CITIZENS BANK PLC

Cyber Security & MIS Division
Chini Shilpa Bhaban-2,76- Motijheel C/A
Dhaka-1000

Request For Proposal

REQUEST FOR PROPOSAL (RFP) FOR PURCHASING SIEM AND SECURITY TOOLS FOR SETTING UP A SECURITY OPERATIONS CENTRE (SOC)

Submission Deadline: **April 25, 2024, by 03:00 PM**

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1 Executive Summery

This is a Request for Proposal ("RFP") to acquire a SOC solution which includes Security Information & Event Management (SIEM) and Ticket management system that can be integrated with the **Citizens Bank** current IT infrastructure. The key operational, performance, application, and architectural requirements of the system are supplied to proponents in the RFP.

The Bank intends to issue this bid document to the bidder to participate in the competitive bidding for procurement, implementation and maintenance of SOC Solutions. Bidders must satisfy the qualifications stated in section "5 & 6" and project requirements stated in section "3 & 4".

2 Objective of SIEM Solution

The main objective of a SOC solution is to aggregate log data generated throughout our organization's IT infrastructure, from applications to the network, security devices, and host systems. After collecting and analyzing log data, a SIEM solution identifies security incidents and events, malware activity, possible malicious activity, unauthorized login attempts, and potential security threats. The core objectives of a SOC solution include generating Email and SMS alerts, incident management, and playbook design.

3 Scope of Project

3.1 Scope of Works

The **Citizens Bank** SOC Project includes all of the Equipment and Implementation services required to provide a SOC Solution at DC and DR and meet the capacity, functionality and feature requirements specified in this RFP. The scope of this RFP includes the following:

1. Supply, configuration, installation and testing of the proposed solution, including any required interfaces and data conversions.
2. On-site software configuration and user settings.
3. Training for software configuration and SIEM management software.
4. Provision of documentation in printed and electronic format, including administrative and end user manuals.
5. Bidder should quote SIEM solution/service as per calculated EPS based on point **3.4**.
6. Log has to be retained for a period of 6 months online and additional 6 months' in backup system.
7. Patch the SIEM systems as and when required in case new updates available.
8. Tune SOC / SIEM solution deployed at DC, DR and integrated with various infrastructure devices of bank. The solution should integrate with Network / Security / Servers / Applications / database of bank.

3.2 Scope of Services

1 The support service includes but not limited to- all product related updates, any configuration, backup / restore of SIEM service if needed, alarm creation, rules creation, smart response creation, metadata conversion (if not automatic), flat file parsing, modified dashboard creation and any types of errors etc.

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2 Use cases development and implementation as per bank's need.

3 Giving us assistance so that we may develop SOC services with the SIEM by using SOC enablement services.

4 Regular health check of SIEM / SOC.(based On SLA/AMC)

5 Train-up Cyber security officials to get the most out of SIEM / SOC.

3.3 Technical Specification

S/N	Technical Specification	Requirements
1	SIEM Solution	• Log and Flow (Data) Collection • Data aggregation and normalization • Data Archival as per agreed time frames. • Log Correlation • Alert generation • Integration with in-scope devices • Building of custom parser as required to integrate logs of the mentioned devices • Custom Correlation Rules as per Bank's requirement • FIM module. • Forensic Module. • Threat Intelligence.
3	Logging Capability and Storage	• 24*7 logs & audit trails. • Monitoring the security events and raising the incident for any security breach. • The solution should ensure the Archival, Purging, and retention of logs for future analysis as per the Bangladesh Bank guidelines and Bank's security policies. • The solution should be capable of assisting in finding log entries on originating systems for use in forensic investigations
4	Ticketing and Reporting Solution	• Shall generate End-to-End report based on the requirement for Tickets. • Reporting module must be customizable for Bank as per requirement. • Ticketing system must have all features of a standard ticketing tool.

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		• Shall provide daily reports of critical and high incidents. Provide monthly and weekly reports to summarize the list of incident tickets.
5	Sizing	• Bidder to calculate exact sizing requirements of Bank and provide solutions accordingly.
6	Hardware Requirement	• Vendor shall share the required specification for hardware as per calculated EPS/Log volume. (DC & DR)

3.4 Number of Items

SL	Name	Qty
1	Server	50
2	Database	8
3	Application	10
5	Endpoint	25
6	Network Device (Router & Switch)	16
7	Firewall	7
8	Email security/ Anti-SPAM Filter	0
8	AV/EDR	2

3.5 Platform

SL	Name	OS/Type	OS Version
1	Windows Server	Windows server 2019	64 Bit
2	Linux/Unix based server	Red Hat Enterprise Linux	8.2
3	Application	Windows,Linux	
5	Database	Oracle	19
6	Network Device	Fortigate	
		F5	
		Cisco	

4 Deliverables

4.1 Detailed Technical Requirement

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Related Service/ Features	Technical Description, Specifications, and Standards	Proposed Technical Description, Specification, and Standard	Complied/ Non-Complied
Quantity	1		
Brand	Bidder will Mention		
Model	Bidder will Mention		
General	The proposed solution should be based on Data Sizing.		
	Solution should be scalable to base on the need or enhanced traffic in future.		
	Is there flexibility on hardware installation resource namely on bare-metal or virtual machines (VM) ?		
	The Platform must include File Integrity Monitoring (FIM).		
	The Platform must include Security Analytics.		
	The Platform must include Threat Intel Platform (TIP).		
	The solution must be able to deploy as software, appliance, virtual appliance, or a combination of both.		
	The system should support different apps or plugins are required to create a seamless user experience and achieve threat detection across the user endpoint and network threat vectors.		
	The solution must be able to integrate with well- known systems, applications, networking, and security devices		
	The solution should have the capability to handle custom systems, application, or device logs.		
	The solution must support very granular level of role-based access.		
	The Proposed solution must collect the logs in real-time.		
	The collector agent must support all OS system without additional cost of agent.		
	The proposed solution must secure the communication during the log collection mechanism.		
	The proposed solution must collect the logs through an agent-less and agent based if required.		

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	The proposed solution must support Windows Event log collection for Security, System, and Application events, the process of ingesting and normalizing windows logs for search, correlation, alerting, reporting, etc.		
	The solution should preserve log data if connectivity is lost between log collection points and storage		
Log Retention & Storage	The proposed solution must utilize any storage methodologies for addressing different ages of log or event data (e.g., hot, cold or warm storage).		
	The proposed solution must provide storage for long term trend visualization and analysis.		
	The proposed solution should have integrity checks performed on the logs stored for long term retention.		
	The proposed solution Should have the capability for retrieving historical data/logs stored in long term storage.		
Event Management	Logs should be classified based on the different parameters for the case of operation like threat analysis, threat types, event drill down, rule names, etc.		
	The Web Console Dashboard must be able to present visualization for better threat-hunting.		
	The system should support filter wizard Dashboard within built-in visual wizard		
	The proposed solution must provide drill down, pivoting, and filtering capabilities to facilitate and accelerate investigations		
	The web console must have ability to "Tail" real-time active log sources in the view of Analyst, this will provide "real time" logs that match query within grid view		
	The solution must include "drill down" functionality to narrow search results to a specific type of log source from a specific server within the IT environment.		
	The proposed solution must perform Geo-Location to IP addresses		

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	The system provides real-time visualization, features, and capabilities of the dashboard, drill down on information presented in the dashboard to view the underlying log data without any performance impact incurred.		
	The proposed solution must allow for the easy creation of custom dashboards and the views be saved and shared among groups specific to a use case such as a Security Analyst or IT Operations etc.		
	The proposed solution Web UI shall be based on HTML5 not based flash or based on Java		
	The proposed solution must automatically determine threats based on suspicious patterns of behavior.		
	The proposed solution must incorporate data from multiple threat intelligence feeds into its' advanced analytics.		
	The proposed solution must provide updated analytics rules on a regular basis to detect new and emerging threats		
	The proposed solution must allow the organization to build a filter and reuse it with multiple of correlation rules		
	The proposed solution must provide an ability to interface with a third-party incident response management system		
Security Configuration Assessment	The solution can offer efficiently reduce our attack surface by identifying and mitigating security risks and it has vulnerability Detector module.		
	The solution can provide scans monitored endpoints using CIS benchmarks to identify misconfigurations for Enhance endpoint security.		
	The solution needs to Perform configuration checks on diverse endpoints, cloud workloads, and platforms		
	The proposed solution needs to maintain actively audits of infrastructure for regulatory compliance		
	The proposed solution Need to be monitoring the configuration of endpoints to reduce total exposure time.		

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	The solution should provide Generated detailed reports of checks performed on endpoints to identify vulnerabilities and compliance gaps.		
Ticketing System	Ticketing System / Case Management system must be available in this solution.		
File Integrity Monitoring	The solution should be capable with detect and respond to file modification in real time.		
	Detect security breaches and system tampering using FIM		
	Monitor file change activity across multiple endpoints from a central location.		
	Comply with regulatory compliance requirements for data security, and privacy. Like PCI DSS, HIPAA, NIST 800-53, TSC, and GDPR.		
	Effectively monitor files and directories regardless of data volume		
	Protect your critical system files on multiple operating systems with the FIM module		
Threat Hunting	The solution provides complete visibility by logging various components of your IT infrastructure including OS, applications, databases, and more.		
	The solution maps events in our environment with tactics, techniques, and procedures (TTP) in the MITRE ATT&CK framework.		
	Enhance threat hunting with tailored rulesets and decoders for effective detection and investigation.		
	Visualize security events with customizable dashboards and generate reports on the dashboard to gain valuable insights into incidents, trends, and anomalies.		
Log Data Analysis	Rapidly detect and respond to security threats.		
	Eliminate security silos and achieve comprehensive visibility and collaboration across security ecosystem.		
	The solution needs to meet regulatory requirements, like CIS, HIPAA, PCI-DSS, NIST, and more.		

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	Gain complete visibility across organizations IT infrastructure with solution		
Vulnerability Detection	Simplify the process of querying and analyzing vulnerability details		
	The solution performs vulnerability assessment of monitored endpoints to detect vulnerable OS components and applications.		
	It can helps in risk management by providing insights into the severity and business impact of identified vulnerabilities		
	Identify potential security risks, such as misconfigured services or incorrect permissions that may put our organization at risk.		
	Gain more insights into our inventory and prioritize risk mitigation		
	The solution must have multi-platform compatibility		
Incident Response	The solution automatically triggers appropriate actions in response to detected security incidents.		
	It can be capable to be integrated with various security solutions to enhance incident response capabilities.		
	Proposed solution can perform a pivotal role in minimizing dwell time, the duration between a security breach occurring and its detection.		
	Proposed solution must have centralized management for real-time monitoring, alerting, and log analysis, enabling organizations to investigate and respond to incidents efficiently.		
Regulatory Compliance	Implement security automation to actively audit our infrastructure.		
	Proposed solution need to provide organizations with customizable rules and policies that effectively streamline compliance implementation and maintenance.		
	Need to capable Create custom policies and security controls to our specific use case.		
	The solution needs to meet regulatory requirements, like CIS, HIPAA, PCI-DSS, NIST, and more		

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	Generate detailed reports to aid compliance efforts and demonstrate adherence to industry standards.		
IT Hygiene	The System inventory capability collects vital data on endpoints, including OS details, software, network interfaces, and ports.		
	Streamline the process of adhering to compliance requirements by actively auditing our infrastructure.		
	Detect malicious activity on monitored endpoints.		
	Reduce your organization's attack surface by leveraging the module to identify misconfigurations and security flaws on our endpoints		
	Take a proactive approach to managing vulnerabilities on monitored assets in our environment.		
Reporting	The proposed solution must offer all the reports out of the box at no additional cost.		
	The solution should include pre-defined executive/technical/compliance reports.		
	The solution should include reports directly aligned to support auditing/compliance requirements with a full suite of automated compliance reports for, CIS, HIPAA, PCI-DSS, NIST, and more.		
	The solution should allow reports to be viewed on- screen and should hold the functionality to be exported into PDF.		
	The solution should provide the ability for the user to restrict the information in the report to a user- specified date range		
Network Security	The proposed solution must support structured search, unstructured search within the same query.		
	The solution should filter network traffic by individual devices.sss		
	The solution should be able to perform searches across all network data.		
	Proposed solution must have centralized management for real-time monitoring, alerting, and log analysis, enabling organizations to investigate and respond to incidents efficiently.		

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	The proposed solution must be able to analyze network traffic in real-time, providing timely insights into network activity.		
	The proposed solution must be able to analyze various network protocols, providing deep insights into the network layer, transport layer, and application layer activities.		
	Proposed solution should provide geolocation network traffic, helping to identify the source of potentially malicious activities.		
	The solution must be detect anomalies or unusual patterns in network behavior that might signify a security concern.		
	Proposed solution must maintain network log for trace back activity during an incident investigation.		
	Solution must be compatible with protocol IPV6, making it suitable for modern networks.		
Detection Rules	Propose solution must allow to set up a variety of alerts, including changes in frequency, spikes, flat lines, or even custom alerts based on arbitrary conditions.		
	The solution should have the capability to forward security alerts to various types of endpoints, including email, chat services, JIRA, and many more.		
	Proposed solution should support query any data stored in database, whether it comes from logs, metrics data, or any other source stored		
	The proposed solution must offer real-time alerting based on data patterns, providing immediate insights for quick decision-making, essential for businesses requiring prompt attention to data events.		
	The proposed solution should have the ability to set up alerts for anomalous behavior or suspicious activities helps businesses to proactively address security risks, thereby reducing the potential impact of cyber threats.		

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	The solution must have flexible rule framework allows businesses to create custom alerting scenarios that are specifically tailored to their needs, whether for fraud detection, monitoring customer behavior, or tracking system performance.		
	The proposed solution should support configuration of the severity levels of alerts, ensuring that the most critical alerts are dealt with as a priority.		
	To prevent alert fatigue, the solution must be rate-limiting system so that similar alerts within a specific timeframe are grouped or suppressed.		

4.2 Miscellaneous

Criteria	Comply?		Documents Submitted? (Y/N) with Page No.
Project Management			
Project Implementation Methodology Document			
Details documentation regarding SIEM			
Bidder should provide a detailed list for the required server, storage and other component for SIEM deployment (DC & DR).			
Bidder should provide a detailed list of the project team members, their roles, and responsibilities such as such as project manager, technical lead, and any other relevant roles.			
It is the bidder's responsibility to arrange daily meetings with the bank's working team to ensure regular progress updates, issue resolution, and alignment on project tasks. Bidder should also arrange weekly/fortnightly meetings with the bank's project lead to discuss overall project status, milestones, and address any high-level concerns or risks.			
Bidder should provide a complete project plan specifying the project's timeline, including start and end dates for all deliverables, as well as any critical milestones.			
Bidder to outline their escalation procedures for critical or unresolved issues.			
Bidder shall provide SOC enablement service through this SIEM			
Support			
Bidder should provide support for successful deployment throughout the project lifecycle.			

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Bidder should provide support after deployed the SIEM also as per SLA/AMC			
Proper documentation of the resolutions and workarounds for resolved issues should be done by the bidder.			
Provide Support for custom log parsing as per requirement			
Train-up and knowledge sharing with IT security officials for Analysis & Administration of SIEM.			

4.3 Schedule of Supply

Bidders are required to provide Deployment & SIEM support service or annual maintenance contract including everything stated in the scope of Project (point- 3) and filling up the point- 4 ("Technical"), 5.2 ("Financial Proposal"). In addition, bidders are advised to go through all the chapters in the document.

4.3.1 Supply of Professional Support Services

The bank will avail itself of its Local & professional support service/AMC. Contract will be made for the next 3 years. Please submit financial offer for 3-year tenure and as per the scope of all deliverables (point-4) & scope of Project(point-3).

SL. No.	Product Name/Service	Descriptions	License Expiry	Qty
1	Implementation Cost	Implementation of SIEM solution as per the deliverables & scope of project.		1 job
		Custom Log parsing (on Demand)		10
2	AMC for Support Service of SIEM	Support service of all related product content updates, SOC enablement service from SIEM and others included in the scope of service.		
3	Professional Service (if required)	Professional Service from OEM based on demand.	Per hour/day/case	
4	License Cost (if any)	For License activation		

5 Instructions to Bidders

5.1 Documents comprising the bid

The bid submitted by the bidder shall comprise two envelopes submitted simultaneously, one containing only the "General and Technical Proposal" and the other the "Financial Proposal".

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The "General and Technical proposal" shall contain the followings:

a. Signed bid document.

b. Power of attorney (authorizing the person to sign and initial the bid document on behalf of the company).

c. Response to the technical specification for the respective module.

d. Client List and their contact details.

e. Response to the organization strength and relevant experience.

f. Any other things required for general and technical proposal.

The "Financial Proposal" shall contain the followings:

a. Response to the financial proposal of individual module.

5.2 Financial Proposal

5.2.1 Implementation with 1-Year Support Service Charge

Bidders shall quote the price in Bangladeshi Taka (BDT) for the items quoted. The govt. charges such as VAT, Tax, etc. should be shown separately. The price will include related schedule of supply.

SL. No.	Product Name/Service	Descriptions	Qty.	Unit Price	Total
1	Implementation Cost	Implementation of SIEM solution as per the deliverables & scope of project.	1 job		
		Custom Log parsing (on demand)	10		
2	AMC for Support Service of SIEM & SOC	Support service of all related product content updates, SOC enablement service from SIEM and others included in the scope of services.	1 year from the date of Successful implementation.		
3	Professional Service (if required)	Professional Service from OEM based on demand.	Per hour/day/case		
4	License Cost (if any)	For License activation			
	Vat & Tax				

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5	Grand Total Price			
	Total Amount In Words			

5.2.2 AMC/SLA charge

S/L#	Scope of services offered by AMC	2nd year (Amount in BDT)	3rd year (Amount in BDT)
AMC for Support Service of SIEM	Support service of all related product content updates, SOC enablement service from SIEM and others included in the scope of service & deliverables.		

a) Total AMC payment will be made quarterly per year.

b) The AMC has to be signed within 30(thirty) days after successfully completed the Implementation of the project.

5.3 Correction or Amendment of bidding documents

The Bank may, for any reason, whether at its own initiatives or in response to a clarification requested by a prospective bidder, modify the bidding documents.

5.4 Sealing and marking of bid

a. The bidder shall seal the General & Technical proposal, Financial proposal in separate envelopes clearly marking each one as "GENERAL & TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL".

b. The envelopes shall be addressed to the Bank at the following address:

Executive Vice President & Head of ICT Division
Citizens Bank PLC
Chini Shilpa Bhaban-2
76, Motijheel C/A, Dhaka-1000

c. If the outer envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

5.5 Availability of Tender Scheduel

The tender schedule will be available at Citizens Bank's website (www.citizensbankbd.com) and also at ICT Division, Head Office, Chini Shilpa Bhaban-2 (Level-2), 76, Motijheel C/A, Dhaka-1000 during office hours from 02.04.2024 to 25.04.2024.

5.6. Pre-Bid Meeting and Amendment

A pre-bid meeting will be held on 22.04.2024 at 3:00 PM at 3rd floor meeting room. Head Office, Chini Shilpa Bhaban-2 (Level-2), 76, Motijheel C/A, Dhaka-1000. The Bank will issue the amendment of this document by 23.04.2023 if any error(s) is/are detected and informed to the bank in writing through mail/hard copy by any bidder(s) within 22.04.2024

5.7 Evaluation of proposals

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The Bank will carry out a detailed evaluation of the bids according to the information supplied by the bidder through its proposals and based on its own evaluation criteria.

The Bank may arrange a discussion meeting (if any) with any bidder to understand each and every aspect of the proposal. To assist in the examination, evaluation and comparison of financial proposals, the Bank may, at its discretion, ask any bidder for clarification of its bid.

The Bank will choose the offer that will be more comprehensive and that confirms the Bank's requirements and standards.

5.8 Price Negotiation

The Bank may request any number of Top bidders in writing or verbally to negotiate the price. Representative of the Bidders must have authorization for price negotiation.

Bank will choose the successful bidder, after price negotiation and considering other performance, who is deemed fit to the Bank.

5.9 Award of Contract

The Bank will award the Contract to the successful bidder. After successful negotiations, the Bank will notify the successful bidder that his bid has been accepted.

The Bank reserves the right to accept or reject any bid at any time prior to award of Contract without any clarification. **Process to be confidential**

Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to the bidders or any other persons not officially concerned with such process. Any effort by a bidder to influence the Bank's processing of bids or award decisions may result in the rejection of the bidder's bid.

5.10 Payment Terms

1. Mode of Payment:
    a. Payment will be made on cash or cheque.
    b. First payment will be delivered 25% of total payment after issuing the work order and rest of the payment will be delivers after successfully completion of project.

Total amount will be paid upon successful completion of the solution/services and payment will be made through bank's Pay Slip/ Payment Order. Bank will not pay any amount before successful completion/UAT of all deliverables & scope of project. Service fee/ AMC charges will be made quarterly per year.

5.11 Tax & VAT deduction

The bidder is hereby informed that the Bank shall deduct VAT and other Taxes at the rate prescribed under the Tax Laws of Bangladesh Govt., from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all taxes on transactions and/or income, which may be levied by the bank. If bidder is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

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6 Terms & Conditions

6.1 General Terms & Conditions

a) Citizens Bank is not bound to accept the lowest bid. Citizens Bank reserves the right to accept or reject any or all the quotations without arising any reasons whatsoever.

b) POC (Proof of Concept) is mendatory for shortlisted vendor/s befor the implemention of the services.

c) **Citizens Bank** reserves the right to increase or decrease the quantity. **The Bank** also reserves the right to distribute the work among the bidders or assign it to a single bidder. VAT, Taxes etc. shall be deducted from the bill as per approved rate of the National Board of Revenue (NBR).

d) If the Tender submit any wrong information, then the **Citizens Bank** reserves the right to reject their quotation partially or fully.

e) The supplier must obtain formal written work order from the **Citizens Bank** management before supply or commencement of work.

f) The RFP/work order will be automatically cancelled if the requisite terms & conditions are not fulfilled.

g) Bidders must submit the description of their support team with the profile of experts for the items they will supply or offer.

h) Validity of Price Quotation must be for a minimum of 180 days.

i) The information provided by the bidders in response to this Tender Document will become the property of **Citizens Bank** and will not be returned.

j) **Citizens Bank** reserves the right to purchase partially, amend, reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them.

k) The bidder will be entirely responsible for all applicable taxes, duties, levies, charges, license fees in connection with delivery of products at site.

l) Total AMC payment will be made quarterly per year.

m) Vendor must visit the clients premise monthly and perform health checkup of SIEM / SOC and maintain visiting log (Support Service Acknowledgement Report) during the AMC tenure.

6.2 Response of Bidder

6.2.2 Organization Strength

Bidders must response the following points according to the formats. Modification/addition of the following format by the bidder will not be accepted. Moreover, Bidders must submit evidence for the following documents as per their response.

Criteria	**Comply?**		**Documents Submitted? (Y/N) with Page No.**
	Yes	No	
The organization must have local office in Bangladesh			
Valid TIN certificate			
Valid Tax Return Certificate			
Valid VAT certificate			
Valid trade license			
Company profile with detail customer list for the offered solution			

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Must be capable of availing Professional Service from the principal of the product.			
A client list should be submitted along with their contact details.			

6.2.3 Relevant Experiences

Bidders must response the following points according to the formats. Modification/addition of the following format by the bidder will not be accepted. Moreover, Bidders must submit evidence for the following documents as per their response.

Criteria	**Comply?**		**Documents Submitted? (Y/N) with Page No.**
	Yes	No	
The bidder should have preferably 1 years' experience in relevant business.			
The bidder has completed relevant solution at a minimum of two commercial banks or NBFIs or renowned companies in Bangladesh. Copies of necessary evidence letter need to be enclosed.			
The bidder should have all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business.			
The Bidder should have at least 01 (one) experience in conducting Security Operation Center (SOC) Manage Service projects in Bangladeshi Organizations.			

End of the RFP

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