate and Support for a **new Enterprise AntiSpam (Email Security)** to the Bank (located in the Data Center).
- Replace our current AntiSpam (Email Security) solution
  - Implement DKIM signing for out bound mails.
  - Migrate all the current Spam, Antivirus, malware security rules, policies
  - Migrate all the email security policies,
  - Configure Encryption and DLP rules/policies
  - Migrate SMTP whitelist/blacklist rules and polices
  - Integrate with Bank existing Syslog, SIEM, SOC tools and solutions
  - Implementation, configuration & Migration plans
  - Provide detailed HLD, LLD, Documentation
  - Provide detailed Knowledge Transfer, Training and handover
  - The solution should deliver High availability, Redundancy, Resiliency & Performance

- The solution should be capable of scaling up to 3 to 5 years with respect to the Bank growth and Technology
  - The solution should be compatible as per the RBI security framework
5. The Bidder shall Supply, Install, Integrate, Migrate and Support for a **new Enterprise Database Activity Monitor (DAM)** to the Bank (located in the Data Center).
- Install, Configure DAM solution
  - Define and configure DB security rules, policies
  - Define and configure Audit & compliance rules, reports, policy for DB
  - Integrate DAM with current Oracle and MSSQL Databases
  - Integrate with the current PAM solution of the Bank
  - Integrate with Bank existing Syslog, SIEM, SOC tools and solutions
  - Implementation, configuration & Migration plans
  - Provide detailed HLD, LLD, Documentation
  - Provide detailed Knowledge Transfer, Training and handover
  - The solution should deliver High availability, Redundancy, Resiliency & Performance
  - The solution should be capable of scaling up to 3 to 5 years with respect to the Bank growth and Technology
  - The solution should be compatible as per the RBI security framework.
  -

### **3.2 Detailed Scope – Phase-2**

6. The Bidder shall Provide, Configure, Integrate, Migrate and Support for **IPv6 Enablement & ISP (ILL) optimization** to the Bank (located in the Data Center & DR)
- Configure ISP load balancing & failover ( inbound and outbound )
  - Termination and configuration of Ipv4 and IPv6 links in Firewall.
  - Implement Network Traffic Engineering (QoS, Bandwidth, policy)
  - Configure all the NAT rules, policies for IPv6 in the Firewall
  - Configure security rules, policies for IPv6 in the Firewall
  - Integrate IPv6 with Applications of the Bank
  - The Bidder has to work with the Bank's nominated partner/consultant for delivering the Phase-2 project
  - Integrate with Bank existing Syslog, SIEM, SOC tools and solutions
  - Implementation, configuration & Migration plans
  - Provide detailed HLD, LLD, Documentation
  - Provide detailed Knowledge Transfer, Training and handover
  - The solution should deliver High availability, Redundancy, Resiliency & Performance
  - The solution should be capable of scaling up to 3 to 5 years with respect to the Bank growth and Technology
  - The solution should be compatible as per the RBI security framework.
  - Configuring DLB's Existing Radware Alteon Boxes ( 2 Number in HA) as SLB in DLB,s DR Location.



#### **4. IT SYSTEM CONFIGURATION AND IMPLEMENTATION SERVICES**

The Bidder shall provide the technical design document including:

- Product details
- System Performance benchmarks (data sheet for the software/hardware used, etc.)
- Architecture (diagram)

#### **5. TRAINING SERVICES**

The Bidder shall provide training at DLB Head office, or any other location as specified by DLB to the number of personnel identified by DLB on functional, operational and reporting aspects of the entire solution

The Bidder/ Vendor shall provide training to DLB officials on following type:

- Instructor lead class room official Training from the Direct OEM
- Official OEM Certifications for the respective security solutions also needed

Training & Certifications should be mutually agreed by the DLB and Bidder.

#### **6. PROJECT MANAGEMENT SERVICES**

Project Planning, Monitoring and Control:

- The Bidder shall develop a Project Management Plan. The plan shall also detail all milestones and indicate when the required deliverable will be available to DLB
- The progress of the implementation shall be monitored on regular basis and the deviations, exceptions shall be analysed and corrective actions to be recommended / suggested.

The Deliverables shall be :

- Project Management Plan
- Progress Reports at key milestones

#### **Reporting (Project execution Phase)**

- Weekly progress report shall be submitted in project execution phase. Also the Bidder shall report on items by exception or that require urgent action.
- Monthly Project Execution Committee meetings will be held at DLB premises in Thrissur. The Bidder is required to provide a report on the following:
  - Progress against the Project Management Plan
  - Status of all open issues

#### **Reporting (Regular reporting)**

- Reports:- Reports of availability, performance, incidents if any, shall be submitted on daily, weekly and monthly basis to DLB. Quarterly review shall be conducted for all Service Level requirements.

**7. SUPPORT –TERMS AND CONDITIONS**

System Maintenance & Support services will include the following activities. The bidder shall required to deploy solution & execute support services with DLB covering all terms and conditions of this tender/RFP document. System Maintenance & Support services will include the following activities

- 24 x 7 online support
- Issue resolution / remote desktop support within 8hrs for Severity 1 issues
- Issue resolution / remote desktop support within 4hrs for Severity 2 issues
- Issue resolution / telephonic support within 2hrs and Onsite support within 8 hours for Severity 3 issues

Any problems/Issues due to malfunctioning issues identified and reported to the Bidder should be categorized based on level as follows:

<u>Severity Levels</u>	<u>Solution</u>
Severity 1	<8 hrs
Severity 2	<4 hrs
Severity 3	<2hrs

- The maintenance support should be (24x7x365days) including product (major or minor) upgrades and updates. The support should be for unlimited requests. It may be provided on email /Telephone /Remote/Onsite.

**8. SERVICE LEVEL EXPECTATIONS**

The bidder is required to adhere to the Service Level Agreements as mentioned below for the support phase.

- The new releases (minor / major), versions, bug fixes etc. for the system software will be supplied to the DLB at no extra charge, with necessary documentation.
- The Bidders should submit a list of support centre addresses, contact person & the resolution/response matrix for these locations.

**9. SCHEDULE**

The Bidder shall implement the solution/Service(s) as per the schedule specified below:

- Technical Support services period will be for 3 years. (from deployment day till end of 3<sup>rd</sup> year)
- The period of contract shall be extendable, based on mutually agreed terms and conditions.

## **10. WARRANTY & SUPPORT**

- The Bidder further represents and warrants that all licenses delivered /rendered under and in accordance with this Contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.
- The minimum Support/Warranty/AMC period shall be the period of 36 Months i.e. 3 (Three) Years from date of completion of Solution. The Warranty will start after completion of installation at all sites as mentioned in Scope of Work. The Bidder shall, in addition to this, comply with the performance guarantees specified under and in accordance with the Contract.
- Product licenses should be perpetual and support/security updates shall be for three years.
- Upon receipt of notice of such defect / error or deficiency, the Bidder shall, with all reasonable speed, repair or replace the defective equipment/software or parts thereof, without cost to Purchaser.

If the Bidder having been notified fails to remedy the defect(s) within the period specified in ‘SUPPORT –TERMS AND CONDITIONS’, purchaser may proceed to take such remedial action as may be necessary, at the Bidder’s risk and expense and without prejudice to any other rights, which Purchaser may have against the Bidder under and in accordance with the Contract.

## **11. PENALTIES**

### **PENALTY DURING SUPPORT/WARRANTY PERIOD**

- If, the Bidder fails to deliver and / or install any or all of the Licenses/ Appliance/Software’s mentioned in the Purchase order (PO), Purchaser shall, levy a penalty of a sum equivalent to 0.5% percentage per week or part thereof of the value of purchase order subject to maximum of 10% of the purchase order value of the delayed equipment or unperformed services for that particular location. In case of undue delay beyond a period of 15 days unless otherwise waived by the Purchaser, Purchaser at its discretion may consider the delay as termination of the Contract.
- The DLB reserves the right to impose / waive any such penalty.
- The purchaser may without prejudice to its right to affect recovery by any other method, deduct the amount of penalty from any money belonging to the bidder it its hands or which may become due to the Bidder. Any such recovery of penalty shall not in any way relieve the Bidder from any of its obligations to complete the works/services or from any other obligations and liabilities under the contract.

## **12. COMMISSIONING TIME**

Delivery and Commissioning of the complete solution will be at DC-Bangalore and DR-Location as specified in milestone (Section 27).

## **13. ACCEPTANCE TEST**

Acceptance test will be conducted by Bidder at the site in presence of DLB officials and /or nominated person. Installation report (IR) should be submitted after complete implementation of systems. DLB will take over the system on successful completion of above acceptance test.

## **14. OBSOLESCENCE**

The bidder will ensure that the stipulated Support and maintenance facilities on the hardware / software will be available for a minimum period of 5 years. The proposed product should not be under “End of Sale” for the next three year from the date of purchase order and should not be under “End of Support” for the next 5 years from the date of Purchase Order. The vendor/bidder will constantly update DLB on new technologies that could prove cost effective.

## **15. INSTRUCTION TO BIDDERS**

- The Bidder shall bear all the costs associated with the preparation and submission of their bid.
- Bidder should submit the bid strictly as per RFP failing which bid will be rejected as non-responsive.
- At any time prior to the Time for submission of bids, the DLB may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the DLB. In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the DLB may, at its discretion, extend the deadline for submission of bids.
- Bid shall remain valid for 3 months from last date of submission of bid prescribed by DLB.

## **16. BIDDING PROCESS**

A two stage bidding process will be followed. The response to the present tender will be submitted in two parts:

- a) Technical bid
- b) Commercial bid.

Technical Bid shall contain all the supporting documents regarding eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in

the RFP. Only those bidders confirming compliance to all the terms & conditions of RFP document shall be short-listed for commercial stage.

#### **17. MODIFICATION OF BIDS & CONTACTING THE DLB**

- 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. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.
- Any effort by a bidder to influence the DLB in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bidders bid. DLB decision will be final and without prejudice and will be binding on all parties.
- No Bidder shall contact the DLB on any matter relating to its Bid, once after technical evaluation is over.

#### **18. TERMS & CONDITIONS OF THE BIDDING FIRMS**

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them.

#### **19. SYSTEM DEMONSTRATION/PROOF OF CONCEPT**

Bidder shall conduct Proof of Concept / System Demonstration wherein the Bidder has to demonstrate the implementation of the solution as per the requirement of the DLB. The Bidder shall submit detailed reports of the test outcomes to the DLB. Bidder may highlight the noteworthy/superior features of their solution by reference calls and site visits. The Bidder will demonstrate/substantiate all or a few of the claims made in the Technical Bid to the satisfaction of the DLB, the capability of the solution to support all the required functionalities at their cost in their lab/office/in any other organization where solution is in use. The Bidder should use their own tools/utilities/simulators to demonstrate the features laid in the RFP/evaluation criteria.

#### **20. DOCUMENTATION**

The Bidder is required to provide the complete documentation of implemented solution which must include but not limited to: System Requirement Specification, Business Requirement Specifications, Installation and Implementation Guide, User Manual, Administration Guide, Hardening Document, System and Application Architecture, Operations Guide and Standard Operating Procedure.

## 21. ELIGIBILITY CRITERIA FOR BIDDER/OEM

<u>Sl.</u>	<u>Eligibility</u>	<u>Documents need to be submitted</u>
1	The bidder must be a company registered in India under the Companies Act 1956/2013.	Supporting documents.
2	The Bidder should be ISO 9000/9001, ISO 20000 and ISO/IEC 27001 certified, with certifications valid at the time of bid submission.	Supporting documents.
3	The bidder must be an Authorized Partner of the OEM (Original Equipment Manufacturer) whose product they are proposing.	Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in <b>Annexure-2</b> )
4	The Bidder must have an average turnover of minimum Rs. 500 crore during last Three financial year(s). In the above turnover, total consolidated IT Security including SOC projects turnover for at least two out of three Financial Years should be over Rs.150 Crores.	Audited Balance Sheet of the last two financial years& PO or Customer certificate or self-declaration mentioning order value for implemented/under-implementation projects should be acceptable
5	The Bidder should be profitable organization (on the basis of Operating Profit) for at least 3 out of last 5 financial years.	Copy of the audited balance sheets along with profit and loss statement for corresponding years and / or Certificate of the Chartered Accountant
6	The Bidder should have implemented and maintained at least 3 out of the following components like WAF, DAM, PIM, Anti-APT solutions, Proxy and Spam in India within last 5 years for at least one Banking customer .	Certificate of completion of the work from Customers
7	The bidder must be Platinum /Equivalent Partner of the OEM for the proposed product since last two years.	Relevant certificate from OEM stating the level of partnership.
8	Enterprise Firewall, WAF, DAM solutions provided by bidder should have been implemented at least one scheduled commercial/PSB catering to at least 200 servers, 100 branches, multiple Data Centers, following RBI security framework.	Declaration from OEM.

9	The Proposed OEM should have a presence in India for the last 3 years.	Declaration from OEM.
10	The Bidder should have support office in at least 4 (Four) Metro Locations (Kolkata, Mumbai, New Delhi, Chennai] and in Bangalore, Hyderabad, Pune.	Self-declaration with office location addresses.
11	The Proposed Solution (OEM) should not have been blacklisted by Government, any govt. department, PSU or PSB during the last three years.	Self-declaration. (Template available in <b>Annexure- 3</b> )
12	The Bidder should not outsource any of the project activities and it has to be executed by own experienced professionals	Self-declaration from Bidder.
13	Bidder should have more than 100 security professionals in various cortication's	Self-declaration from Bidder
14	The Bidders should have Toll Free number for fault registration within India, operating 365x24x7 basis	Self-declaration from Bidder with Toll free number details
15	Bidder should have executed IPV4 to IPV6 migration/enabling projects for at least two customers in preferably in BFSI segment	Reference/Certificate of completion of the work from Customers

**\*Note:** All eligibility requirements mentioned above should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected. Non-compliance of any of the criteria can entail rejection of the offer. Copies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the DLB decides, originals / certified copies should be shown for verification purpose. The DLB reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the bid/proposal.

## **22. DLB'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The DLB reserves the right to accept or reject any bid and cancel the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidders about the grounds for the DLBs action.

## **23. EVALUATION, AWARD CRITERIA& INSTRUCTIONS**

The Technical Bid should necessarily contain all Technical details and other terms and condition of RFP.The Technical bid should have documentary proof in support of Eligibility Criteria and Annexures. Proposals not conforming to the specifications may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.

The Technical Bid / Scope of the Work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include, scrutiny of

company profile, technical and functional information of proposed software/service solution, system demonstration of proposed solution, reference calls and site visits.

The functional and technical specification is in a form of a table as provided in **Annexure-1**, which contains the required functionality features in the second column. Bidder's responses against each functionality as detailed therein would be evaluated for the selection.

1. To meet DLB's requirements, as spelt out in this Bid Document, the selected Bidder must have the requisite experience and expertise in providing services in the field of information and communication technology, the technical know-how, and the financial ability that would be required to successfully set-up the required infrastructure and provide the services sought by DLB.
2. A screening committee constituted by DLB for the purpose of selection of the successful Bidder, would evaluate Bids.
3. The proposals will be evaluated in stages. In the first stage, i.e. Technical Evaluation of the Bidders will be done and in the second stage. Indicative commercial bids would be evaluated and commercial negotiation/RA will be conducted for the technically qualified bidders in this stage.
4. The Technical Bid should necessarily contain all Technical details and other terms and condition of RFP. Bidder's proposal should conform to the contents and format of the technical bid listed out **Annexure-1** of the RFP .Proposals not conforming to the specifications may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.
5. The Technical Bid submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include scrutiny of company profile, technical and functional information of proposed software/service solution, and system demonstration of proposed solution, reference calls and site visits.
6. Each Bidder acknowledges and accepts that DLB may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.
7. The Bidders shall be short listed after the evaluation of their Technical Bids and will be informed. Only the short listed bidders will be permitted to participate further process.
8. DLB reserves the right to modify / amend the evaluation process at any time during the Bid process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. At any time during the process of Bid evaluation, DLB may seek specific clarifications from any or all Bidders.



9. DLB reserves the right to modify the total quantities subject to a variation of  $\pm 25\%$  on either side of the projected requirements during the rate contract i.e. three years (3) from the date of award of the contract. The Bidder shall not and hereby waive any or all objections that it might have at the relevant point of time.
10. Bidder will not be invited for opening of Indicative commercial bid after qualifying in the Technical Bids.
11. DLB reserves the right to accept or reject in part or full any or all the Bids without assigning any reason whatsoever. Any decision of DLB in this regard shall be final, conclusive and binding on the Bidder.
12. DLB reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of the DLB in this regard shall be final, conclusive and binding on the Bidder.
13. Modification to the RFP Document, amendments, time-extension, clarification etc. if any, will be made available as an addendum on the DLB's website and / or emailed to the prospective Bidders.
14. The Bidder should confirm in writing its obligation to supply upgraded model of the product in case of technological obsolescence / non-availability of contracted product/model. The supply of upgraded product, subject to the DLB's approval, will be at the same contracted price as the obsolete model.
15. In case of reduction of prices due to technological obsolescence / change of product model, the Bidder should pass on the price benefit to the DLB.
16. Successful Bidder would sign the Contract/SLA and other forms specified in RFP Document with Dhanlaxmi Bank at Thrissur only.
17. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. DLB shall not be responsible or liable for reimbursing/compensating these costs and expenses.
18. To complete the work at the site within stipulated timeframe, Bidder's employees/workmen may have to visit the site multiple times, at no extra cost to the DLB.
19. Quotations contained in the Bids shall remain valid for a period of 90 (ninety) days from the date of submission of the Bid in response to the RFP.

20. Prices quoted should be EXCLUSIVE of all applicable taxes and applicable taxes would be deducted at source, if any, as per prevailing rates.
21. The price (“Bid Price”) quoted by the Bidder cannot be altered or changed due to escalation on account of any variation due currency exchange rates or cost of material.
22. The DLB will not be obliged to meet and have discussions with any Bidder and/ or to entertain any representations in this regard.
23. During the period of evaluation, Bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation.
24. The DLB’s decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
25. The Bids received and accepted will be evaluated by the DLB to ascertain the best and lowest bid in the interest of the DLB. However, the DLB does not bind itself to accept any Bid, lowest or otherwise, and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
26. Apart from the above, the company profile, past experience and performance track record of the Bidder in the area of the assignment, methodology to be adopted to carry out the assignment, delivery schedule, service support, price, etc. shall be some of the important criteria in selecting the bidder.
27. The Bids will be evaluated both on the Technical and Commercial merits and the DLB’s decision in this regard shall be binding, final and conclusive.

#### **24. CONFIDENTIALITY**

The bidder shall not, without the written consent of the DLB, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the DLB in connection therewith, to any person(s). The bidder shall not, without the prior written consent of the DLB, make use of any document or information except for purposes of performing this agreement.

#### **25. PATENT RIGHTS**

- The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

- The supplier shall, at their own expense, defend and indemnify the DLB against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- The supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the DLB is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefore, including all expenses and court and legal fees.

**26. SIGNING OF CONTRACT.**

The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with DLB, within 30 days of the award of the tender or within such extended period as may be permitted by the DLB. The letter of acceptance and such other terms and conditions as may be determined by the DLB to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

**27. PAYMENT TERMS.**

Payments would be made on Production of invoices as per below terms:

<u>Solution</u>	<u>Delivery Date from PO</u>	<u>Milestone 1</u>	<u>Milestone -2</u>
		<i>Installation &amp; Integration from PO</i>	<i>IPv6 Migration</i>
WAF	6 weeks	16 weeks	14 Weeks
Perimeter Firewall		10 Weeks	
Email Security & DMARC		10 Weeks	
Content Filtering		10 Weeks	
DAM		10 Weeks ( 10 servers)	

**Payment Milestone**

- 70% on delivery, installation of the Solution including all licenses within 6 weeks from the date of release of PO as per the timelines specified in the RFP.
- 15 % on after completion of Milestone 1, submission of NDA and SLA.
- 15 % on after completion of Milestone 2 and project signoff.

1. Locations refer to DC & DR
2. Payment for procurement of software, hardware and licenses would be made on submission of invoices and report of delivery/commissioning of licenses. The warranty, if any for the procured licenses will start after commissioning/installation of hardware and licenses at server end.
3. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment.
4. Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
5. All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts quoted and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging.
6. All the payments to the Successful Bidder shall be subject to the performance/ delivery of the Services to the satisfaction of DLB for this purpose.
7. Penalties / liquidated damages, if any, shall be deducted from the invoice value.

Notwithstanding anything contained in this RFP/ the Contract or in any other document(s) under no circumstances DLB shall be liable to the Successful Bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract:

- DLB shall not have any liability whatsoever in case of any third party claims, demands, suit, actions or other proceedings against the Successful Bidder or any other person engaged by the Successful Bidder in the course of performance of the Service.
- DLB reserves the rights to dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the DLB at its sole discretion adjudge.
- Successful Bidder shall permit DLB to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract.
- It is clarified that the any payments of the charges made to and received by authorized Successful Bidder personnel shall be considered as a full discharge of DLB's obligations for payment under the Agreement.

Three copies of Bidder's invoice showing contact number, Services description, quantity, unit price and total amount shall need to submit. Prior to preparing invoice copy and delivery challan before delivering the equipment, the bidder should check, verify and confirm the location address, user name, contact details with our purchase order. Bidder should ensure that proper delivery of equipment address, Name of end user, and contact details are mentioned on the invoice copy / delivery.

## **28. SUBMISSION OF BID**

Bid shall be submitted in Soft Copies. The bid should contain following:

1. Technical Bid.
2. Commercial Bid.

### **Address for Communication:**

Chief Manager -ISG  
Information Security Group, Corporate Office.  
Dhanalakshmi Buildings  
Dhanlaxmi Bank Limited  
Naickanal, Thrissur,  
Kerala – 680 001

## **29. CLARIFICATIONS REGARDING RFP DOCUMENT**

Before bidding, the bidders are requested to carefully examine the RFP Document and the terms and conditions specified therein. In case the bidders require any clarification on this RFP, the query may be sent to e-mail addresses: [hoits@dhanbank.co.in](mailto:hoits@dhanbank.co.in) or Phone: +91 487 6627067

## **30. EXECUTION OF AGREEMENT**

On awarding the contract, the successful bidder and Bank should execute an agreement, which states the responsibilities and obligations of each party with the other, as per DLB's outsourcing policy. The Bidder should sign and execute this Non-Disclosure Agreement before the execution of this Contract. The contract will be for a period of Three years.

## **31. ANNEXURES**

Bidders meeting the eligibility criteria have to submit their Bids along with supporting documents and with all filled annexure. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected

**List of Annexures**

- Annexure-1 Technical Specification
- Annexure-2 OEM/Manufacturer Authorization Format
- Annexure-3 Non Blacklisting Declaration Format (On OEM’s letter head)
- Annexure-4 Commercial offer
- Annexure-5 Eligibility Criteria.

**Annexure-1**

**Technical Specification**

**Phase-1**

1. Enterprise Perimeter Firewall.
2. Enterprise Web Security &Content filter.
3. Enterprise WAF (Web Application Firewall)
4. Enterprise Anti Spam (Email Security)
5. Enterprise Database Activity Monitor (DAM)

**1) Technical specification for Enterprise Perimeter Firewall**

SL NO	Description of Required features	Compliance Yes / No	Vendor Response/De tailed Comments
1	<ol style="list-style-type: none"> <li>1. Should be reported as LEADER in the Gartner report for minimum 5 consecutive years</li> <li>2. The solution should be Next Generation Firewall with features like IPS, Anit-Botnet, Anti-virus, Anti-spyware &amp; logging along with a mix of enterprise traffic of multi protocols like HTTP,HTTPS FTP, DNS etc</li> <li>3. The solution should provide minimum 2Gbps Firewall Throughput</li> <li>4. The solution should support minimum of 700Mbps Threat Prevention Throughput.</li> <li>5. The Firewall must support minimum of 10,000 new sessions per second processing</li> <li>6. Inspect all traffic, including all applications, threats and content, and tie that traffic to the user or to a Device</li> </ol>		

	<ol style="list-style-type: none"> <li>7. Capable for Network Traffic Engineering (Bandwidth, QoS, priority, policy, load balancing)</li> <li>8. ISP load balancing &amp; ISP high availability</li> <li>9. Solution must support Secure SD - WAN feature along with advance routing protocols such as BGP</li> <li>10. Site to Site VPN tunnels high availability</li> <li>11. VPN endpoints high availability</li> <li>12. MFA authentication support for VPN clients</li> <li>13. Policy based security control &amp; rules</li> <li>14. Block known vulnerability exploits, viruses, ransom ware, spyware, botnets and other unknown malware, such as advanced persistent threats.</li> <li>15. Contextual threat intelligence service and automated protection</li> <li>16. Should be capable of Malware analysis and prevention service via Sandbox environment both cloud and on-premise</li> <li>17. Detect and prevent credential-based attacks Block URL based phishing attacks</li> <li>18. Block access if a website is using unsafe TLS versions or weak cipher suites</li> <li>19. Real content analysis Role Based Access control</li> <li>20. Integrate with Bank existing Syslog, SIEM, SOC tools and solutions</li> <li>21. Able to manage workloads/services in AWS, Azure and GCP public cloud (in Future)</li> <li>22. Centralized management console (single pane of glass) for On Premise and Cloud based Firewall devices</li> <li>23. Centralized management, analysis and scheduled reporting</li> <li>24. Automated correlation engine for logs analysis</li> <li>25. IPS detection should have anomaly based detection that is based on thresholds.</li> <li>26. Bank, at its own discretion may enable various security features on firewall at</li> </ol>		
--	---	--	--

Enablement.

	<p>different point of time during contract period. In such cases if the throughput of the firewall goes above 80% then it will be considered as under performance. In case of underperformance, OEM has to upgrade or replace firewall/components to the next higher configuration without any additional cost to Bank.</p> <p>27. The solution be supplied with minimum 2x 10GbE SFP/SFP+,</p> <p>28. The solution be supplied with minimum 2x 1G SFP</p> <p>29. The solution be supplied with minimum 4x 10/100/1000 ports</p>		
2	<b>Warranty &amp; Support Plans for 3 years</b>		
	<ol style="list-style-type: none"> <li>1. Premium Support for Software &amp; Hardware</li> <li>2. Dedicated hardware appliance with High Availability (HA)</li> <li>3. Dedicated Technical Account Manager (TAM) offering during the implementation from OEM</li> <li>4. For Hardware: Guaranteed 4 Hour Arrival (24x7x4hrs) for the failed Hardware parts</li> <li>5. <u>Onsite Technician</u> to install the replacement of faulty hardware at our location</li> <li>6. Redundant, hot-plug power supply units</li> <li>7. Flexible deployment - Management server can be deployed as VMware Virtual machine</li> </ol>		

**2) Technical Specification for Enterprise Web Security & Content filter**

SL NO	Description of Required features	Compliance  Yes / No	Vendor Response/Detailed Comments
1	<ol style="list-style-type: none"> <li>1. Content caching and traffic optimization</li> <li>2. The solution should support up to 4000</li> </ol>		



	<p>users.</p> <ol style="list-style-type: none"> <li>3. Network Bandwidth management</li> <li>4. Provide advanced control of web traffic, including dynamic web content such as social media applications</li> <li>5. Real time URL filtering and monitoring with content analysis</li> <li>6. Real time Antivirus, Malware and Spyware detection and blocking</li> <li>7. Real time malware analysis (sandboxing)</li> <li>8. Threat Analytics, behavioural analysis and anomaly detection</li> <li>9. Set policies based on website content-based classifications</li> <li>10. Web Traffic isolation for privileged users such as C-level executives</li> <li>11. Visibility into SSL/TLS-encrypted web traffic</li> <li>12. Block URL based phishing attacks</li> <li>13. Scan SSL-encrypted traffic for viruses, worms, and Trojans, and block them.</li> <li>14. Data Loss Prevention (DLP)</li> <li>15. DLP feature should examine traffic files of particular name type etc.</li> <li>16. Integrate with third-party DLP solutions for deep content inspection and enforcement of DLP policies.</li> <li>17. Must provide SSL Offloading features in order to offloads decryption and encryption tasks from webservers onto the solution</li> <li>18. Universal Policy Enforcement</li> <li>19. Centralized management, analysis and reporting</li> <li>20. The Solution must support integration with other servers using ICAP.</li> <li>21. URL Filter support for HTTP(S) traffic</li> <li>22. Internet Watch Foundation (IWF) support for legal requirements</li> <li>23. The Propose solution must be able to filter DNS query based on category and has the ability to block the DNS query</li> <li>24. The propose solution must be able to</li> </ol>		
--	--	--	--

	<p>integrate with Web Isolation Technology and has the option on the policy to ISOLATE selective traffic to be handle by the Web Browser Isolation solution</p> <p>25. The propose solution must be able to proxy not just HTTP but also the following: SMTP,POP3,IMAP,FTP,DNS.</p>		
	<b>Warranty &amp; Support Plans for 3 years</b>		
2	<p><b>Premium Support for Software &amp; Hardware</b></p> <ol style="list-style-type: none"> <li>1. Dedicated hardware appliance with High Availability (HA)</li> <li>2. Dedicated Technical Account Manager (TAM) offering during the implementation from OEM</li> <li>3. For Hardware: Guaranteed 4 Hour Arrival (24x7x4hrs) for the failed Hardware parts</li> <li>4. <u>Onsite Technician</u> to install the replacement of faulty hardware at our location</li> <li>5. Redundant, hot-plug power supply units</li> <li>6. The device should have RAID, Multiple Gigabit ethernet ports, Multiple CPU's etc, hard disk should be SAS disks</li> <li>7. The device should have support for 10G SFP+ Networking support</li> <li>8. Flexible deployment - Management server can be deployed as VMware Virtual machine</li> </ol>		

**3) Technical specification for Enterprise WAF (Web Application Firewall)**

SL NO	Description of Required features	Compliance Yes / No	Vendor Response/Detail ed Comments
1	<ol style="list-style-type: none"> <li>1. Protect against all OWASP-listed attacks</li> <li>2. Should be ICSA lab Certified &amp; part of Leaders/Challengers of Gartner MQ for Web Application Firewall</li> </ol>		

Enablement.

	<ol style="list-style-type: none"> <li>3. Solution should be certified “Recommended” by NSS Lab’s independent testing latest report in past two year</li> <li>4. Dual-stack support for both IPv4 to IPv6 and IPv6 to IPv4 communication.</li> <li>5. Should support 18,000 or more HTTP transactions per second</li> <li>6. Should support 10,000 or more HTTPS transactions per second</li> <li>7. Should deliver 220 Mbps or more of HTTP WAF throughput</li> <li>8. Should deliver 150 Mbps or more of HTTPS WAF throughput</li> <li>9. Advanced Bot Protection</li> <li>10. Block credential stuffing to help stop account takeover attacks</li> <li>11. Encryption of URLs</li> <li>12. Volumetric DDoS attacks</li> <li>13. Protect against advanced application-layer DDoS</li> <li>14. Malware and Antivirus protection</li> <li>15. Integration with 3rd party vulnerability scanners</li> <li>16. Access control based on GeoIP to limit access only to specified regions</li> <li>17. Application API security</li> <li>18. Application load-balancing</li> <li>19. Caching, Traffic Optimization</li> <li>20. Data loss prevention (DLP) capabilities ensure privacy of sensitive data.</li> <li>21. Support for MFA, AD, LADP and SAML based for <b>Identity and Access Control</b></li> <li>22. Certified in Compliance like PCI-DSS, HIPAA, FISMA, and SOX</li> <li>23. multi-tenant deployments</li> <li>24. Role Based Access control</li> <li>25. Integrate with Bank existing Syslog, SIEM, SOC tools and solutions</li> <li>26. Centralized management, analysis and reporting</li> </ol>		
	<p><b>Warranty &amp; Support Plans for 3 years</b></p>		

Enablement.

2	<ol style="list-style-type: none"> <li>1. Premium Support for Software &amp; Hardware</li> <li>2. Dedicated hardware appliance with High Availability (HA)</li> <li>3. Dedicated Technical Account Manager (TAM) offering during the implementation from OEM</li> <li>4. For Hardware: Guaranteed 4 Hour Arrival (24x7x4hrs) for the failed Hardware parts</li> <li>5. <u>Onsite Technician</u> to install the replacement of faulty hardware at our location</li> <li>6. Redundant, hot-plug power supply units</li> <li>7. Should support minimum 4 no's of 10/100/1000 Interfaces with minimum 2 bypass support and 2 SFP .</li> </ol>		

**4) Technical specification for Enterprise Anti Spam (Email Security)**

SL NO	Description of Required features	Compliance Yes / No	Vendor Response/Detailed Comments
1	<ol style="list-style-type: none"> <li>1. The proposed system shall at least provide the following system performance:                             <ol style="list-style-type: none"> <li>a) Email Routing: 200K messages / hour</li> <li>b) Anti spam: 170K messages / hour</li> <li>c) Anti spam and Antivirus: 140K messages / hour</li> <li>d) Support Identity-Based Encryption (IBE) without requiring additional license and hardware</li> <li>e) S/MIME encryption</li> </ol> </li> <li>2. Support SPF, DKIM, DMARC, ARC and BIMIM</li> <li>3. Prevention of ransomware, Spear phishing, business email compromise (BEC), attacks</li> <li>4. Email Fraud Protection</li> <li>5. Anti-Spam &amp; Anti-Malware</li> <li>6. Advanced content filtering control and management</li> <li>7. Support fully automated DMARC enforcement</li> <li>8. Built-in data loss prevention (DLP)</li> <li>9. Policy-based Email encryption</li> </ol>		

Enablement.

	<ol style="list-style-type: none"> <li>10. Blacklisting and Quarantine management.</li> <li>11. Email Content analysis</li> <li>12. Correlate advanced threat information, attack trends, user behaviour analytics, email analytics</li> <li>13. Integration with third-party SIEMs and SOC platforms</li> <li>14. Email Threat Isolation with support for on-premises, cloud and third-party email security solutions.</li> <li>15. Monitoring dashboard summary and detailed reports highlight threat trends, attack statistics and potential compliance issues.</li> <li>16. Automatic alerts &amp; provide real-time notification on virus outbreaks, policy violations, and email quarantine information.</li> <li>17. The solution should support virus outbreak prevention through on premise sandboxing solution to protect against a wide range of constantly evolving threats such as ransomware and targeted attacks</li> </ol>		
	<p><b>Warranty &amp; Support Plans for 3 years</b></p>		
<p>2</p>	<ol style="list-style-type: none"> <li>1. Premium Support for Software &amp; Hardware</li> <li>2. Dedicated hardware appliance with High Availability (HA)</li> <li>3. Dedicated Technical Account Manager (TAM) offering during the implementation from OEM</li> <li>4. For Hardware: Guaranteed 4 Hour Arrival (24x7x4hrs) for the failed Hardware parts</li> <li>5. <u>Onsite Technician</u> to install the replacement of faulty hardware at our location</li> <li>6. Redundant, hot-plug power supply units</li> <li>7. The device should have RAID, Multiple Gigabit ethernet ports, Multiple CPU's etc, harddisk should be SAS disks</li> <li><b>8. Flexible deployment - Management server can be deployed as VMware Virtual machine</b></li> </ol>		

**5) Technical specification for Enterprise Database Activity Monitor (DAM)**

SL NO	Description of Required features	Compliance Yes / No	Vendor Response/Detailed Comments
1	<ol style="list-style-type: none"> <li>1. The solution should provide protection of newly discovered and Zero-Day database vulnerabilities, providing immediate protection without the need for patching the database.</li> <li>2. The solution should be able to monitor all database activities and protection against insiders with privileged access &amp; granular monitoring of database transactions with real-time alerts and prevention of breaches</li> <li>3. The solution should provide granular monitoring of queries, objects and stored procedures with real-time alerts and prevention of breaches</li> <li>4. The solution should have the ability to enforce separation of duties on Database Administrators. (Auditing should include monitoring of DBA activity, select transactions. The solution should also prevent DBA manipulation or tampering with logs or recorded activity).</li> <li>5. The solution should record all SQL transactions: DML, DDL, DCL and Selects and should have the ability to store this activity securely</li> <li>6. The solution should have the ability to detect that a service account only accesses a database from a defined source IP and only runs a narrow group of authorized queries as configured.</li> <li>7. Report on detailed SQL, including the source of the request, the actual SQL commands, the database user name, when the request was sent and what database objects the command was issued against</li> <li>8. Perform audits on a specific user and review all commands executed</li> <li>9. The solution should be able to perform different checks for Oracle, MS SQL Server, and IBM</li> </ol>		

	DB2 and MySQL databases.		
	<b>Warranty &amp; Support Plans for 3 years</b>		
2	<ol style="list-style-type: none"> <li>1. Premium Support for Software &amp; Hardware</li> <li>2. Dedicated hardware appliance with High Availability (HA)/Virtual Appliance</li> <li>3. Dedicated Technical Account Manager (TAM) offering during the implementation from OEM</li> <li>4. For Hardware: Guaranteed 4 Hour Arrival (24x7x4hrs) for the failed Hardware parts</li> <li>5. <u>Onsite Technician</u> to install the replacement of faulty hardware at our location</li> <li>6. Redundant, hot-plug power supply units</li> <li>7. The device should have RAID, Multiple Gigabit ethernet ports, Multiple CPU's etc, hard disk should be SAS disks</li> <li>8. The device should have support for 10G SFP+ Networking support</li> </ol>		

**Phase-2**

**1- Technical specification for IPv6 Enablement & ISP (ILL) optimization**

SL NO	Description of Required features	Compliance Yes / No	Vendor Response/Detail ed Comments
1	<ol style="list-style-type: none"> <li>1. Configure ISP load balancing &amp; failover in the Perimeter Firewall</li> <li>2. Implement Network Traffic Engineering (QoS, Bandwidth, policy)</li> <li>3. Terminate and configure IPv4 and Pv6 Internet links in Perimeter firewall at DC and DR.</li> <li>4. Configure inbound and outbound link load balancing in Perimeter firewall.</li> <li>5. Configure all the NAT rules, policies for IPv6 in the Perimeter Firewall</li> </ol>		

	<ul style="list-style-type: none"><li>6. Configure security rules, policies for IPv6 in the Perimeter Firewall</li><li>7. Integrate IPv6 with Applications of the Bank</li><li>8. The Bidder has to work with the Bank's nominated partner/consultant for delivering the Phase-2 project.</li><li>9. Configure DLB,s existing Radware (Alteon 5208) LLB box as Server Load Balancer in DR location.</li></ul>		
--	---	--	--



**Annexure -2**

**OEM/Manufacturer Authorization Format (On OEM's letter head)**

Ref: Date:

To

Chief Manager  
Information Security Group  
DhanlaxmiBank  
Corporate Office  
Thrissur

Dear Sir,

**Sub: Manufacturer Authorization for RFP No. DLB\_ISG/ RFP/ 2019-20/ 001.**

We <OEM Name>having our registered office at <OEM Address>are an established and reputed company/producer/manufacturer of <product details>do hereby authorize M/s\_\_\_\_\_ (Name and address of the Partner) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee/warranty/support as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates / upgrades if contracted by the bidder.

We also confirm that we will ensure all product upgrades (including management software upgrades and new product feature releases.) are provided by M/s .....for all the products quoted for and supplied to Dhanlaxmi Bank during the Three year product warranty/Support period.

<OEM Name>

<Authorized Signatory>

Name:

Designation:

*Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.*

**Annexure - 3**Non Blacklisting Declaration Format (*On OEM's letter head*)

Ref: Date:

To

Chief Manager  
ISG  
DhanlaxmiBank  
Corporate Office  
Thrissur

Dear Sir,

Sub: Non Blacklisting Declaration by *<OEM Name>* for RFP No. **DLB\_ISG/ RFP/ 2019-20/ 001**

We *<OEM Name>*having our registered office at *<OEM Address>*are an established and reputed manufacturer of *<Name of Product>*, do hereby declare and confirm that we are not currently blacklisted by any Central/State Govt. or anyDept/Bank.

*<OEM Name>**<Authorized Signatory>*

Name:

Designation:

*Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.*

**Annexure-4**

**Commercial offer**

<b>Solution/Appliances</b>	<b>Unit Cost</b>	<b>Qty.</b>	<b>Total Cost including 3 year warranty</b>	<b>AMC cost 4<sup>th</sup> Year</b>	<b>AMC cost 5<sup>th</sup> Year</b>
WAF		3			
Perimeter Firewall		3			
Email Security		2			
Content Filtering		2			
DAM		1			
Migration, Implementation as mentioned in the scope and technical specification ( Milestone 1 and Milestone 2)		-			
<b>Total Cost</b>					

- All prices are exclusive of taxes
- All prices quoted shall based on the services, specification, terms and conditions specified in the RFP
- **Total Contract will be for 3 years**, but bidder has to submit AMC charges for 4th and 5th year.

**Annexure - 5**

<b><u>Sl.</u></b>	<b><u>Eligibility</u></b>	<b><u>Documents need to be submitted</u></b>
1	The bidder must be a company registered in India under the Companies Act 1956/2013.	Year of Incorporation - GSTN Number - Registered Office City – Registered Office Address -
2	The Bidder should be ISO 9000/9001, ISO 20000 and ISO/IEC 27001 certified, with certifications valid at the time of bid submission.	Copies of valid certificates
3	The bidder must be an Authorized Partner of the OEM (Original Equipment Manufacturer) whose product they are proposing.	Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in <b>Annexure-2</b> )
4	The Bidder must have an average turnover of minimum Rs. 500 crore during last Three financial year(s). In the above turnover, total consolidated IT Security including SOC projects turnover for at least two out of three Financial Years should be over Rs.150 Crores.	Audited Balance Sheet of the last two financial years& PO or Customer certificate or self-declaration mentioning order value for implemented/under-implementation projects should be acceptable
5	The Bidder should be profitable organization (on the basis of Operating Profit) for at least 3 out of last 5 financial years.	Copy of the audited balance sheets along with profit and loss statement for corresponding years and / or Certificate of the Chartered Accountant
6	The Bidder should have implemented and maintained captive SOC in India within last 5 years for at least two Banking customer(Scheduled/PSB). SOC solution should have at least 3 out of the following components like SIEM, WAF, DAM, Anti-APT solutions, Proxy and Spam	Certificate of completion of the work from Customers
7	The bidder must be Platinum /Equivalent Partner of the OEM for the proposed product since last two years.	Relevant certificate from OEM stating the level of partnership.
8	Enterprise Firewall, WAF, DAM solutions provided by bidder should have been implemented at least one scheduled commercial/PSB Bank catering to at least 500	Declaration from OEM.

Enablement.

	servers, 100 branches, multiple Data Centers, following RBI security framework.	
9	The Proposed OEM should have a presence in India for the last 3 years.	Declaration from OEM.
10	The Bidder should have support office in at least 4 (Four) Metro Locations (Kolkata, Mumbai, New Delhi, Chennai] and in Bangalore, Hyderabad, Pune.	Self-declaration with office location addresses.
11	The Proposed Solution (OEM) should not have been blacklisted by Government, any govt. department, PSU or PSB during the last three years.	Self-declaration. (Template available in <b>Annexure- 3</b> )
12	The Bidder should not outsource any of the project activities and it has to be executed by own experienced professionals	Self-declaration from Bidder.
13	Bidder should have more than 100 security professionals in various cortication's	Self-declaration from Bidder
14	The Bidders should have Toll Free number for fault registration within India, operating 365x24x7 basis	Self-declaration from Bidder with Toll free number details
15	Bidder should have executed IPV4 to IPV6 migration/enabling projects for at least two customers in preferably in BFSI segment	Reference/Certificate of completion of the work from Customers

----- End of the document -----