

Request for proposal

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For

Deployment of 'Centralised Patch Management Solution for 1000 End Points'

Tender Reference: NESFB/TENDITINFRA/19-20/0001

Date: 10.04.2019

Head Office: North East Small Finance Bank

1st & 3rd floor, Fortune Central, Basistha Road

Basisthapur, bylane no:3, Beltola, Guwahati -781028

Important Clarifications: Following terms are used in the document interchangeably to mean:

1. Bank means 'North East Small Finance Bank'
2. 'North East Small Finance Bank' will be further referred as 'NESFB' in this document
3. RFP means the Request for Proposal document
4. Bidder/Vendor means the respondent to the RFP document

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1. Introduction

About the Bank-

North East Small Finance Bank is a private sector bank, incorporated on July 25, 2016. It has 165 branches across North East and its structure consist of Branches, Zonal Offices and Head office.

The Bank has designed various Asset and Liability products to meet the financial needs of customers who have been deprived from the formal banking and other financial services till now. Bank also have kept in mind of their saving needs and have customized products that will take care of their Small and Regular savings as well as target based savings that are simple and easy to understand and have the maximum benefit. Further, Bank has also come up the facility of Doorstep Banking.

Project Objective–

Through this RFP, Bank envisages for selecting a vendor for implementing Patch Management solution for the End Points deployed across Branches/Zonal Office/Head office.

The Solution should include (and not limited to) design, Bill of Materials, procure, supply, implement, maintain, manage, handhold and provide subsequent facilities management, comprehensive onsite warranty/AMC/ATS.

Project Scope in brief –

- a) Implementation of Centralized Patch Management Solution for Windows 10 endpoints and for third party applications, including Adobe, Mozilla, Apple and Java (However, Core Banking Application is not part of the Scope)
- b) Contract tenure will be for 5 years.
- c) Vendor to design, procure, supply, install, commission, customize, test, implement, integrate and maintain the Patch Management solution
- d) Vendor to specify the Hardware cost for Patch Management as a separate line Item. NESFB reserves the right to go with vendor for Hardware requirement or may provision directly and shared with vendor
- e) The vendor is required to deploy the above solutions adequately sized and scalable Hardware, Software, Applications, Tools, Utilities, related services and Facilities Management as per specifications, terms and conditions and scope defined in this RFP
- f) Vendor to rollout the proposed solutions covering all the Bank's locations and shall provide onsite resources (Based out of NESFB HO, Guwahati) for administration of the solution
- g) Impart Training and Knowledge to the Bank's management and personnel.
- h) Provide Facilities Management Services for the implemented solutions for the tenure of the Contract.
- i) Provide complete hand-over along with detailed documentation on at the end / termination of the contract period.
- j) Vendor should comply and maintain all regulating compliance of regulators of Bank with respect to End Point Patching solution
- k) Growth chart of End points YOY

	Y1	Y2	Y3	Y4	Y5
# End Points	1000	1500	1800	2500	3000

2. Detail Scope of Work

Patch Management solution: -

Bank envisages to deploy an Automated centralised Patch Management solution that can be administered from a browser based console.

The centralized console shall be accessible from Bank locations. The tool and process shall provide a unified, near real-time visibility and enforcement to deploy and manage patches to all distributed endpoints regardless of their location, connection type or status.

The vendor is required to design & size the patch management solution to cover all the endpoints located across all the Bank locations & 3 (three) Servers (File Server, Backup server, Antivirus Server) located at DC/HO

Currently Bank has about 1000 endpoints including desktops, servers & laptops.
During the tenure of 5 years, increase in the number of end points can be envisaged as 3000.

Vendor proposed solution to be sized to meet the 5-year requirement and shall not have single point of failure.

The vendor is required to supply, install, configure and provide onsite comprehensive warranty & AMC/ATS services for the same over the tenure of the contract.

The Patch management solution shall provide the following functionality-

1. Automatically manage patching of endpoints for windows 10, regardless of location, connection type or status.
2. Provide visibility into patch compliance with flexible, near real-time monitoring and reporting and control from a single management console.
3. Vendor shall provide onsite resources for administration of the solution which would include but not limited to day to day monitoring of the patch compliance, configuration, reporting, problem remediation, etc
4. Reduce security risk by streamlining and reducing remediation cycles
5. The proposed patch management solution should best fit within the present bandwidth deployed in Bank's corporate network.
6. Documenting Standards/ Procedures – Including Roles & Responsibilities, classification of critical & non-critical assets
7. Ascertaining a validity of the patch source
8. Patches to have gone through a testing cycle. That should include creating backups for easy rollback if necessary.
9. Methodology to ascertain whether a patch is required to be applied or not based on the business impact
10. Documenting timelines of applying patches based on criticality and adhering to the timelines
11. Comprehensive Patch Deployment options and documentation of the same
12. Identifying vulnerable assets and method to isolate until the vulnerability is addressed
13. Reporting of existing patches applied on the assets & software applications
14. Shall provide Real-time reporting information on which patches were deployed, when they were deployed, and who deployed them, as well as automatic confirmation that patches were applied for a complete closed-loop solution to the patching process
15. The solution shall continuously monitor and report endpoint state, including patch levels, to a management server. The solution shall also compare endpoint compliance against defined policies, such as mandatory patch levels as well as newly released patches.
16. The solution shall be able to quickly create a report showing which endpoints need updates and then distribute those updates to the endpoints within minutes.

17. Once a patch is deployed, the solution shall automatically reassess the endpoint status to confirm successful installation and immediately updates the management server in real time. The operators shall be able to watch the patch deployment process in real time via a centralized management console to receive installation confirmation within minutes of initiating the patch process.
18. The solution shall provide continuous endpoint enforcement and ensures that endpoints remain updated. If a patch is uninstalled for any reason, the solution shall automatically reapply it to the endpoint as needed.
19. Report—the solution shall provide web reporting capabilities to view dashboards. Dashboards and reports shall indicate which patches were deployed, when they were deployed, who deployed them, and to which endpoints. The dashboards shall also show patch management progress in real time.
20. The Vendor shall provide training of the deployed solution to the Bank personnel
21. Provide subsequent facilities Management - Warranty/AMC/ATS Support service for the contact period.
22. All S/W Licenses to be in the name of Bank

3. Project timelines

Sr. No	Activity	Timelines
1	Delivery of H/W and Software at respective location	Within 4 weeks from the date of PO
2	Installation , configuration & Commissioning of entire Solution	Within 8 weeks from the date of PO
3	Training and documentation	Within 10 weeks from the date of PO

4. Price bid –

Vendor is requested to quote in Indian Rupees against below line items-

	Year 1	Year 2	Year 3	Year 4	Year 5
H/W cost					
S/W License cost					
Deployment/Implementation Cost					
Maintenance Cost					
Resource Cost (Patch Admin) –L3					

5. Award of Contract -

NESFB will award the contract to the successful vendor, who qualifies to perform the contract satisfactorily and are substantially responsive, and have the lowest commercial Bid.

6. Eligibility Bid–

1. Vendor should be as on the date of submission of this bid, a registered Corporate in India, registered under the Company's Act 1956 and should submit the GST Registration no or certification for the State where their respective registered office and/ or billing offices are situated.
2. The vendor should be in a business of supply, delivery, installation, configuration, maintenance and support of Patch Management Solution business in India for the last one Financial Year.
3. vendor should have partnership with OEM of the proposed technology.
4. The Bidder should have positive net worth

7. Evaluation Methodology

The objective of adopting this evaluation methodology is to facilitate the selection of the Bidder. The bid would be first evaluated for technical soundness and then for the commercials. The commercial evaluation would be based on the Total Cost of Ownership (TCO).

The evaluation will be a two-phase process:

Phase 1 – Technical Proposal Evaluation (70%)

Phase 2 – Commercial Bid Evaluation (30%)

8. Penalt Clause

- For any delay in Product delivery beyond the contractual delivery date, price reduction shall be applied @1/2 % of order value per week of delay subject to maximum reduction of 5% of total order value
- For any delay in deployment beyond the contractual deployment date, price reduction shall be applied @1 % of order value per week of delay subject to maximum reduction of 10% of total order value

9. Payment Terms

The fees shall be paid on the due dates as per the payment schedule being discussed and finalized with the selected bidder.

All payments will be made only after the acceptance of the milestones. Any delay in achievement of the milestones will result in further delay of the payment.

All out of pocket expenses, traveling, boarding and lodging expenses for the entire Term of this contract is included in the amounts set out in final Contract and the Bidder shall not 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 etc.

Taxes

The fees payable by NESFB to the vendor shall be inclusive of all costs such as insurance, taxes (including service tax, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and NESFB shall pay the fees due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable.

10. Confidentiality Agreement-

Each individual to maintain its confidentiality and shall disclosed anything related to bid only to those employees involved in preparing the requested responses. The information contained in the RFP may not be reproduced in whole or in part without the express permission of the Bank.

11. Termination –

The Bank shall be entitled to terminate the agreement with the Bidder at any time by giving ninety (90) days prior written notice to vendor if Vendor breaches its obligations under the RFP or the subsequent agreement and if the breach is not cured within 15 days from the date of notice

12. Response to RFP -

- The bidder shall respond to this RFP Via email through bidder’s registered email id
- All questions/queries about the RFP must be submitted no later than date specified in above section.

Schedule of activities and events

The details are as under:

Particulars	Requirements, Dates and Timeline
Date of issue of the RFP	10.04.2019
Last Date for submission of Bidder Queries	20.04.2019
Last of providing response against bidder’s queries	23.04.2019
Last Date for receipt of Technical & Commercial Proposal	01.05.2019
Email ID for Communication	sumanta.roy@nesfb.com and pankaj.das1@nesfb.com