



TP Central Odisha Distribution Limited



TP Northern Odisha Distribution Limited



TP Southern Odisha Distribution Limited



TP Western Odisha Distribution Limited

## CENTRALIZED CONTRACTS GROUP

NIT No.: TPCODL/CCG/25-26/100008065

### Corrigendum No. – III

Dt.: 16.04.2026

#### Tender Enquiry No- TPCODL/CCG/25-26/100008065

**Tender Subject** – Rate Contract for SITC of Unified SOC comprising SIEM, SOAR and UEBA at TPCODL, TPNODL, TPSODL & TPWODL

#### **Corrigendum Summary:**

#### **A] Clause 1.3: Revised Calendar of Event shall be as follows:**

Existing Clause	Proposed Clause
Due Date of Posting Consolidated replies to all the pre-bid queries as received : 14.04.2026, 18:00 Hours	<i>Revised timeline 16.04-2026</i>
Due date and time of receipt of Bids – 21.04.2026, 17:30 Hours	<i>Revised timeline 30.04.2026, 18:00 Hours</i>

NOTE : All Other Terms & Conditions of the tender shall remain unchanged as per NIT document, GCCs.

Approved By,

Sd/-

(Head – Centralized Contracts Group)

S. No.	Prebid Queries No.	Specifications as in the NIT	Change Requested	Remarks By Bidders	Final Response
1	17	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).	Normally Govt/PSU customers give 5 year upfront orders so they don't need to renew the contracts on year on year basis. In this regard, customer mail confirmations can be submitted to show that they are using the		Tender Specifications remains unchanged.  Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT.
2	30	The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER /Forrester Report for at least twice in last 3 years.	We request TPDDL to relax this clause as following:  The Proposed Solution should be in Gartner Magic Quadrant / Forrester Report / KuppingerCole / Gigaom Radar for at least twice in last 3 years.		Tender Specifications remains unchanged.
3	17	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).	For wider participation, we request the authorities to amend the clause as below,  The Bidder/OEM needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).		Tender Specifications remains unchanged.  Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT.
4	36	It is expected that connectors for all the standard applications and devices will be readily available in the collector and Log management devices, connector for mostly in-house/custom built applications will need to be developed. It is the responsibility of the Partner to develop connector applications for the custom-built applications specifically developed for TP Odisha. The out-of-box collectors' development must not have any alignment to any commercial implications. The cost will be borne by Vendors/Bidders/Partners		Please Provide a detailed list of all expected data sources, including application/device type and OEM/manufacturer details.	User-configured parameters mean the configurable criteria defined by the authorized user for log aggregation, including but not limited to time window, hostname, source IP, destination IP, device type, and severity level. Log aggregation shall be performed in accordance with these parameters.
5	37	SOC Partner should have experience in building connectors for RTUs, PLCs, etc.		Please Provide a detailed list of all expected data sources, including application/device type and OEM/manufacturer details.	This is to clarify that, archived logs shall be stored within the proposed solution to be provided by the bidder, in accordance with the log retention timeline specified in this NIT.  The bidder shall provision and provide a standard method or tool for auto archival and retrieval of archived logs, as and when required by TP Odisha DISCOMs, for the purpose of forensic investigation, audit, or incident analysis, at no additional cost.
6	31	Logs collected from all the devices should be aggregated as per the user configured parameters.		Kindly clarify what is meant by "user configured parameters" in the context of log aggregation from all devices	This is to clarify that, archived logs shall be stored within the proposed solution to be provided by the bidder, in accordance with the log retention timeline specified in this NIT.  The bidder shall provision and provide a standard method or tool for auto archival and retrieval of archived logs, as and when required by TP Odisha DISCOMs, for the purpose of forensic investigation, audit, or incident analysis, at no additional cost.
7	4	For correlation and report generation purpose, past 3 months log data should be available online and 12 months data should be available offline.		Kindly clarify what is meant by "12 months data should be available offline." Please confirm whether offline logs are to be stored within the proposed solution or at the customer's premises.	Bidders are requested to refer to the Tender Technical Requirements and Scope of Work (SOW) for detailed specifications. The requirements are minimal, and bidders may propose additional functionality and features as part of their proposed solution. The proposed solution in its entirety (software, management console and data) must comply with industry standards SOC 2 Type II and ISO/IEC 27001. Solution as well as Data residency should be in India as per MeitY guidelines to ensure data sovereignty. In case of Cloud Solution the Partner must provide adequate compliance certificates and documentation.
8	4	Retrieval of archived logs should not require any proprietary tools/protocol and should be retrievable using open standards/protocols or else the retrieval tool should be provided to the TP Odisha at no extra cost.		Kindly clarify where the archived logs are expected to be stored – within the proposed solution or on customer-provided infrastructure. Additionally, please confirm whether logs for the entire 12-month retention period are required to be stored in offline/archive mode.	The Proposed solution shall ensure interoperability with the existing ArcSight SIEM and SOAR as specified in the NIT. This is to clarify that, the proposed solution should be capable of ingesting alerts from existing TP Odisha SIEM & SOAR to provide a unified view. Detailed integration requirements shall be addressed during the implementation phase.
9	6	Partner should ensure SOC services are in-line with Cert-In guidelines and directions for SOC implementation and operation.		Kindly clarify whether this clause requires compliance with MeitY data sovereignty requirements and SOC 2 certification .	This is to clarify that, archived logs shall be stored within the proposed solution to be provided by the bidder, in accordance with the log retention timeline specified in this NIT.  The bidder shall provision and provide a standard method or tool for auto archival and retrieval of archived logs, as and when required by TP Odisha DISCOMs, for the purpose of forensic investigation, audit, or incident analysis, at no additional cost.
10	16	The solution shall support integration of both IT and OT systems and ensure proposed Unified SOC platform will interoperability with the existing ArcSight TPSOIL SIEM & SOAR.		Kindly clarify the expected scope of interoperability with the existing ArcSight SIEM & SOAR – whether it is limited to alert integration or requires full log/data forwarding. Additionally, please confirm the expected role of New/Cortex XSOAR under this integration.	Bidders are requested to refer to the Tender Technical Requirements and Scope of Work (SOW) for detailed specifications, including data source integration requirements. The requirements specified are the minimum baseline, and bidders may propose additional functionalities and features as part of their proposed solution.
11	4	It must have auto archive feature to archive logs on secondary storage from offline storage perspective. (i.e. NAS/DAS/NLSAS)		Kindly clarify whether the solution is required to provision offline storage infrastructure or whether it will be provided by the customer. Additionally, please confirm where the offline storage will be hosted.	This is to clarify that, the Security Team reports should be provided as TP Odisha Discom Requirements which may be OOTB reports or to be customized & developed by the Partner and the Partner shall ensure availability, configuration, and validation of all required reports.
12	7	Operations		Kindly confirm whether the scope is dependent upon data source integration and all relevant and necessary data sources will be provided by the customer.	This is to clarify that, installing and commissioning the SIEM on the designated hardware (server/appliance/storage) and configuring the hardware/network prerequisites so the SIEM can receive, process and store logs. This also includes onboarding all in-scope devices (Network, Security, Servers, OS, Storage, etc.) to the SIEM via supported methods (syslog/API/agent/event forwarding), and validating log collection, correlation and alerting.
13	5	Security Team		Kindly clarify whether these reports are expected to be available out-of-the-box (OOTB) within the product or developed under the Partner's scope.	This is to clarify that, modular architecture enables flexible deployment and independent scaling of SIEM modules across on-prem, IaaS, and PaaS environments, supporting efficient security event and log monitoring without architectural redesign.
14	2	The Partner is responsible for integrating SIEM solution with the hardware items. The Partner will also be responsible for integrating all in scope devices with the SIEM solution for log monitoring, correlation and Partner will be required to integrate all the devices		Kindly clarify what is meant by "integrating SIEM solution with the hardware items" under this clause.	This is to clarify that, for solutions deploy in DC-DR or High Availability Zone, bidders must provide details of the backup and restore strategy, including backup process, retention policy w.r.t TP Discoms compliance, restoration testing, and recovery during primary DC/Availability Zone failure.
15	3	Modular architecture supporting security event and log monitoring in IaaS and PaaS environments		Kindly clarify what is meant by "modular architecture" in the context of supporting security event and log monitoring in IaaS and PaaS environments ?	This clause to be read as follows... "There should be no single point of failure for the provided solution. i.e. At least two instances should be deployed to act as DC/DR covering HA as well. Alerts should be reported in common ticketing tool."  Bidders proposing Cloud based Solution should consider Internet bandwidth requirements and it's availability with redundancy which should be considered in pricing.
16	24	Bidder should integrate the SIEM solution with the existing Service desk tool		Kindly confirm which Service Desk tool is currently being used for integration ?	BCP drills requirement applies irrespective of the solution deployment model, including SaaS-based solutions, and shall cover all relevant components of the bidder's/OEM service delivery and continuity framework.  Tender clause is to be read as follows "BCP drills to be performed internally by the successful bidder every 6 months for onpremise solution. Cloud/SaaS based solution should provide SLA of 99.9% uptime monthly and online cloud status for last 90days."
17	25	Bidder has to provide incident management workflow and process as per best practices with respect to solution provided after integrating with the Service desk tool		Kindly confirm which Service Desk tool is currently being used for integration ?	Please refer to the response provided against Pre-Bid Query No. 30.

18	1	Partner to provide backup/restore solution for the proposed solution.		Kindly clarify what is meant by "backup/restore solution" in the context of the proposed solution?	Tender clause is to be read as follows " SIEM Deployment in 'Govt. Organizations/ PSUs/ Power Distribution Utilities/Private Organizations with an annual turnover of >= 500 cr' Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work"
19	15	There should be no single point of failure for the provided solution. i.e. Two instances in High Availability (Total 4 instances) in DC and DR each. Alerts should be reported in common ticketing tool.		Kindly clarify the clause for SaaS-based solutions, availability is typically measured through defined uptime -instead of separate DC/DR instance requirements.	Tender clause is to be read as follows "UEBA Deployment in 'Govt. Organizations/ PSUs/ Power Distribution Utilities/Private Organizations with an annual turnover of >= 500 cr' Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work"
20	18	BCP drills to be performed internally by the successful bidder every 6 months.		Kindly clarify, for a SaaS-based solution operating on defined uptime SLAs, where and how BCP drills are expected to be conducted ?.	Tender clause is to be read as follows "SOAR Deployment in 'Govt. Organizations/ PSUs/ Power Distribution Utilities/Private Organizations with an annual turnover of >= 500 cr' Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work"
21	34	Solution should be designed to automatically allow 20% deviation in EPS Count/GB Storage for a sustained period of 24 hours		Please provide a detailed list of log sources by device count (Firewalls, Servers, Endpoints etc ), the average/peak Events Per Second (EPS) or GB/Day currently ingested, for preparing the solution	The tender clause remains unchanged. The requirements are minimal, Bidders are required to comply with the specification as mentioned in the NIT.
22	30	The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER /Forrester Report for at least twice in last 3 years.	The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER /Forrester Latest Report.	Restricting the requirement to at least once in the last three years ensures participation from recognized market Leaders and Challengers while promoting selection of the best available solution.	The tender clause remains unchanged. In case of a SaaS-based solution, the bidder/OEM shall ensure secure integration of the existing TPSODL SIEM and SOAR (ArcSight) solutions with the Unified SOC monitoring platform using secure APIs, connectors, or supported integration mechanisms, as specified in the NIT. The integration must support real-time, bidirectional exchange of alerts, incidents, and security telemetry, ensuring complete visibility of TPSODL security events within the Unified SOC dashboards and workflows.
23	27	SIEM Deployment in Govt/PSU Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work	OEM declaration with client reference will be submitted for SIEM Deployment in Govt/PSU/Public Listed Company covering the supporting Scope of Work	Expanding the eligibility to include Public Listed Companies ensures broader participation from bidders with proven large-scale SIEM deployment experience while maintaining equivalent governance, compliance, and operational standards. Due to NDA clause , PO copy submission is not possible. OEM Declaration should be justified	Tender clause is to be read as follows "Proposed OS should be EAL 4/SOC2 compliant."
24	29	UEBA Deployment in Govt/PSU Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work	OEM declaration with client reference will be submitted for UEBA Deployment in Govt/PSU/Public Listed Company covering the supporting Scope of Work 2 deployments ( 5 Marks Each) :Max 10 Marks	Expanding the eligibility to include Public Listed Companies ensures broader participation from bidders with proven large-scale UEBA deployment experience while maintaining equivalent governance, compliance, and operational standards.	The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
25	28	SOAR Deployment in Govt/PSU Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work	OEM declaration with client reference will be submitted for SOAR Deployment in Govt/PSU/Public Listed Company covering the supporting Scope of Work 2 deployments ( 5 Marks Each) :Max 10 Marks	Expanding the eligibility to include Public Listed Companies ensures broader participation from bidders with proven large-scale UEBA deployment experience while maintaining equivalent governance, compliance, and operational standards.	The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
26	26	Technical Presentation covering i. High Level Architecture ii. Low Level Architecture & Integration iii. Implementation Methodology iv. Implementation Team Composition, Experience & Expertise v. Optimized Project Plan	Kindly change it to " Technical Presentation covering i. High Level Architecture ii. Low Level Architecture & Integration "	We kindly request revision of the clause under OEM Pre-Qualification such that items iii. Implementation Methodology, iv. Implementation Team Composition, Experience & Expertise, and v. Optimized Project Plan are considered under the Bidder/Sl scope.	The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
27	33	13. The Bidder/OEM shall integrate the existing TPSODL SIEM and SOAR (ArcSight) solutions with the Unified SOC monitoring platform to enable seamless, real-time exchange of alerts, incidents, and security telemetry. The integration shall support bidirectional communication, use secure APIs or connectors, and ensure full visibility of TPSODL's security events within the Unified SOC dashboards and workflows. Bidder/Partners meeting the prequalification criteria are required to conduct Proof of Concept (POC) at TP ODISHA DISCOM premises. Bidder/Partner needs to indicate the hardware requirement for the POC in the bid, in case hardware is not available the demonstration can be carried out off-premises. For POC purpose Bidder/Partner is required to integrate identified TP ODISHA DISCOM devices and demonstrate standard features as per technical specifications mentioned in this tender. For customizable features, the Bidder/Partner is expected to provide the use cases from other clients where customization of similar nature has been done. POC report shall be submitted by the Bidder/Partner.	Please clarify the workflow in case of SaaS solution ?		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
28	32	Proposed OS should be EAL 4 compliant.	Please clarify the in the case of SaaS solution ?		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
29	35		The proposed solution must automatically stitch disparate data sources into comprehensive incidents using behavioral analytics and machine learning, ensuring that multi-stage attacks are identified and alerted upon based on observed deviations from normal activity.	The primary advantage of analytics over traditional correlation lies in the shift from static, human-defined logic to dynamic, behavioral intelligence. While correlation relies on rigid "if-this-then-that" rules to identify known patterns, it often fails to detect sophisticated "low-and-slow" attacks or novel threats that do not match a pre-existing signature. In contrast, an analytics-driven approach leverages machine learning to baseline normal environment behavior, allowing it to automatically "stitch" together disparate, subtle signals into a cohesive narrative. This process reduces the noise of thousands of isolated alerts into a few high-fidelity incidents, enabling security teams to move beyond manual investigation and focus on rapid response to both known and emerging anomalies.	The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.

30			<p><b>Identity &amp; Access Behavior Monitoring:</b></p> <p>a) Automatically highlight unauthorized or unexpected identity actions across cloud directories and user management systems like track abnormal login behaviors such as geographic anomalies, atypical devices, repeated failures, or rare access patterns, permission spikes, impersonation attempts, or usage deviations over time.</p> <p>b) The solution must identify service accounts or old employee accounts that suddenly become active and start accessing multiple systems – like internal file servers, domain controllers, or cloud APIs.</p>		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
31			<p><b>Container &amp; Orchestration Misuse, Kubernetes/Container Threat Detection</b></p> <p>a) Detect abnormal activities in container platforms (e.g. backdoor or malicious container, unauthorized deployments, resource hijacking, escalated permissions, or unsanctioned configuration changes).</p> <p>b) Identify unusual interactions with orchestration APIs or control components from external or untrusted locations.</p> <p>c) Highlight signs of misuse such as ephemeral execution environments, privilege bypass, or lateral access via containerized services.</p>		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
32			<p><b>Policy Tampering &amp; Configuration Drift Detection:</b></p> <p>a) Alert on unexpected changes to security-relevant configurations, audit settings, or policy files.</p> <p>b) Detect unscheduled or unauthorized updates to group policy controls that affect access or observability.</p> <p>c) Identify disablement of audit trails, logging, or endpoint/OS-level telemetry feeds.</p>		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
33			<p><b>Abnormal network based C2 or data exfiltration detection:</b></p> <p>a) Detect usage of obscure or suspicious DNS patterns (e.g., long strings, rare domains, fast-flux).</p> <p>b) Highlight outbound activity to newly established, dynamic, or previously unseen external destinations.</p> <p>c) Identify behaviors associated with tunneling, proxy evasion, or malicious domain interaction using traffic profiling</p> <p>d) Solution must detect encrypted outbound communications exhibiting beacon-like intervals to first-time domains or IPs.</p> <p>e) Must analyze network communication to identify anomalous access to uncommon domain types, sub domains, patterns, or categories</p>		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
34			<p>As part of our future-ready SOC transformation, IOCL is seeking SIEM capabilities that leverage Large Language Models (LLM), Natural Language Processing (NLP), and Agentic AI to enhance detection, investigation, and response automation. The solution must demonstrate at least one of the following capabilities available today, with the remaining capabilities expected to be delivered in planned future releases within the vendor's product evolution.</p> <ol style="list-style-type: none"> <li>1) NLP Based Querying/searching</li> <li>2) Conversational Chat Prompt UI</li> <li>3) Autonomous or semi-autonomous AI agents</li> <li>4) Incident Summarization</li> <li>5) AI Assisted Playbook recommendation</li> </ol>		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
35			The solution must enforce a clear trust boundary between the SIEM platform and the integrated LLM model, ensuring sensitive telemetry remain strictly within the platform trust boundary.		The tender clause remains unchanged.
36			Hardware specification for on-prem solution should be specified so that there is no performance issues later for running UEBA models and also parity with SaaS solution where OEM is providing automatic dynamic scalability options		The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.

37			Since this RFP has LLM and NLP specifications wherein these capabilities would require dedicated hardware (GPU etc) to run LLM models effectively. On SaaS based offerings LLM/NLP capabilities are deployed on high end GPU servers provided & managed by SaaS OEM. Thus to run LLM/NLP models effectively, on-prem OEM's/bidder should provide high end GPU servers.  Request IOCL to ask for hardware specification for GPU servers so that these models can run effectively.		The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
38			On-Prem SIEM would require servers/storage and other hardware components to be deployed at IOCL for SIEM data, Log Data, Correlation rules, data replication and availability. We would request IOCL to consider and suggest Servers specification, storage and other mandatory components to be asked for the tender		The requirements as specified in the NIT shall remain unchanged. The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
39			Since there would be a number of correlation rules, UEBA and NLP/LLM models running on IOCL data, SIEM would require data to be retrieved from the on-prem data lake at a rapid pace. For effective data search and optimal performance, mid range servers with latest Intel/AMD processor, default 256 GB RAM and high end SSD are required to be provisioned. It is requested that SIEM RFP includes this point		The requirements as specified in the NIT shall remain unchanged.  The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
40	22	iii) Bidder should hold highest certifications from SIEM OEM.	We understand bidder should have highest level of partnership certificate.		The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
41	10	Bidder should have minimum 100 resources on its payroll with at least 10 certified in/ from proposed OEM.		For wider participation we request you to kindly amend this clause as: Bidder should have minimum 100 resources on its payroll with at least 10 certified in/ from proposed OEM/ Cybersecurity OEM Certified/ OEM/CISA/CISSP/CISM, etc.  As per our understanding, proposed OEM has to meet this criteria.  Kindly confirm. We request you to kindly amend this clause as: The Bidder/OEM needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3- years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).	The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
42	9	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).		As per our understanding, proposed OEM has to meet this criteria.  Kindly confirm. We request you to kindly amend this clause as: The Bidder/OEM needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3- years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).	The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
43	11	Visits For Supply Part: Factory Visit and Evaluation. For Service Part: Client Site Visit where the bidder is providing similar services. The visits as above shall be arranged by the bidder. However all costs towards conveyance, lodging, boarding etc. shall be borne by TPCODL. The score assigned by TPCODL based on the above visits shall be final and binding on the bidder.		For wider participation we request you to kindly amend this clause as: Visits For Supply Part: Factory Visit and Evaluation. For Service Part: Client Site Visit where the bidder/OEM is providing similar services. The visits as above shall be arranged by the bidder/OEM. However all costs towards conveyance, lodging, boarding etc. shall be borne by TPCODL. The score assigned by TPCODL based on the above visits shall be final and binding on the bidder.	The requirements as specified in the NIT shall remain unchanged. The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
44	12	Client Referrals At least 3 nos. Customer References for similar products/ services in last 3 years. All customer references shall be either of the following: i) Govt. Organizations/ PSUs/ Power Distribution Utilities. ii) Private Organizations with an annual turnover of >= 500 cr. PO copies or Completion Certificates are admissible. Each reference: 10 marks		For wider participation we request you to kindly amend this clause as: At least 3 nos. Customer References for similar products/ services in last 5 years. All customer references shall be either of the following: i) Govt. Organizations/ PSUs/ Power Distribution Utilities. ii) Private Organizations with an annual turnover of >= 500 cr. PO copies or Completion Certificates are admissible. Each reference: 10 marks	The requirements as specified in the NIT shall remain unchanged.  The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
45	21	Blacklisting Information Not blacklisted by any reputed organization / utility in last 2 years: 20 marks else 'Zero' marks.		We assume that bidder has to submit a self-declaration against this criteria.  Kindly confirm.	The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
46		Configuration and integration of all IT & OT devices to be monitored and managed on SIEM system is included in the scope of Bidder/Partner.		Please share detailed devices count, make and model to check compellability.	The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
47		System must be expandable for future requirements.		Please share the minimum EPS/Device count including IT and OT required at go-live?	7000 eps (approx.) observed on existing SIEM solution at TPSODL. Suggest Solution provider to calculate from Annexure 1 and OT Landscape sheet.
48		The Bidder/OEM shall integrate the existing TPSODL SIEM and SOAR (ArcSight) solutions with the Unified SOC monitoring platform to enable seamless, real-time exchange of alerts, incidents, and security telemetry.		Please specify the SOC modules in current SIEM (E.g. SIEM, SOAR, UEBA, NBA, CTI, etc) to be integrated with Bidder proposed SOC solution.	SIEM, SOAR and UEBA from Arcsight.

49		This Request for Proposal (RFP) invites qualified vendors to bid a solution (which can be on-prem or Cloud or Hybrid based architecture)  The scope covers supply, installation, configuration, testing and commissioning of SIEM (Hardware and software)/SOAR/UEBA at on-prem datacentres- DC/DR.  Describe how your solution supports centralized monitoring while maintaining dedicated local SIEM instances for each organization.		The statements are contradictory in nature.  Kindly clarify: 1. The solution is to be deployed at DC/DR or at each discom site? 2. Can bidder propose Cloud based solution - in this case there will not be any dedicated onpremises deployment at either site.	The bidder has to provide 3 separate SIEM/SOAR/UEBA solutions for each Discoms i.e. TPCODL, TPNODL and TPWODL respectively. TPSDL is already having Arcsight SIEM/SOAR/UEBA solution and only integration is expected as part of Unified SoC Model. However the implementation site shall be Bhubaneswar Location.
50		How do you ensure the platforms are updated to n-1 patch levels?  The solution provider shall ensure that the proposed solution is running on the latest software version at no extra cost to TP Odisha Discoms.		The statements are contradictory in nature.  Kindly clarify: The provided solution must run at latest software version or at N-1 level?	- N-1 is the minimum updated patch/software version expected.
51		Supply, installation, configuration and commissioning of all hardware items (like servers, storage, network equipment, connectivity cables, accessories, etc.) which is required to execute and maintain this project successfully is included in scope of work.		Will all the hardware be provided by Tata Power or to be provided by Bidder?	- All hardware items required for successful deployment of the solution is in the scope of Bidder.
52		Bidder/Partner is also required to supply operating system and other software required for proposed SIEM/SOAR/UEBA system.		Does Bidder only have to provide the OS and software licences or the HW also?	- All hardware items required for successful deployment of the solution is in the scope of Bidder.
53		Bidder must deploy one SoC Manager, one L3 Resource and two L2 resources per Discom on site.		Are these resources required for entire contract duration of 5 years or only post go-live during stabilisation period of 6 months?	-This is part of Managed Service proposition (Opex) and required for 5 years.
54		During this post go live stabilisation phase, Bidder/Partner is required to deploy minimum one full time resource at TP ODISHA DISCOM.		Is this resource separate from the resources mentioned in the point no. 2.20?	This is part of SITC (CAPEX) scheme and separate from Managed Services Support for 5 years.
55				Kindly share the architecture diagram showcasing connectivity between all the DISCOM.	The overall SIEM and Unified SOC architecture shall be a centralized design with logical segregation for each DISCOM. Three TP Odisha DISCOMs (TPCODL, TPNODL, TPWODL) shall be deployed with a new SIEM platform at their respective designated DC/DR setups. TPSODL already has an existing SIEM platform; hence only integration from a Unified SOC perspective shall be required. Data ingestion and visibility shall be centrally available at the Unified SOC level, while maintaining logical data separation and access control per DISCOM. A high-level architecture diagram will be shared with the selected bidder during post-award design discussions.
56		Bidder should integrate the SIEM solution with the existing Service desk tool		Kindly confirm which Service Desk tool is currently being used for integration ?	TP Odisha Discoms has an inhouse developed Help Desk tool based on .Net Framework.
57		Bidder has to provide incident management workflow and process as per best practices with respect to solution provided after integrating with the Service desk tool		Kindly confirm which Service Desk tool is currently being used for integration ?	TP Odisha Discoms has an inhouse developed Help Desk tool based on .Net Framework.
58				Kindly confirm that Bidder along with its affiliate including its subsidiaries shall participate in the bid. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary. Please confirm. Also, please allow the bidder to use the documents from parent company for qualification on Eligibility, experience, references, etc.	The requirements specified in the NIT are indicative of the minimum scope. Bidders may include additional functionalities, features, or enhancements in their proposed solution, subject to compliance with the overall objectives of the NIT.
59			Bidder propose to extend the bid submission/bid opening timeline by 10 working days.		Central Contracts Team Team to respond
60		2. Organizational Compliance iii) Bidder should hold highest certifications from SIEM OEM.	We understand that the Bidder should be an Authorized Partner of the proposed SIEM OEM and should have OEM certified resources.  Please confirm our understanding.		Yes. Understanding is Correct.
61	10	2. Organizational Compliance iv) Bidder should have minimum 100 resources on its payroll with at least 10 certified in/ from proposed OEM.		To promote wider participation we would request the clause to be amended as suggested below: iv) Bidder / Group Company should have minimum 100 resources on its payroll with at least 5 certified in / from proposed OEM or any SIEM solution.	The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
62	9	3. Past Performance The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).	We would request Tata Power Odisha DISCOMs to amend the clause as suggested below to promote wider participation: The Bidder / OEM needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts during last 5 years (FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25, FY 2025-26) for SIEM / SOAR / UEBA solution.  Further, normally Govt/PSU customers awards 5 year upfront orders so they don't need to renew the contracts on year on year basis. In this regard, please confirm that the customer mail confirmations can be submitted to show that the customers are using SIEM / SOAR / UEBA solution from last 3 years or more.  We understand that the relevant credentials / project experience of both Bidder and /or the		The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.  Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT.  <b>The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution.</b>

63		<p><b>4 Commitment to Product Solutions</b> The Bidder must be competent to supply-- i) The offered products in the solution against the supply order shall be latest version and should not be end of life for next 7 years, however if any product which is declared end of life product by OEM during the supply period of material, in this case the tenderer should supply replaced model or next higher model/version of the Products</p>	<p>Generally OEMs provide 5 years confirmation for the 'End of Life' period. So, we would request the clause to be amended as suggested below:  i) The offered SIEM, SOAR &amp; SUEBA products in the solution against the supply order shall be latest version and should not be end of life for next 5 years, however if any product which is declared end of life product by OEM during the supply period of material, in this case the tenderer should supply replaced model or next higher model/version of the Products.</p>		<p>The tender clause remains unchanged.  The requirements are minimal, Bidders are required to comply with the specification as mentioned in the NIT.</p>
64	30	<p><b>4 Commitment to Product Solutions</b> The Bidder must be competent to supply-- ii) The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER / Forrester Report for at least twice in last 3 years.</p>		<p>We request Tata Power Odisha DISCOMs to kindly amend this clause as suggested herewith:  The Proposed SIEM, SOAR and UEBA Solution should be in Gartner Magic Quadrant / Forrester Report / KuppingerCole / Gigaom Radar for at least twice in last 3 years.</p>	<p>Please refer to the response provided against Pre-Bid Query No. 30.</p>
65		<p>1. SITC Rate Contract shall be valid for a period of 1 (One) Year from the placement of the Contract. However, Service Rate Contract shall be for 5 (Five) Years. Release Order (RO) shall be placed as per the requirement of respective TP Odisha DISCOMs. Rates shall remain firm throughout RC period. TP Odisha DISCOM shall mention SPOC of the project in Release Order.</p>		<p>We understand that the order for all 4 Discoms would be issued within the first 6 months of awarding the project. Please confirm.</p>	<p>Payment Terms specified in the NIT shall remain unchanged. Bidders are required to meet the stipulated criteria as specified.</p>
66		<p>5. Delivery Period : Delivery Period Total 16 Weeks (8 Weeks for Delivery + 8 Weeks for implementation &amp; Go-Live).</p>		<p>Kindly clarify if all four sites need to be implemented simultaneously or in Phase manner.</p>	<p>The requirements as specified in the NIT shall remain unchanged.  The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.</p>
67		<p>5. Delivery Period : Delivery Period Total 16 Weeks (8 Weeks for Delivery + 8 Weeks for implementation &amp; Go-Live).</p>	<p>In view of the size &amp; complexity of the project and the prevalent challenges in the global supply chain of IT equipment, we would eagerly request for an amendment of the Delivery Period as suggested below:  " Delivery Period Total <b>28 Weeks (12 Weeks for Delivery + 16 Weeks for implementation &amp; Go-Live).</b>"</p>		<p>The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.</p>
68	13	<p>A. SITC Orders: SITC of SIEM/ SOAR/ UEBA etc. shall be DISCOM-wise, i) Upon Supply of Hardware, Software, Licenses etc.- 60% of the Total supply Order within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks. ii) Upon implementation and Successful Go-Live and Certification by DISCOM concerned – a) 40% of Payment of Total supply Order Value Order within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks. b) 100% of complete ITC value will be within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks.</p>	<p>We would request the following amendment of the payment terms so as to align with the industry wide accepted practice for similar projects:  A. SITC Orders: SITC of SIEM/ SOAR/ UEBA etc. shall be DISCOM wise, i) Upon Supply of Hardware, Software, Licenses etc.- <b>80%</b> of the Total supply Order within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks. ii) Upon implementation and Successful Go-Live and Certification by DISCOM concerned – a) <b>20%</b> of Payment of Total supply Order Value Order within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks. b) 100% of complete ITC value will be within 45 days from the date of submission of duly certified invoices at the respective</p>		<p>The requirements as specified in the NIT shall remain unchanged.  The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.</p>
69		<p>B. Service Orders: The successful Bidder shall provide Monitoring and Support Services on 24 x 7 x 365 Basis</p>	<p>Please confirm that the "Monitoring and Support Services on 24 x 7 x 365 Basis" can be delivered in a hybrid model which would consist of an on-premised team and supported by remote support from the Centralized Help Desk of the successful Bidder (Vendor) and the necessary permission &amp; connectivity for accessing the solutions &amp; other devices would be provided by Tata Power Odisha Discoms.</p>		<p>Please refer to the response provided against Pre-Bid Query No. 30.</p>
70		<p>29. Bidder should review the SIEM solution and ensure that it is aligned to the industry best practices (including PCI-DSS / ISO 27001 / ISO 22301) and provide a service improvement plan at least twice a year at no extra cost.</p>		<p>Kindly remove this specification since the solution provided by the OEM is already aligned with the industry best practices.</p>	<p>Tender Specifications remains unchanged.</p>
71		<p>Logs from all the in-scope devices located at the geographically dispersed location should be collected including Cloud instances</p>	<p>We understand that there will be connectivity from all the locations to the DC &amp; DR for the log collections. Please provide the locations and cloud details where devices are distributed.</p>		<p>Payment Terms specified in the NIT shall remain unchanged. Bidders are required to meet the stipulated criteria as specified.</p>
72		<p>Based on the current asset inventory of TP Odisha DISCOMs, the number of devices is expected to increase 25% during the contract period.</p>		<p>On page number 53 it is stated that 20% year growth. So kindly confirm what percentage we need to factor for growth.</p>	<p>Response: Please consider the higher side.</p>
73		<p>The bidder to ensure integration of proposed solution with ITSM tool of TP Odisha Discoms.</p>		<p>Kindly provide the existing ITSM tool details</p>	<p>Response: ITSM tool of TP Odisha Discoms is an inhouse developed tool based on .Net framework. It's a common tool for all 4 Discoms.</p>
74		<p>Incident Escalation in case of non-resolution (up to management if needed)</p>		<p>We understand that incident escalation future is available in existing ITSM tool. Kindly confirm</p>	<p>Partner to help develop workflows in the existing tool of TP Odisha Discoms.</p>
75		<p>Solution should be capable to raise the incidents for the issues reported via email to a specific ID provided by the TP Odisha Discoms automatically.</p>	<p>This is ITSM specific feature and depend on existing ITSM tool</p>		<p>Response: Bidder is expected to support in developing necessary workflows to meet the requirement.</p>
76		<p>The Bidder need to connect SOC to TP Odisha network by using links of adequate bandwidth. The network equipment's required for integration between TP Odisha end and SOC end will be arranged by the Bidder. The monitoring &amp; uptime of link will also be bidder's responsibility.</p>	<p>We understand that connectivity links between SOC &amp; TP Odisha network will be provided by TP Odisha. Also provide the existing network architecture to factor the network devices.</p>		<p>Response: In case of SaaS based solution provided by Bidder, any additional bandwidth required to send logs to the solution needs to be factored by Bidder.</p>

77		Configuration and integration of all IT & OT devices to be monitored and managed on SIEM system is included in the scope of Bidder/Partner.	Request to provide the devices details with make, model & quantity so that integration effort can be calculated		Mentioned in Annexure 1 and OT Landscape sheet.
78		Bidder/Partner is required to integrate the proposed SIEM system with existing of various IT & OT equipment available at TP Odisha DISCOM.	Request to define the required EPS capacity of SIEM		Bidder to calculate based on asset details mentioned in Annexure 1 and OT Landscape sheet.
79	20	It will be the responsibility of the Bidder/Partner to scale up or version upgrade of all the required SIEM software and hardware to maintain the SLA's mentioned in the RFP. No separate cost will be provided by TP ODISHA DISCOM other than cost of Licenses for scaling up of any underlying components.	Request to define the current required EPS capacity of SIEM and future growth so that hardware sizing can be done.		Bidder to calculate based on asset details mentioned in Annexure 1 and OT Landscape sheet.
80	20	Integration of any additional device with SIEM during Support and warranty period is in scope of Bidder/Partner.	Request to define the current required EPS capacity of SIEM and future growth so that hardware sizing can be done.		Bidder to calculate based on asset details mentioned in Annexure 1 and OT Landscape sheet. Also eps count of existing SIEM solution deployed at TPSODL is around 7000 eps (approx.)
81		The Bidder/OEM shall integrate the existing TPSODL SIEM and SOAR (ArcSight) solutions with the Unified SOC monitoring platform to enable seamless, real-time exchange of alerts, incidents, and security telemetry.	Please clarify if we need to integrate existing log sources of TPSODL SIEM or this need to be added as separate tenant		Expectation is to integrate existing log sources of TPSODL (SIEM Solution is Arcsight)
82		Bidder must ensure replacement within 3 working days in-case a resource is going on leaves or breaks.	Request to amend clause as " Bidder must ensure replacement within 15 working days in-case a resource is going on leaves or breaks."		The clause shall remain the same.
83		Bidder must deploy one SoC Manager, one L3 Resource and two L2 resources per DISCOM on site. The leave and working days will be governed as per customer requirement.	Please provide the working days and hours for SoC Manager, L3 Resource and L2 resources		: For SoC Manager, L3 and L2 Resource it will be 6 working days. Whereas for L1 resources it will be 24x7.
84		provide details of solutions/platforms proposed have high availability or disaster recovery built-in.	Please confirm if we need to provide high availability in DC & DR		The exact implementation (Active-Active or Active-Passive) may be proposed by the bidder based on OEM best practices, provided there is no single point of failure and agreed RPO/RTO objectives are met. TPSODL SIEM shall not require fresh deployment; only integration for Unified SOC monitoring is in scope.
85		describe the team composition [L1, L2, L3, Delivery Manager, Quality governance, count of FTE's along with roles and responsibilities] that will be deployed for TP Odisha		We understand that Remote L1 require for 24x7 monitoring from Bidder SOC and TP Odisha will provide required connectivity. Kindly confirm	Connectivity will be in the scope of TP Odisha Discoms.
86		The backup must be stored on centralized storage (for 1 year at least) as well as on media of TP ODISHA DISCOM devices.		Kindly provide the backup storage media details of TP ODISHA DISCOM. So that solution be validated accordingly	Bidder shall be responsible for ensuring required Storage in place for storing logs data as per retention period. However Tape Drive and backup solution will be in the scope of TP Odisha Discoms.
87		Also the Bidder/Partner has to provide all licenses required to enable the proposed SIEM/SOAR/UEBA system to perform all mentioned features and tasks in this tender document.		Kindly provide the required number of UEBA licenses and number of user licenses required for SOAR.	Bidder to calculate from Annexure 1.
88		Licenses delivered should not be specific to any location or hardware. The server specification for system / database may change during the period of use and the migration should be possible without any price implication. The licenses should be uninstalled and reinstalled on to new servers without any additional cost to TP ODISHA DISCOMS.		Kindly confirm if required infra for solution will be provided by TP ODISHA DISCOMS or Bidder needs to provide.	Bidder to provide all required Infra.
89		The SoC monitoring must be 24x7 and should run in hybrid mode wherein L2 Level works to be executed on site.	Strategic Query on Offshore Model: While L2 operations are mandated to be onsite/hybrid, can the Bidder utilize their existing centralized Offshore Shared SOC for L1/Triage 24x7 monitoring and after-hours support to optimize costs, provided that all data residency (in India) and security compliance (CERT-In) requirements are met?		Bidder can utilize their own services however L2 has to be onsite. Final deployment model and resource plan shall be mutually agreed during the project initiation phase.
90		Bidders are advised to discuss with TP Odisha DISCOMS team to assess the exact EPS requirement and propose solution accordingly.	Sizing Query: To ensure accurate commercial sizing and hardware provisioning, please strictly provide the estimated Events Per Second (EPS) per DISCOM or the total count of devices (Servers, Network Devices, Security Devices, Databases) to be integrated at the start of the contract.		Please refer Annexure 1 and OT Landscape sheet.
91		Bidder must deploy one SoC Manager, one L3 Resource and two L2 resources per DISCOM on site.	Resourcing Query: There are 4 DISCOMS (TPCODL, TPNODL, TPSODL, TPWODL). Please clarify if the requirement is to deploy 4 distinct SOC Managers and 4 distinct L3 resources (Total 8 senior staff), or if the SOC Manager and L3 roles can be a shared resource sitting centrally at the Bhubaneswar DC serving all 4 entities?		Resources can be shared. Also SIEM solutions are required for TPCODL, TPNODL and TPWODL. TPSODL already has a SIEM solution from Arcsight deployed. Only logs are required to be integrated.
92		Integration, configuration, and commissioning of the proposed Unified SOC solution with the existing SIEM/ SOAR platform (ArcSight)...	Scope Query: The BOQ (Item 1) requests the Supply of a complete SIEM/SOAR solution, but Item 3 mentions integration with existing ArcSight. Is the new solution intended to replace the existing ArcSight deployment, or is the bidder required to manage the new solution alongside the legacy ArcSight platform?		Bidder to provide SIEM/SOAR/UEBA Solution for TPCODL, TPNODL and TPWODL Discoms respectively. However, TPSODL is already having a Arcsight Solution. Only log integration is required from Unified SoC model.
93		Two instances in High Availability (Total 4 instances) in DC and DR each.	Architecture Query: Does "Total 4 instances" imply a Multi-Tenant architecture where one HA Pair in DC serves all 4 DISCOMS via logical segregation, or is the requirement to provide separate dedicated physical/virtual instances for each DISCOM (i.e., 4 Primary + 4 DR nodes)?		Bidder shall have to propose optimal solution based on RFP requirements.
94		The Bidder need to connect SOC to TP Odisha network by using links of adequate bandwidth... The monitoring & uptime of link will also be bidder's responsibility.	Connectivity Query: Since the primary deployment is at the TP Odisha Data Center (Bhubaneswar), does this link requirement apply only if the bidder proposes an offsite/shared SOC model, or is the bidder expected to provide MPLS/P2P connectivity between the four geographically separated DISCOM HGs?		SIEM deployment shall primarily be at TP Odisha DISCOMS' designated DC/DR locations. Dedicated connectivity between bidder SOC and TP Odisha DISCOMS shall be required only if an offsite SOC monitoring model is proposed. In such cases, the bidder shall ensure availability and uptime of the monitoring link as per SLA.
95		Hardware sizing should be done for storing 3 months data online and 12 months data on archival.	Storage Query: For the 12-month archival requirement, is the bidder required to supply the necessary storage hardware (NAS/SAN) as part of the proposal, or will TP Odisha DISCOMS provide the storage infrastructure for long-term retention or Bidder can propose Cloud based Archival storage?		Bidder is expected to provide all required Infra to meet the specification requirement.

96	12	Client Referrals At least 3 nos. Customer References for similar products/ services in last 3 years. All customer references shall be either of the following: i) Govt. Organizations/ PSUs/ Power Distribution Utilities.		Clarification Required: Do Tata Power require PO copies/completion certificate of project delivery for continue 3years for same individual Govt./PSUs/Power/Enterprise clients-SOC? or Do Tata Power require PO copies/complete certificate of project delivery within this 3 Years.	The requirements as specified in the NIT shall remain unchanged.  The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified.
97		1.The scope covers supply, installation, configuration, testing and commissioning of SIEM (Hardware and software)/SOAR/UEBA at on-prem datacentres- DC/DR. Further details shall be shared with selected bidder. Bidders must carry out due diligence prior to bidding the final solution.		If Vendor propose Microsoft Sentinel as SIEM, and knowing Tata Power is under Enterprise Agreement with Microsoft. Whether Tata Power will continue to get Microsoft Sentinel(SIEM, SOAR & UEBA) from existing Enterprise Agreement Partner/Microsoft or vendor who is participating in this RFP has to quote for price under Enterprise Agreement as TCO only.	TP Odisha DISCOMs are open to industry-leading SIEM platforms, including next-generation and AI-enabled SIEM solutions, provided all RFP functional, security, and compliance requirements are met. Commercial shall be quoted as part of the bidder's overall TCO for this RFP. Existing enterprise agreements, if any, may be leveraged subject to mutual commercial and contractual agreement post-selection.
98		The Participants / bidders must comply that-- i) The Bidder / OEM should have registered offices in INDIA for at least last 7 years. ii) Bidder Should have office in ODISHA. In case the office set up is not available presently, the bidder shall establish an office in Odisha within One month of order issuance. iii) Bidder should hold highest certifications from SIEM OEM. iv) Bidder should have minimum 100 resources on its payroll with at least 10 certified in/ from proposed OEM.		Please elaborate on this clause.Do we need certification for each partner separately, or an overall certification?	Bidder should hold highest certification from OEM on the proposed SIEM solution.
99	9	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).			The requirements as specified in the NIT shall remain unchanged.  The qualification requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified. Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT. The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution.
100	12	Client Referrals At least 3 nos. Customer References for similar products/ services in last 3 years. All customer references shall be either of the following: i) Govt. Organizations/ PSUs/ Power Distribution Utilities. ii) Private Organizations with an annual turnover of >= 500 cr. PO copies or Completion Certificates are admissible. Each reference: 10 marks		We understand OEM / Bidder references will be accepted against this clause.	The requirements as specified in the NIT shall remain unchanged.  The requirements are clearly defined in the NIT. Bidders are required to meet the stipulated criteria as specified. Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT.
101			What is the OT solution being used by the customer?		Please refer OT Landscape sheet.
102			What is the log format for custom/inhouse built applications?		No Single structured format. JSON may be available few cases. It is expected that Bidder shall work with TP Odisha Discom team to integrate inhouse applications.
103			What are the regulatory requirements for log storage which Tata Odisha must comply by?		This needs to be minimum as per CERT-IN Guidelines.
104			Are you also looking for AI based investigations and agent based SOC investigation?		Yes, to streamline alert triage, automate incident response, and improve threat hunting efficiency.
105			List of data sources and estimated GB / Day of ingestion, alternately, EPS/volume of log ingestion		Please refer Annexure 1 and OT Landscape sheet.
106			Section B, Point 5: Solution should have predefined security configuration assessment checks for different supported platforms as per industry such as ISO, NIST, OWASP, SOX, Internal standards and guidelines of TP- suggest if customer is having compliance management solution to use it.		Inhouse developed ITSM tool in place. Also Legatrix solution deployed for managing legal and statutory compliances.
107			Which IDAM solution is being used to manage cloud identities in addition to on prem AD?		Microsoft Entra ID synced with on-prem AD via Entra Connect. Also OT landscape have a dedicated AD implemented.
108			Which VPN, MDR and DLP solutions are being used?		VPN is Firewall based. XDR-Trend Micro. DLP: Not Available.
109			Section C, 12: Solution should be able to assign scores to user activities which help prioritize incidents for SOC to focus on. - Is this standard adopted by TP Odisha or earlier SIEM is providing? What if SOC team gets prioritized alerts based on severity automatically?		This is a new requirement for all Discoms. Current SIEM (at one Discom) does not provide user activity scoring or automatic prioritization data. Bidder to confirm how proposed solution's UEBA-driven scoring methodology (e.g., behavioral anomalies, peer group deviation, asset criticality), false-positive reduction benchmarks. Provide sample SOC dashboards and TP Odisha-aligned tuning examples.
110			What are No of users at TP Odisha across discoms?		Please refer Annexure 1.
111			Section D, 7: Share the data of the investigation to various stakeholders who may or may not be part of the SOC- any specific format customer needs or dashboards or email will help?		No specific Format available. Bidder to suggest format for flexible sharing of investigation data beyond SOC teams via dashboards, emails, or reports.
112			Which ticketing system/ITSM is being used by TP Odisha?		Inhouse (.Net based) developed ITSM Tool
113			Section G, 1.1: Cyber Security Posture score - Any template or criteria on how TP Odisha is doing now using existing SIEM solution? What is the target audience?		It's a Fresh requirement. Currently no SIEM baseline available. Align scoring with NIST/IEC 62443 for OT while targeting SOC, audit, C-suite.
114			Section G, 1.2: Vulnerabilities profiling that includes detection and categorization - which TVM solution customer is using? Isnt that solution providing these details?		No dedicated TVM solution in use
115			Section G, 1.3: Security controls compliance within the organization - is TP Odisha using any compliance management solution? Isnt that fulfilling requirement?		Inhouse developed ITSM tool in place. Also Legatrix solution deployed for managing legal and statutory compliances.
116			Section G, 1.7: Compliance posture dashboard aligned with CERT-in, ISO 27001/27002, ITGC, NCIIPC directives, other applicable regulatory guidelines, etc. - Is existing Compliance management solution not able to fulfill requirement? How you are fulfilling with existing SIEM?		Inhouse developed ITSM tool in place. Also Legatrix solution deployed for managing legal and statutory compliances.

117			Section H, 20: Framework to integrate capabilities from third-party technologies into the SIEM dashboards and investigation and response workflow. Which 3rd party technologies are you planning to integrate with SIEM? What if they are already available with Sentinel?		Framework must support seamless ingestion, normalization, correlation, and bi-directional workflows (e.g., API/syslog/CEF) for third-party integrations into SIEM dashboards/investigations/response, beyond native Sentinel connectors
118			Section H, 31: Bidder should integrate the SIEM solution with the existing Service desk tool. Which Service Desk tool is being used?		Inhouse developed ITSM Tool.
119			All customized report formats need to be provided by TP Odisha.		TP Odisha will not provide customized report formats upfront. This is a fresh SIEM rollout for three Discoms (limited existing at one). Solution must include pre-built, customizable templates for SOC investigations, compliance audits, etc. with option of export to PDF/Excel/CSV formats.
120		SOC Partner should have experience in building connectors for RTUs, PLCs, etc.	<b>Request for Clarification:</b> Could you please confirm which IDS solution is currently being used as part of the OT coverage?		Currently IDS is not deployed in OT Landscape.
121				<b>Cyber Security Posture score</b> Could you please confirm whether the customer is expecting a separate dashboard solution to cover the defined scope, or if the requirements can be fulfilled through the proposed SIEM platform?  If a separate solution is required, kindly clarify whether the bidder is expected to provision the necessary hardware, or if the same will be provided by the customer.	SIEM dashboards acceptable if customizable for TP Odisha Discoms.
122		There should be no single point of failure for the provided solution. i.e. Two instances in High Availability (Total 4 instances) in DC and DR each. Alerts should be reported in common ticketing tool.		Kindly confirm whether the requirement of "Two instances in High Availability (Total 4 instances in DC and DR)" refers to: -Active-Active deployment in DC and DR -Active-Passive within each site -Or DC Active and DR Passive configuration  Additionally, please confirm if ingestion and correlation must continue simultaneously from both sites.	The bidder is required to propose a highly available SIEM architecture with DC and DR in line with RFP requirements. The requirement of "Two instances in High Availability (Total 4 instances – DC and DR)" indicates: High Availability within DC Disaster Recovery capability at DR site  The exact implementation (Active-Active or Active-Passive) may be proposed by the bidder based on OEM best practices, provided there is no single point of failure and agreed RPO/RTO objectives are met. TPSODL SIEM shall not require fresh deployment; only integration for Unified SOC monitoring is in scope.
123		Logs from all the in-scope devices located at the geographically dispersed location should be collected including Cloud instances	Could you please confirm the following details to enable accurate technical solution design: 1) Total EPS requirement for the SIEM 2) Number of users to be monitored under UEBA 3) Number of SOAR users (estimated 3-4 users who will access the platform and create/manage playbooks)  This information will help us size and architect the solution appropriately.		Please refer Annexure 1 and OT Landscape sheet.
124			The "General Conditions of Contract-Composite Order" and the terms contained herein has been repeated at several places in the RFP document. Bidder requests the deletions of the duplications		This is complete ITC Works. So respective discom's GCC will be applicable. Repeation of clauses stands for different GCC with respective discoms.
125		Except for any specific liability which may be identified in the Contract and which may be payable hereunder, Associate shall not be liable for any special, incidental, indirect, or consequential Damages or any loss of business Contracts, revenues or other financial loss (or equivalents thereof no matter how claimed, computed or characterized) arising out of or in connection with the Performance of the Work or supply of Goods unless caused by Associate's negligence, willful misconduct or breach of contract.	<b>Bidder's requests for minor modifications</b> <b><u>Except for any specific liability which may be identified in the Contract and which may be payable hereunder.</u></b> Associate shall not be liable for any special, incidental, indirect, or consequential Damages or any loss of business Contracts, revenues, <b><u>profits, or goodwill</u></b> or other financial loss (or equivalents thereof no matter how claimed, computed or characterized) arising out of or in connection with the Performance of the Work or supply of Goods unless caused by Associate's <b><u>gross</u></b> negligence, willful misconduct <b><u>or breach of contract.</u></b>		NIT terms prevails same.
126		The total liability of Associate against any contract shall be limited to the Total All Inclusive Contract Value	Bidder's requests for minor modifications The total liability of Associate against any contract <b><u>(regardless of the form or nature of the action whether in contract, including indemnity, tort, or otherwise)</u></b> shall be limited to the <b><u>Total All Inclusive Contract Value. amount paid to the Associate by TP CODL under this Agreement during the 12 months prior to the claim date that gives rise to such liability.</u></b>		NIT terms prevails same.

127			<p><u>Bidder requests the suggested language for the protection of third party and pre-existing IPR of the Bidder</u></p> <p><u>(All pre-existing "Intellectual Property Rights" or "IP" (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights prior to the this Agreement. All modifications, enhancements and derivative works on pre-existing "Intellectual Property Rights" shall belong to the Party or third party that owned such pre-existing Intellectual Property Rights. (Hereinafter referred to,</u></p>		NIT terms prevails same.
128		PROFORMA FOR "INDEMNIFICATION ON STATUTORY COMPLIANCES	Bidder seeks deletion of the Annexure E as Indemnities are already covered in other sections of the RFP		NIT terms prevails same.
129		Associates shall undertake to fully indemnify TPCODL (also referred to as the Company in the GCC) against all kinds of liabilities or damages, of whatsoever nature, including compensation arising from any accident to the person or property of those in Associate's employment or to any other person or properties including those of TPCODL, arising due to reasons attributable to any, act, omission or negligence of the Associate the Associates, for the entire period of contract including period of guarantee	Associates shall undertake to fully indemnify TPCODL (also referred to as the Company in the GCC) against all kinds of liabilities or damages, of whatsoever nature, including compensation arising from any accident to the person or property of those in Associate's employment or to any other person or properties including those of TPCODL, arising due to gross negligence of the vendor reasons attributable to any, act, omission or negligence of the Associate the Associates, for the entire period of contract including period of guarantee		NIT terms prevails same.
130		.....The Associate assumes responsibility for and shall indemnify and save harmless the TPCODL from all liability, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by the TPCODL and its officers, directors, employees, affiliates, agents, successors and assigns arising from any breach of the Associate's obligations under the Contract or for which the Associate has assumed responsibilities under the Contract including those imposed under any local or national law or laws, or in respect to all salaries, wages or other compensation for all persons employed by the Associate or his Sub-Associates or suppliers in connection with the performance of any work covered by the Contract. The Associate shall execute, deliver and shall cause his Sub-Associate and suppliers to execute and deliver, such other further instruments and to comply with all the requirements of such laws and regulation as may be necessary there under to conform and effectuate the Contract and to protect the TPCODL	.....The Associate assumes responsibility for and shall indemnify and save harmless the TPCODL from all liability, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by the TPCODL and its officers, directors, employees, affiliates, agents, successors and assigns arising from: <u>gross negligence and willful misconduct, any breach of the Associate's obligations under the Contract or for which the Associate has assumed responsibilities under the Contract including those imposed under any local or national law or laws</u> , or in respect to all salaries, wages or other compensation for all persons employed by the Associate or his Sub-Associates or suppliers in connection with the performance of any work covered by the Contract. <u>The</u>		NIT terms prevails same.
131		The Company reserves the right to cancel, add, delete at its sole discretion, all or any terms of this GCC or any contract, order or terms agreed between the parties in pursuance without assigning any reasons and without any compensation to the Associates.	<u>Bidder seeks deletion of the clause. The Company reserves the right to cancel, add, delete at its sole discretion, all or any terms of this GCC or any contract, order or terms agreed between the parties in pursuance without assigning any reasons and without any compensation to the Associates.</u>		NIT terms prevails same.
132		1 - Supply of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates.		Kindly provide the details on EPS requirement or Ingestion in Gb per month for required SIEM solution. SOAR & UEBA license count requirement. This is requirement for solution sizing and providing commercials accordingly.	Please refer Annexure 1 and OT Landscape sheet.
133		2 - Installation, Testing & Commissioning (ITC) of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates..		Kindly let us know whether Installation of SIEM, SOAR, UEBA components will be done at multiple datacentres (TPCODL,TPNODL, TPWODL) and subsequent DR also needs to be deployed for each DC OR there will be one datacentre and one DR common for all four entities?	Installation of SIEM, SOAR, and UEBA components shall be carried out for the three TP Odisha DISCOMs namely TPCODL, TPNODL, and TPWODL, at their respective designated Data Centre (DC) and Disaster Recovery (DR) locations. Each of these three DISCOMs shall have its own DC and corresponding DR deployment, ensuring logical segregation, resilience, and compliance with operational and regulatory requirements. TPSODL already has an existing SIEM solution; hence no fresh deployment of SIEM/SOAR/UEBA is required for TPSODL. The scope for TPSODL is limited to integration with the proposed Unified SOC platform to enable centralized monitoring, correlation, and reporting.
134		2 - Installation, Testing & Commissioning (ITC) of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates..		Kindly share device details that needs to be integrated for all locations (TPCODL, TPNODL)	Please refer Annexure 1 and OT Landscape sheet.
135		2 - Installation, Testing & Commissioning (ITC) of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates..	What will be data retention period of logs and type of storage (Hot,cold,warm).		Data retention period is already defined in RFP.

136		2- Installation, Testing & Commissioning (ITC) of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates..	What will be DC/DR requirement ? If required then which type Active-Active or Active-Passive?		A DC and DR setup is mandatory for the SIEM, SOAR, and UEBA deployment for the three TP Odisha DISCOMs (TPCODL, TPNODL, and TPWODL). The bidder shall propose a highly available DC-DR architecture in line with OEM best practices, ensuring no single point of failure. The deployment may be Active-Active or Active-Passive, as recommended by the bidder, provided the proposed architecture meets agreed availability, performance, and resilience requirements, including defined RPO and RTO. TPSODL already has an existing SIEM platform; therefore, only integration with the Unified SOC is required for TPSODL, and no separate DC/DR deployment is envisaged for TPSODL under this RFP.
137	30	ii - The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER /Forrester Report for at least twice in last 3 years.		Kindly change this to 'The proposed solution should be in Gartner magic quadrant /Forrester Report / Gigaom Radar / KuppingerCole for atleast twice in last 3 years'	Please refer to the response provided against Pre-Bid Query No. 30.
138	17	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).		Our understanding is The Bidder needs to provide (at least 2 nos.) customer references: needs to be provided by bidder and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission). This is provided by OEM	Tender Specifications remains unchanged. Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT .
139		Visits For Supply Part: Factory Visit and Evaluation. For Service Part: Client Site Visit where the bidder is providing similar services. The visits as above shall be arranged by the bidder. However all costs towards conveyance, lodging, boarding etc. shall be borne by TPCODL. The score assigned by TPCODL based on the above visits shall be final and binding on the bidder. Safety: Score achieved against the BA safety Management System questionnaire.		Our understanding is: This clause is not applicable to us. There won't be any BA Safety Management System audit with our client. This will not impact the scoring criteria and score mentioned under this clause to us. Kindly confirm	Ok.
140		Response Time shall be 4 Hours (24x7). Resolution Time shall be 8 Hours (Including Response Time). Failure by the Supplier to comply with the above-mentioned timelines, shall attract a penalty @ Rs.1000 per hour for each incident. Penalty amount shall be recovered from the amount due or by invoking the PBG.	Resolution SLA should not be generally applicable to the Bidder and shall apply only for activities that are strictly within the direct operational control of the SOC team. The Bidder's responsibility is limited to detection, analysis, reporting, and escalation within the defined Response SLA. For remediation actions to be performed by Client/OEM/third parties, no penalty should apply for delays beyond the Bidder's control.		This shall remain as the solution will be under support for a period of 5 years. Bidder to plan accordingly.
141		1. SITC Rate Contract shall be valid for a period of 1 (One) Year from the placement of the Contract. However, Service Rate Contract shall be for 5 (Five) Years. Release Order (RO) shall be placed as per the requirement of respective TP Odisha DISCOMs. Rates shall remain firm throughout RC period. TP Odisha DISCOM shall mention SPOC of the project in Release Order.	The bidder seeks clarification regarding the overall duration of the contract including delivery, Implementation, Integration and Support services in accordance with SLA and SOW. Is it overall 5 years including implementation, Integration and managed services.		SITC of SIEM-SOAR & UEBA and Managed SOC are 2 distinct items and the bidders are supposed to submit separate bids.
142	13	<b>A. SITC Orders: SITC of SIEM/ SOAR/ UEBA etc. shall be DISCOM wise.</b> i) Upon Supply of Hardware, Software, Licenses etc.- 60% of the Total supply Order within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks. ii) Upon implementation and Successful Go-Live and Certification by DISCOM concerned – a) 40% of Payment of Total supply Order Value Order within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks. b) 100% of complete ITC value will be within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks.	<b>The bidder respectfully requests the below payment terms as per Annexure 1 - Price Schedule</b> <b>The bidder observed that the payment terms are not clear and requests that the payment terms be linked to the Annexure - 1 Price schedule and the payment of invoices with 30 days from the date of invoice:-</b>  <b>1- Supply of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support &amp; maintenance for a period of five (5) years, with warranty and updates.</b>  <b>100% payment on delivery of hardware, software, licenses &amp; subscriptions.</b>  <b>2- Installation, Testing &amp; Commissioning (ITC) of complete</b>		Payment Terms specified in the NIT shall remain unchanged. Bidders are required to meet the stipulated criteria as specified.
143		<b>B. Service Orders:</b> The successful Bidder shall provide Monitoring and Support Services on 24 x 7 x 365 Basis. Monthly arrears-based service payments shall be made within 45 days from the date of submission of duly certified invoices at the respective DISCOM bill desks.	The bidder respectfully requests slight modification to the clause:-  B. Service Orders: The successful Bidder shall provide Monitoring and Support Services on 24 x 7 x 365 Basis. <del>Monthly arrears-based</del> <b>Quarterly in Advance</b> service payments shall be made within <del>45 days</del> <b>30 days</b> from the date of submission of duly certified invoices at the respective DISCOM bill desks.  <b>Further Invoice shall be deemed to be accepted, unless dispute is raised within 7 days from date of receipt of such invoice.</b>		NIT terms prevails same.

144	Non payment remedy - Silent in RFP	The bidder requests non-payment remedy as:-  - Interest at the rate of 2% per month shall be payable on any undisputed invoice that remains unpaid beyond 15 days from the due date, until the date of actual payment.  - If any undisputed invoice remains unpaid for more than 30 days beyond the due date, the Bidder shall have the right to suspend the services upon providing written notice, and further reserves the right to terminate the contract if the default continues beyond the notice period.		NIT terms prevails same.
145	1. Supply of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates.	The bidder request flexibility to segregate Hardware, Software, Licenses, Subscriptions etc for a period of 5 years in order to quote the correct quantity and derive the unit price of each line item.		The scope as defined in the RFP requires supply of a complete SIEM, SOAR, and UEBA solution on a turnkey basis, inclusive of all required hardware, software, licenses, subscriptions, updates, warranty, and OEM support & maintenance for a period of five (5) years. While the overall commercial evaluation shall be based on the total integrated solution cost, bidders may provide a price and quantity breakup of hardware, software, licenses, subscriptions, and support components within the commercial annexures, strictly for transparency and evaluation clarity. Such segregation is for price breakup and understanding only and shall not alter the bundled scope, responsibility, warranty, or support obligations of the bidder for the complete solution over the contract period.
146	2. Installation, Testing & Commissioning (ITC) of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates.		As per bidder understanding, it is one time costs for implementation of the solution of complete SIEM, SOAR and UEBA solution, the bidder shall quote the consolidated price in the Annexure for all the 3 locations. Kindly confirm if the understanding is correct.	Ok.
147	3. Integration, configuration, and commissioning of the proposed Unified SOC solution with the existing SIEM/ SOAR platform (ArcSight), including interoperability testing and validation.		As per bidder understanding it is one time costs for Integration, configuration, and commissioning of the proposed Unified SOC solution with the existing SIEM/ SOAR platform (ArcSight), including interoperability testing and validation at one location. Kindly confirm if the understanding is correct.	The understanding is correct. Integration, configuration, and commissioning of the proposed Unified SOC solution with the existing SIEM/SOAR platform (ArcSight) for TPSODL, including interoperability testing and validation, shall be treated as a one-time activity and shall be quoted accordingly. This scope is limited to integration at the identified/control Unified SOC level and does not involve fresh deployment of SIEM/SOAR components for TPSODL.
148	4. Monthly Monitoring and Support Services in accordance with SLA and SOW.	The bidder respectfully requests the placeholder to quote Managed services for Y1, Y2, Y3, Y4, Y5 separately for better transparency.		To be taken care by Contracts Team.
149	Response Time shall be 4 Hours (24x7). Resolution Time shall be 8 Hours (Including Response Time). Failure by the Supplier to comply with the above-mentioned timelines, shall attract a penalty @ Rs.1000 per hour for each incident. Penalty amount shall be recovered from the amount due or by invoking the PBG.	The bidder respectfully requests slight modification to the clause:-  Response Time shall be 4 Hours (24x7). Resolution Time shall be 8 Hours (Including Response Time). Failure by the Supplier to comply with the above-mentioned timelines, shall attract a penalty @ Rs.1000 per hour for each incident. Penalty amount shall be recovered from the amount due or by invoking the PBG.  The maximum aggregate cap for all types of penalties including liquidated damages, together with all SLA penalties under this Agreement, shall not exceed 3% of the quarterly invoice value.		NIT terms prevails same.
150		Connectivity Query: Since the primary deployment is at the TP Odisha Data Center (Bhubaneswar), does this link requirement apply only if the bidder proposes an offsite/shared SOC model, or is the bidder expected to provide MPLS/P2P connectivity between them.		Further Clarity required for better response. Bidders need to discuss the strategy of implementation.
151	The prices/rates shall remain firm till actual completion of entire supply of goods/material/equipment as per contract is achieved and shall remain valid till the completion of the contract.	The prices in the proposal take into account the taxes computed on the basis of the present taxes applicable with present tax rates and tax structure. Any change in applicability of taxes and the tax structure or rates, including but not limited to Goods and Services Tax (GST) that may be introduced in the future, will be to TPCODL's Account		NIT terms prevails same.
152	Payment shall be released within 30 days from the submission of the bills	Payment shall be released within 30 days from the date of invoice		RFP Clause shall remain.
153	In case any non-compliance to contract conditions comes to TPCODL's notice, TPCODL will be entitled to deduct 30% of estimated wages plus 20% of wages as TPCODL's overheads.	Bidder requests deletion of this clause as Non-Compliance to contract conditions is very broad.		The clause will be applicable as per nature of Contract / Works.
154	For consumption of TPCODL's Water and Electricity by Associate for execution of Contract, Associate shall pay 0.5% & 1.0% respectively of contract value and it shall be deducted from the running bills.	Bidder understands this clause is not applicable for this RFP,request confirmation		NIT terms prevails same.
155	Associates shall submit within 15 days from the effective date of issue of PO/RC, Security cum Performance Guarantee (SPBG) in the format as per Annexure B of this document from banks acceptable to TPCODL for: (a) 5% of the PO value if purchase order value is more than Rs 5 Crores. (b) 10% of the PO value if purchase order value is less than Rs 5 Crores. This shall remain valid till the end of the Guarantee Period of contract, plus one month.	The bidder respectfully requests deletion of this clause		NIT terms prevails same.

156	<p>If Associate fails to repair/rectify/replace the equipment or material supplied/service or work rendered under the contract, failed in Guarantee Period, TPCODL will be at liberty to get the same done at Associate's risks and costs and recover all such expenses plus the TPCODL's own charges (@ 20% of expenses incurred), from the Associate or from the "Security cum Performance Deposit" as the case may be.</p>	<p>The bidder respectfully requests the slight modification to the below clause:-</p> <p>If Associate fails to repair/rectify/replace the equipment or material supplied/service or work rendered under the contract, failed in Guarantee Period, TPCODL will be at liberty to get the same done at Associate's risks and costs subject to a cure period of 30 days is given to the bidder to rectify and recover all such expenses plus the TPCODL's own charges (@ 20% of expenses incurred) <b>limited to incremental cost capped at 10% of the cost of the undelivered products/services</b>, from the Associate or from the "Security cum Performance Deposit" as the case may be.</p>		NIT terms prevails same.
157	<p>Liquidated damages @1% of the total executed contract value per week or part thereof, for the period of delay in integrated completion, subject to maximum 10% of the value of the contract shall become leviable without prejudice to other rights of the TPCODL. This amount shall be recoverable from any amount due or becoming due to the Business Associates under this or any other contract.</p>	<p>The bidder respectfully requests slight modification to the clause:-</p> <p><del>Liquidated damages @1% of the total executed contract value per week or part thereof, for the period of delay in integrated completion, subject to maximum 10% of the value of the contract shall become leviable without prejudice to other rights of the TPCODL.</del> @ 0.3% of the value of the delayed deliverables per each week of delay, subject to the maximum of 3% of the relevant deliverable values. This amount shall be recoverable from any amount due or becoming due to the Business Associates under this <del>or any other contract.</del></p>		NIT terms prevails same.
158		<p>The bidder respectfully requests deletion of this clause in its entirety.</p>		NIT terms prevails same.
159	<p>The contract / PO shall be subject to termination by TPCODL in case of breach of the contract by the Associate which shall include but not be limited to the following</p>	<p>The bidder respectfully requests a slight modification to the below:-</p> <p>The contract / PO shall be subject to termination by TPCODL in case of breach of the contract by the Associate which shall include but not be limited to the following, <b>provided that the Bidder is given a cure period of thirty (30) days from receipt of written notice to remedy such breach</b></p>		NIT terms prevails same.
160	<p>If the default or breach as specified under clause 24 (except sub clause g thereof) be committed by the associate for the first time, TPCODL shall issue, along with notice of default or breach, a warning notice instructing the associate to take remedial/corrective action within the time frame stipulated in the warning notice and not to repeat the same in future. The timeframe for corrective action by the associate shall be specific to the nature of breach of contract and the same shall not be objected to by the Associate. If the Associate fails to comply with the instructions in the warning notice or in taking corrective action to the satisfaction of TPCODL then TPCODL may terminate the entire or part of contract at its discretion by issuing termination notice without incurring any liability on this ground. Without prejudice to its right to terminate for breach of contract, TPCODL may, without assigning any reason, terminate the Contract in whole or in part at any time at its discretion while the contract is in force by serving a written notice of two weeks to the Associate.</p>	<p>The bidder respectfully requests slight modification to the below clause:-</p> <p>If the default or breach as specified under clause 24 (except sub clause g thereof) be committed by the associate for the first time, TPCODL shall issue, along with <b>written</b> notice of at least 30 days of default or breach <b>along with cure period of 30 days</b>, a warning notice instructing the associate to take remedial/corrective action within the time frame stipulated in the warning notice and not to repeat the same in future. The timeframe for corrective action by the associate shall be specific to the nature of breach of contract <b>(not less than 30 days)</b> and the same shall not be objected to by the Associate. If the Associate fails to comply with the instructions in the warning notice or in taking corrective action to the satisfaction of TPCODL then</p>		NIT terms prevails same.
161	<p>v) It shall be open to TPCODL to seek invocation of the performance bank guarantee or any other guarantee or other security deposit by whatever name called submitted by the associate, which shall not be objected to or protested against by the associate.</p>	<p>The bidder respectfully requests modification to the below clause as:-</p> <p><b>The security deposit, by whatever name it may be called, may be invoked only in the event of a material breach directly attributable to the bidder, and only after providing the bidder a 30-day cure period along with a 30-day notice to rectify the breach for which such invocation is proposed.</b></p>		NIT terms prevails same.

162	In case of termination of the contract the parties agree to be governed inter alia by the following: a) In case TPCODL exercises its right of termination as stated above the associate shall not dispute or object to the same.	The bidder request the modification of the clause as:-  In case of termination of the contract the parties agree to be governed inter alia by the following:  a) The bidder respectfully requests that the right to terminate be exercised only in cases of material breach directly attributable to the bidder, and that such <b>termination be invoked only after providing a 30-day notice and a 30-day cure period to rectify the breach.</b> The bidder reserves the right to raise objections in cases where termination is not in accordance with the agreed contractual provisions		NIT terms prevails same.
163	In the event of such termination, TPCODL may finish the Work by whatever method it may deem expedient, including the hiring of services and /or purchase of material equipment from such third parties as TPCODL may deem fit or may itself provide any labor or materials and perform any part of the Work. The associate undertakes to bear the incremental costs if any paid by TPCODL in such a case attributable to failure on the part of the associate. The Associate in such a case shall not be entitled to receive any further payments and any sums found payable to it may be adjusted by TPCODL against the amount recoverable from him on this ground. The same shall be without prejudice to other rights available to TPCODL under law against the associate.	The bidder respectfully requests slight modification to the below clause:-  In the event of such termination, TPCODL may finish the Work by whatever method it may deem expedient, including the hiring of services and /or purchase of material equipment from such third parties as TPCODL may deem fit or may itself provide any labor or materials and perform any part of the Work. The associate undertakes to bear the incremental costs if any paid by TPCODL, <b>bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered products/services</b> , in such a case attributable to failure on the part of the associate. <del>The Associate in such a case shall not be entitled to receive any further payments and any sums found payable to it may be adjusted by TPCODL against the amount recoverable.</del>		NIT terms prevails same.
164	Associate at its convenience may request for termination of contract, clearly assigning the reason for such request. TPCODL has full right to accept, reject or partially accept such request. This convenience will be available to associate only after one year from the contract effective date. For this purpose, associate will provide a notice period of 90 days to TPCODL, Associate will have to pay TPCODL a 'termination convenience fee' equivalent to 5% of unexecuted contract value.	The bidder respectfully requests slight modification to the below clause:-  Associate at its convenience may request for termination of contract, clearly assigning the reason for such request. <del>TPCODL has full right to accept, reject or partially accept such request.</del> This convenience will be available to associate only after one year from the contract effective date. For this purpose, associate will provide a notice period of 90 days to TPCODL, <del>Associate will have to pay TPCODL a 'termination convenience fee' equivalent to 5% of unexecuted contract value.</del>		NIT terms prevails same.
165	TPCODL at its sole discretion may terminate the contract by giving 30 days prior notice in writing or through email to the Associate. TPCODL shall pay the Associate for all the supplies/ services rendered till the actual date of contract termination against submission of invoice by the Associate to that effect.	TPCODL at its sole discretion may terminate the contract by giving <del>30</del> <b>90</b> days prior notice in writing or through email to the Associate. TPCODL shall pay the Associate for all the supplies/ services rendered till the actual date of contract termination against submission of invoice by the Associate to that effect. <b>TPCODL can only exercise this right after the completion of a period of 1 year from the contract effective date. TPCODL shall also pay the bidder reasonable termination charges taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs.</b>		NIT terms prevails same.
166	The Company reserves the right to cancel, add, delete at its sole discretion, all or any terms of this GCC or any contract, order or terms agreed between the parties in pursuance without assigning any reasons and without any compensation to the Associates.	<b>The bidder respectfully requests deletion of this clause</b>		NIT terms prevails same.
167	EAR policy is mandatory document for processing the invoices. Business Associate needs to ensure that the All- Risk Insurance Policy is obtained as per the terms of contract, failing which: ☐ Penalty @1% of contract value would be charged. ☐ In case of expiry of policy before handing over the project, TPNODL Engineer-In Charge shall reserve the right to deduct the penalty up to a maximum of 1% of contract value.		<b>This clause is not applicable to the bidder, hence requests deletion of this clause. Kindly confirm.</b>	NIT terms prevails same.
168	Delivery Period Total 16 Weeks (8 Weeks for Delivery + 8 Weeks for implementation & Go-Live).	We request to increase Delivery Period timelines. Total 28 Weeks (12 Weeks for Delivery + 16 Weeks for implementation & Go-Live).		NIT terms prevails same.

169	17	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).		Normally Govt/PSU customers give 5 year upfront orders so they don't need to renew the contracts on year on year basis. In this regard, customer mail confirmations can be submitted to show that they are using the solution from last 3 year or more.	Tender Specifications remains unchanged.  Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT.
170		Bidder must deploy one SoC Manager, one L3 Resource and two L2 resources per Discom on site. The leave and working days will be governed as per customer requirement. The L2 resources based onsite is expected to carry out following activities: -	Resource from bidder will be working remotely from across India		Bidder to comply with clause.
171		Bidder Should have office in ODISHA. In case the office set up is not available presently, the bidder shall establish an office in Odisha within One month of order issuance		Our organisation has an established nationwide presence in India and has been consistently delivering large-scale SOC, cybersecurity, and managed security operations for multiple enterprises through a robust and centralised delivery framework. This operating model—supplemented by the deployment of dedicated onsite L2/L3 resources as stipulated in the RFP—ensures uninterrupted service delivery, adherence to all SLAs, and seamless operational governance, without necessitating a physical office in every state. In view of this proven capability, we kindly request that the requirement for maintaining or establishing a physical office in Odisha be reconsidered or relaxed to accommodate: centralised remote delivery model supported by mature operational processes and a firm commitment to deploy onsite operational resources at each DISCOM as required.	Bidder to comply with clause.
172		Response Time shall be 4 Hours (24x7). Resolution Time shall be 8 Hours (Including Response Time). Failure by the Supplier to comply with the above-mentioned timelines, shall attract a penalty @ Rs.1000 per hour for each incident. Penalty amount shall be recovered from the amount due or by invoking the PBG.	Resolution SLA should not be generally applicable to the Bidder and shall apply only for activities that are strictly within the direct operational control of the SOC team. The Bidder's responsibility is limited to detection, analysis, reporting, and escalation within the defined Response SLA. For remediation actions to be performed by Client/OEM/third parties, resolution timelines should be mutually agreed, and no penalty should apply for delays beyond the Bidder's control.		Bidder to comply with clause and taken up with OEM if required.
173		37	35. Based on the current asset inventory of TP Odisha DISCOMs, the number of devices is expected to increase 25% during the contract period. The bidder shall accordingly propose, license, and provision the required solution capacity, including but not limited to the necessary licenses and Events Per Second (EPS), to support such growth throughout the entire tenure of the contract. The proposed solution must ensure seamless scalability without any degradation of performance or service levels and must be capable of accommodating the projected asset expansion under the same commercial terms and conditions, without any additional cost implications to TP Odisha DISCOMs. Bidders are advised to discuss with TP Odisha DISCOMs team to assess the exact EPS requirement and propose solution accordingly.		Clause shall remain.
174		38	10 Rules to be built accordingly to generate alerts based on the anomaly in the packet flow.  11 Drill down reports has to be available to analyze the network flow.		Clause shall remain.
175		15	15 File integrity monitoring, vulnerability assessment, asset discovery, and both host-based and network based intrusion detection systems.		Clause shall remain.
176		22  42	1 Supply, Installation, Testing & Commissioning (SITC) of complete SIEM, SOAR and UEBA solution, including all required hardware, software, licenses, subscriptions, and comprehensive OEM support & maintenance for a period of five (5) years, with warranty and updates. - Qty-3 (in TPCODL, TPNODL and TPWODL)  58 There should be no single point of failure for the provided solution. i.e. Two instances in High Availability (Total 4 instances) in DC and DR each. Alerts should be reported in common ticketing tool.		Clause shall remain.
177			Volumetric of SIEM (GB/day or EPS) for all 4 company TPCODL, TPNODL, TPSODL, TPWODL		Please refer Annexure 1 and OT Landscape sheet.

178			Inventory of the IT infrastructure devices and applications to be integrated in SIEM. Asset Landscape to be shared with Participating Bidders		Please refer Annexure 1 and OT Landscape sheet.
179			Break-up percentage of the assets across on-prem, Azure, AWS, Google, Oracle , private cloud etc.		Please refer Annexure 1 and OT Landscape sheet.
180			Please confirm SOC Manager, One L3 Resource and 2 L2 resources required in each company. Share the address of each site location where the resources should report		It shall be Bhubaneswar location. Technology Centre Office.
181			Share the Monthly ticket trends for last 3 months for Critical, High ,Medium and Low		Not available as it is a fresh deployment.
182			Are you fine with next generation AI SIEM tool like CrowdStrike Next Generation or PaloAlto XSIAM ?		Bidder to suggest solution based on RFP requirements.
183			If there are Next generation SIEM licenses which has to be procured by you for eg: Microsoft Sentinel. Are you open to procure the Sentinel licenses along with Co-pilot for AI Security, Notebook Module, Logic app for SOAR capabilities and Unified Enterprise Support licenses		TP Odisha DISCOMs are open to next-generation SIEM solutions.Licenses and subscriptions required for the proposed solution, including but not limited to SIEM, SOAR, UEBA, AI-enabled capabilities, notebooks, automation components, and OEM support, shall be clearly identified and included as part of the bidder's proposed solution and total cost of ownership (TCO) under this RFP.
184		A-1	What are the Geography dispersed locations and whether the logs can be collected from a centralized datacenter for each company?		Logs are stored at TPCODL, TPNODL, TPSODL and TPWODL.
185		A-6	Share full list of in-house/custom built application details for out of the box connectors development		Please refer Annexure 1. Additionally we have .Net based, Mobile APK, JAVA based inhouse developed applications.
186		A-8	Are there any OT assets integration/monitoring as of today? If yes, What SOC tool is being used?		Please refer OT Landscape sheet. As of now there is no OT SIEM tool deployed.
187		A-8	Share the RTU (Remote Terminal Unit, PLC (Programmable Logic controller) details which are used in the landscape.		Landscape includes, GE, Siemens, ABB, Schneider Electric, etc.
188		A-8	What OEM technologies are used for the RTU and PLC?		Bidders to clarify in detail so that further response can be detailed.
189		A-8	How many sites are in scope for deployment of the OT SOC? Approximately how many OT assets would need to be monitored in these sites?		Please refer OT Landscape sheet.
190		A-15	We understand 3 months online data is required. Please confirm whether 9 or 12 months offline data log storage is required		12 month Offline Data Storage.
191		C-11	What are the MDREDR, Internet Proxy, DLP, IAM, SSO, Identity provider, VPN, PIM, MDM, FIM, Asset Discovery, Vulnerability Scanners, Network Intrusion Detection, Radius server etc security solutions used in the environment?		Please refer Annexure1 and OT Landscape sheet.
192		E-2	What is the ITSM tool used in all 4 companies?		Inhouse developed tool. (.Net based)
193		Page 4 of 11	2.1 - When the Due Diligence can to be performed prior to bidding the final solution		Bidder to propose timeline. We shall make arrangements.
194		Page 5 of 11	13 - Is Arcsight platform the existing SOC solution for all 4 company and whether the vendor has the option to provide alternate SOC solution		Arcsight Platform exists for TPSODL only. Bidder has option to provide any feasible solution for 3 Discoms. No separate solution required for TPSODL which is already having Arcsight Solution.
195		Page 9 of 11	22.1 What is the number of internal and external audits to be considered in a year?		3 to 4 (ITGC, VAPT, ISO 27001, GRC, etc.)
196		Page 9 of 11	3 - In case of SaaS solution Backup log is available online & Offline within the SaaS platform. Is it still necessary to store the offline logs at the respective site backup locations		The bidder shall clearly demonstrate how the proposed SaaS solution: Meets the minimum log retention requirement as specified in the RFP Ensures secure access to historical logs for audits and investigations Provides data export/backup capability, if required by TP Odisha DISCOMs  The final backup and archival approach shall be finalized with the selected bidder during the solution design phase, in line with TP Odisha DISCOMs' backup and compliance policies.
197		Page 9 of 11	4.3 - Is it necessary to have the software licenses in the name of TP ODISHA DISCOMS (TPCODL, TPNODL, TPSODL,TPWODL) or whether the Bidder can own the licenses		Licenses to be in the name respective Discoms.
198		Page 10 - 6.3	Hardware sizing should be done for storing 3 months data online and 12 months data on archival ? Meaning 15 months of backup for log retention ? Clarity required. Example: 1. 16 Dec -25 - 15 Mar -26 as Online , 16 Mar 25 - 15-Dec-25 (1 year retention 3 month online - 9 month offline entire 12 month backup). 2. 16 Dec -25 - 15 Mar -26 as Online, 17 Dec 24 - 16 Dec 25 ( 3 month online, 1 - year archival total 15 months backup).		3 months online and 12 months of archival/offline.
199		Page 22 - Commercial	In pricing template, for S1 1 and 2 could see Quantity as 3, could you please help us with the understanding, do you need it individually for (SIEM, SOAR and UEBA)?		SIEM,SOAR and UEBA required for TPCODL, TPNODL and TPWODL Discoms respectively. TPSODL is already having Arcsight SIEM Solution deployed.

200		Proposed SIEM, SOAR, and UEBA solution architecture (including HLD and LLD) shall be designed, validated & implemented by the OEM.	To make it cost optimized and closely monitored activity, please rephrase it to:  Proposed SIEM, SOAR, and UEBA solution architecture (including HLD and LLD) shall be designed, validated & implemented by the OEM or OEM authorized partner.		The clause shall remain the same.
201		18. Complete Responsibility of SITC and Integration is with OEM Only.	This seems to be misprint, it must be a bidders responsibility, please rephrase it to:  Complete Responsibility of SITC and Integration is with authorized selected bidders Only.		The clause shall remain the same.
202		3.2. The backup process for OS, data and Log should be without any manual intervention and must be approved by OEM.	This seems to be misprint, it must be a bidders responsibility, please rephrase it to: The backup process for OS, data and Log should be without any manual intervention and must be approved by authorized selected bidder.		The clause shall remain the same.
203		A. 6. It is expected that connectors for all the standard applications and devices will be readily available in the collector and Log management devices, connector for mostly in-house/custom built applications will need to be developed. It is the responsibility of the Partner to develop connector applications for the custom-built applications specifically developed for TP Odisha. The out-of-box collectors' development must not have any alignment to any commercial implications. The cost will be borne by Vendors/Bidders/Partners	For a better solution and ensure the solutions reliability, please rephrase it to:  OEM /OEM authorized partner to provide parsers for data ingestion for all the current data sources and their respective upgrades (in maximum 15 business days from data of intimation of the same) during the contract period. If any new data source is added during the contract period, the OEM will provide parsers for data ingestion in maximum 15 business days from data of intimation of the same, without dependency of the bidder.		The clause shall remain the same. However Bidders can provide additional features on top of services requested as per RFP.
204		A.15. For correlation and report generation purpose, past 3 months log data should be available online and 12 months data should be available offline	To achieve a long time analysis and compliance ready it shall have longer searchable data retention atleast 6 months, please rephrase it to:  The solution must ensure that if data ingested is not parsed then with the new parser old data ingested should also be parsed without need to re-ingest data throughout the retention period of online 180 days and 365 days of archival. Use Case: Referencing old data for predictive analytics, proactive monitoring etc. By not re-indexing and re-ingesting security analyst would save storage cost and identify and pin point attack intime.		This is the minimum expectation.
205		A. 20. The correlation rules should be predefined and also configurable.	To ensure a mature solution with less TCO please rephrase it to:  The proposed solution must come with atleast 1200 out of the box correlation /detection rules to ensure and align with various industry security frameworks, allowing to readily monitor for potential threats across the systems.		The clause shall remain the same.
206		A. 25. Threat Profiling of the attackers in Power Generation and Distribution space	As there is no relevance to SIEM, please remove		The clause shall remain and is non-negotiable considering Power Sector. Bidder may address via solution capabilities, threat intel feeds, or custom IOC/ATT&CK mappings, etc.
207		A. 34. The solution shall support integration of both IT and OT systems and ensure proposed Unified SOC platform will interoperability with the existing ArcSight TPSOOL SIEM & SOAR.	To ensure the solution covers all the OT as well as IT relevant data and integration, please rephrase it to:  The proposed solution should have ability to ingest asset-inventory, vulnerabilities, and 3rd party generated notables from leading OT-ready systems along with IT and offering OOTB NERC CIP reporting to automate and streamline compliance activities and MITRE ICS ATT&CK correlation rules OOTB.		It is a baseline requirement. Bidders must fully comply with existing clause. However enhanced features, alternative implementations, or value-adds may be proposed.
208		A. 35. Based on the current asset inventory of TP Odisha DISCOMs, the number of devices is expected to increase 25% during the contract period. The bidder shall accordingly propose, license, and provision the required solution capacity, including but not limited to the necessary licenses and Events Per Second (EPS), to support such growth throughout the entire tenure of the contract. The proposed solution must ensure seamless scalability without any degradation of performance or service levels and must be capable of accommodating the projected asset expansion under the same commercial terms and conditions, without any additional cost implications to TP Odisha DISCOMs. Bidders are advised to discuss with TP Odisha DISCOMs team to assess the exact EPS requirement and propose solution accordingly.	Please suggest an estimated idea of the total EPS / Volume of data which is expected to be ingested in SIEM solution.		Please refer Annexure 1 and OT Landscape sheet.

209		A. 39. All logs must get auto archived on centralized storage directly from Log management layer and archived logs must be readable from archival/ central storage directly	Vendor specific, the archived logs are primarily for the long term storage and shall be bring into the search layer when needed in situations like audits, please remove or rephrase it to:  The solution must support viewing data in different formats or schemas without re-ingesting, re-indexing, redundant storage. Historical data also should be viewed as per new format or schema without re-ingesting or without additional storage utilization. Indicative Use Case: Referencing old data for predictive analytics, proactive monitoring etc. By not re-indexing and re-ingesting security analyst would save storage cost and identify and pinpoint attack in time.	It is a baseline requirement. Bidders must fully comply with existing clause. However enhanced features, alternative implementations, or value-adds may be proposed.
210		B. 5. Solution should have predefined security configuration assessment checks for different supported platforms as per industry such as ISO, NIST, OWASP, SOX, Internal standards and guidelines of TP Odisha Discom etc. Able to generate the report based on those standards.	This is not relevant to a SIEM Solution. It shall have out of the box and configurable framework and reports, please rephrase it to:  The proposed solution should have Out of The Box support for identifying data gap for deploying MITRE ATTACK & Kill Chain use cases. It should help to check data availability and guide on data sources are required to implement MITRE ATTACK Technique & Sub techniques.	It is a baseline requirement. Bidders must fully comply with existing clause. However enhanced features, alternative implementations, or value-adds may be proposed.
211		C. 1. UEBA can either be part of the selected SIEM solution or can be deployed separately.	For a seamless integrated and no duplicacy, UEBA and SIEM shall be from one same solution and doing any analysis on the data into the SIEM, please rephrase it to:  Proposed solution should leverage the data in SIEM platform and not build its own data store and maps the fields in the data to UEBA-specific fields.	It is for the Bidder to decide the optimal solution. The existing clause provides both the options.
212		E.1. Unified integrated ticketing tool to handle the security incidents for 24x7 monitoring services.	OEM Specific, ticketing tool is a separate solution and not part of SIEM, please remove or rephrase it to:  The proposed solution should provide robust Case Management and Ticketing integration capabilities to transition from detecting threats or IT incidents to resolving them. These integrations allow security and IT teams to automate, document, and manage workflows directly from SIEM and SOAR,	The intent of the clause is to ensure effective incident lifecycle management from detection to resolution within SOC operations. A separate standalone ticketing tool is not mandatory as part of the SIEM solution. However, the proposed SIEM/SOAR/UEBA platform must provide robust case management capabilities and/or seamless integration with an external/common ticketing system, if required.
213	19	E.10. Rules to be built accordingly to generate alerts based on the anomaly in the packet flow.	rephrase, no relevance to SIEM, please remove.	The tender clause remains unchanged.
214		H. 15. File integrity monitoring, vulnerability assessment, asset discovery, and both host-based and network-based intrusion detection systems.	OEM specific, these are not relevant to SIEM, please remove	The requirements are minimal, bidders may propose additional functionality and features as part of their proposed solution.
215		H.58. There should be no single point of failure for the provided solution. i.e. Two instances in High Availability (Total 4 instances) in DC and DR each. Alerts should be reported in common ticketing tool.	To ensure a resilient and full proof solution to be deployed, please rephrase it to:  The proposed solution must be able to achieve high availability for indexing cluster without the need of any third party software and the solution should be DR ready and must support the data replication natively without relying on other third party replication technologies on the operating system or storage level with near zero RPO and RTO. Like big data platforms solution should also allow admin to decide on replication factor within DC and replication factor for DR. DR should always be active and should be updated with artifacts for any incident analyst is working on.	The intent of the clause is to ensure a highly resilient, highly available, and disaster-ready SIEM solution with no single point of failure. TP Odisha DISCOMs do not mandate a specific implementation approach such as native replication only or exclusion of platform-level or storage-level resiliency mechanisms. The bidder shall propose a solution that:  Achieves high availability of the indexing and analytics components Is DR ready, with clearly defined RPO and RTO Ensures data consistency and availability across DC and DR Supports timely access to incident data and artifacts required for SOC operations  The use of native replication features, platform-level capabilities, or underlying infrastructure mechanisms may be proposed, provided the overall solution meets the availability, reliability, and DR objectives defined in the RFP. Active-Active or Active-Passive DR models may be proposed as per OEM best practices, subject to final approval during the detailed design phase.

216	30	The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER /Forrester Report for at least twice in last 3 years.	Please change this to the below :-  "Proposed Solution should be positioned as a Leader in the Gartner Magic Quadrant."  Restricting eligibility to Gartner Magic Quadrant Leaders ensures selection of vendors with proven execution capability, strong vision, and sustained innovation, as evaluated by Gartner. Leaders represent the highest level of product maturity, enterprise adoption, and long-term stability. Including Challengers or alternate analyst reports such as Forrester introduces variability in evaluation standards and vendor maturity. Standardizing to Gartner Leaders enhances procurement defensibility, reduces technology risk, and ensures best-in-class solution selection.		Please refer to the response provided against Pre-Bid Query No. 30.
217	23	SIEM Deployment in Govt/PSU Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work	Please change this to the below :-  <b>SIEM Deployment in Govt/PSU/Scheduled Commercial Bank Sealed &amp; signed Completion Certificate along with PO copies covering the supporting Scope of Work.</b>  Justification:- Including Scheduled Commercial Banks is justified because they are highly regulated, security-sensitive environments. Successful SIEM deployments in such banks demonstrate the vendor's ability to handle complex, compliance-driven systems, equivalent to Govt/PSU requirements.		Please refer to the response provided against Pre-Bid Query No. 27
218	29	UEBA Deployment in Govt/PSU Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work	Please change this to the below :-  <b>UEBA Deployment in Govt/PSU/Scheduled Commercial Bank Sealed &amp; signed Completion Certificate along with PO copies covering the supporting Scope of Work.</b>  Justification:- Including Scheduled Commercial Banks is justified because they are highly regulated, security-sensitive environments. Successful UEBA deployments in such banks demonstrate the vendor's ability to handle complex, compliance-driven systems, equivalent to Govt/PSU requirements.		Please refer to the response provided against Pre-Bid Query No. 29
219	28	SOAR Deployment in Govt/PSU Sealed & signed Completion Certificate along with PO copies covering the supporting Scope of Work. 5 deployments (2 Marks Each) with minimum 2 deployments: Max 10 Marks	Please change this clause to below:-  <b>SOAR Deployment in Govt/PSU Sealed &amp; signed Completion Certificate along with PO copies covering the supporting Scope of Work.</b> <b>2 deployments (5 Marks Each) with minimum 1 deployments: Max 10 Marks</b>  SOAR deployments in Govt/PSU environments typically occur only after SIEM systems are fully matured and stabilized. As a result, large-scale organizations have limited SOAR implementations, and mandating 5 completed deployments would severely restrict the vendor pool. Reducing the requirement to 2 successful deployments ensures that technically capable vendors can participate, while still demonstrating proven experience in complex, regulated environments. This approach		Please refer to the response provided against Pre-Bid Query No. 28
220		2. Detailed Scope of work (Point 2)	Please share the list of IT & OT devices separately to be monitored as per scope.		Please refer Annexure1 or OT Landscape.
221		2. Detailed Scope of work (Point 11)	Version upgradation of software is fine but what is the expectation of Hardware upgrade without any extra cost. Generally hardware upgradation involve cost.		Bidders must size infrastructure for future proofing the solution for projected growth across TP Odisha Discoms (e.g., log volume increases, asset expansion) for next 5 years without extra hardware upgrade costs.
222	8	Recommended Certifications: L1 SOC Analyst: CompTIA Security+, Certified SOC Analyst (CSA), Microsoft Security Fundamentals	As mentioned multiple certifications, Please put the criteria like anyone certification.		The requirements are minimal, and Bidders are required to meet the stipulated criteria as specified.
223			Are DC & DR sites available? What are RPO/RTO requirements?		DC and DR Sites are available. RPO and RTO has to be as per Industry Best Practices.
224			What is the expected EPS (Events Per Second)?		Please refer Annexure1 and OT Landscape for calculating eps count.
225			Confirm average vs peak daily log ingestion (GB/day).		Please refer Annexure1 and OT Landscape for calculating log ingestion.
226			Required log retention period (Hot / Warm / Cold)?		Hot/Warm (Online Storage): Minimum of 3 months retention for logs requiring immediate or nearline access. Cold (Archival Storage): Minimum of 12 months retention for logs requiring long-term preservation.  Beyond this baseline, bidders are free to propose an optimal log retention strategy.
227			Is WORM/tamper-proof storage mandatory?		As a baseline, bidders must ensure that log storage solutions provide robust protection against tampering and meet the minimum retention requirements (3 months online, 12 months archival).

228			What is the expected number of automated playbooks in case of SOAR?		We expect the bidder to leverage their industry expertise and understanding of TP Odisha's security requirements to propose the optimal number and scope of automated playbooks
229			Number of security use cases expected at go-live?		We expect the bidder to leverage their industry expertise and understanding of TP Odisha's security requirements to propose the optimal number and scope of usecases.
230			Are compliance-specific use cases required (ISO/CERT-in/RBI)?		Yes.
231			Is commercial Threat Intelligence subscription required?		Not required.
232			Expected annual growth percentage in logs/devices?		25% of growth expected in next 5 years.
233			Are OEM support contracts to be included in scope?		Yes, bidders are expected to explicitly address OEM support contracts within their proposal.
234			Define UAT acceptance criteria.		The solution must meet agreed performance, security, and usability requirements, and formal sign-off will be provided by designated stakeholders.
235		Scope of Work	Please share Asset landscape details for both IT and OT		Please refer Annexure1 and OT Landscape sheet.
236		Data Backup and Archival	Central storage and backup tool need to be provided by bidder or it will be made available by TP ODISHA DISCOMS?		TP Odisha Discoms.
237		The solution should be scalable to meet future growth by 20% of existing devices on yearly basis	Do we need to consider the future scalability of 20% on yearly basis for next 5 years?		Scalability shall be 25% over next 5 years.
238		training and certification for atleast 2 persons per Discom		Is it a onsite training or can be done remotely? If onsite kindly mention number of days	Onsite. Days to be decided by Bidder.
239		The successful Bidder shall provide Monitoring and Support Services on 24 x 7 x 365 basis	This 24 x 7 x 365 monitoring and support services can be done remotely?		NIT terms prevails same.
240	30	ii) The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER /Forrester Report for at least twice in last 3 years.		Kindly modify this clause as :-The Proposed Solution should be in Gartner Magic Quadrant as LEADER or CHALLENGER /Forrester Report for at least twice in last 3 years/ Make in India preferred OEM.	Please refer to the response provided against Pre-Bid Query No. 30.
241		OEM PQ Evaluation Criteria	5 Deployment asked as experience - can it be on-prem or Cloud or Hybrid based architecture?		This will be ok.
242	17	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).  Relevant documents are to be submitted alongwith the bid.  <b>OR</b>  The Bidder/Proposed OEM needs to provide (at least 2 nos.) customer references and list of customers who have supplied, implemented and/or renewed similar work in last 3-years for the proposed solution. (Year calculation to be done wrt to the date of Bid submission).  Relevant documents are to	<b>Request to amend the clause:</b>  The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM. (Year calculation to be done wrt to the date of Bid Submission).  Relevant documents are to be submitted alongwith the bid.  <b>OR</b>  The Bidder/Proposed OEM needs to provide (at least 2 nos.) customer references and list of customers who have supplied, implemented and/or renewed similar work in last 3-years for the proposed solution. (Year calculation to be done wrt to the date of Bid submission).  Relevant documents are to		Tender Specifications remains unchanged.  Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT.
243		The document states that for any breach of operational SLA timelines (Response 4 hours, Resolution 8 hours), a penalty of ₹1,000 per hour per incident shall apply.	We request that the operational penalty trigger be revised from 1-hour granularity to 6-hour blocks, i.e., penalty to apply only if SLA deviation exceeds 6 hours.		The clause shall remain the same.
244		LD Clause and % npt specified	LD will be applicable as per GCC – Composite of respective DISCOMs." However, the actual LD rate (%), basis of calculation (per week / per day), and maximum capping are not provided in the NIT.		NIT terms prevails same.
245		Platform must be capable of managing incidents, right from detection to mitigation and allow automating incident response workflows.		Kindly elaborate if the expectation from the SIEM platform is to have SOAR capabilities inbuilt within same GUI for workflow automation	SOAR shall be required as per RFP requirement.
246	16	The solution shall support integration of both IT and OT systems and ensure proposed Unified SOC platform will interoperate with the existing ArcSight TPSODL SIEM & SOAR.		Please suggest how the interoperability is envisioned with existing SIEM. Is it integration?	The Proposed solution shall ensure interoperability with the existing ArcSight SIEM and SOAR as specified in the NIT. This is to clarify that, the proposed solution should be capable of ingesting alerts from existing TP Odisha SIEM & SOAR to provide a unified view.  Detailed integration requirements shall be addressed during the implementation phase.
247		Solution should have predefined security configuration assessment checks for different supported platforms as per industry such as ISO, NIST, OWASP, SOX, internal standards and guidelines of TP Odisha Discom etc. Able to generate the report based on those standards.	Please help with the expectation here as security config checks are often handled by 3rd party products like Vulnerability assessment tools. Elastic has native integrations with such products so seeking clarity on how the requirement needs to be met.		The requirement shall be interpreted from a compliance visibility, assessment, and reporting perspective within the SIEM platform. The bidder is not mandatorily required to deploy standalone security configuration assessment or vulnerability assessment tools under this RFP.
248		File integrity monitoring, vulnerability assessment, asset discovery, and both host-based and network based intrusion detection systems		Kindly explain this requirement as Vulnerability assessment,IDS are not part of SIEM operations	The requirement is to be interpreted from a SIEM integration, visibility, and correlation perspective, and not as a mandate to deploy or replace standalone security tools such as Vulnerability Assessment tools or IDS/IPS platforms. The proposed SIEM, SOAR, and UEBA solution should be capable of:  Integrating logs, alerts, and events from existing or external tools supporting file integrity monitoring, vulnerability assessment, asset discovery, host-based IDS, and network-based IDS Correlating such events with other security telemetry Providing dashboards, alerts, and reports based on the ingested data  Deployment, licensing, and operation of dedicated Vulnerability Assessment or IDS solutions are not in scope of this RFP, unless explicitly proposed by the bidder as value-added components.
249	15	There should be no single point of failure for the provided solution. i.e. Two instances in High Availability (Total 4 instances) in DC and DR each. Alerts should be reported in common ticketing tool.		Please highlight how HA should be envisioned as elastic offers HA inbuilt for hot tiers natively.	"There should be no single point of failure for the provided solution. i.e. At least two instances should be deployed to act as DC/DR covering HA as well. Alerts should be reported in common ticketing tool."  Bidders proposing Cloud based Solution should consider Internet bandwidth requirements and it's availability with redundancy which should be considered in pricing.
250				Kindly specify the total EPS counts for DC and DR each along with the device inventory list	Please refer Annexure1 and OT Landscape sheet.

251			Please mention if the deployment will be on virtual machines and specify if DC-DR should be active-active with bidirectional log replication enabled		A DC-DR architecture is mandatory. The bidder shall propose a high-availability and disaster recovery design in line with OEM best practices, ensuring no single point of failure and meeting agreed RPO and RTO requirements. The DC-DR setup may be Active-Active or Active-Passive, as proposed by the bidder. If an Active-Active architecture is proposed, bidirectional log replication and synchronization must be supported to ensure data consistency and operational continuity. The final architecture shall be subject to approval by TP Odisha DISCOMs during the detailed design phase.
252			if UEBA is a required as separate solution.		UEBA to be part of Proposed solution. Bidder to suggest optimal deployment model.
253		iii) Bidder should hold highest certifications from SIEM OEM.	Request to change to product certification of proposed OEM.	The change is being requested because many OEM's are slowly abolishing the Tier based certification clause.	The clause shall remain the same.
254	17	The Bidder needs to provide (at least 2 nos.) customer references and list of customers who are renewing their contracts since last 3-years for the proposed solution from the proposed OEM . (Year calculation to be done wrt to the date of Bid Submission).	Request to change to "The Bidder needs to provide (at least 2 nos.) customer references" or allow "The bidder or their holding / parent company should have the required experience.		Tender Specifications remains unchanged. Customer References with Active Work Order details should be submitted to substantiate Solution Delivery continuation from Single OEM for a period of upto 5 years and same OEM should be proposed for this NIT.
255		i) The offered products in the solution against the supply order shall be latest version and should not be end of life for next 7 years, however if any product which is declared end of life product by OEM during the supply period of material, in this case the tenderer should supply replaced model or next higher model/version of the Products.		Kindly allow that for cloud native SIEM this clause is not applicable.	The bidder must ensure OEM's commitment to ongoing support, updates, and feature enhancements throughout the Support period.
256	13	A. SITC Orders: SITC of SIEM/ SOAR/ UEBA etc. shall be DISCOM-wise 60% on delivery & 40% after go-live.		Kindly allow 5 year contract & yearly payment for cloud native SOC platforms.	Payment Terms specified in the NIT shall remain unchanged. Bidders are required to meet the stipulated criteria as specified.
257	14	B. Service Orders: Monthly arrear-based service payments		Kindly allow Quarter wise advance payment. Invoicing & tracing payments each month is a cumbersome process. Moreover arrear payments also increase cost by way of interest on capital.	Payment Terms specified in the NIT shall remain unchanged. Bidders are required to meet the stipulated criteria as specified.
258	23	SIEM Deployment in Govt/PSU		Kindly allow corporate customers	Please refer to the response provided against Pre-Bid Query No. 27
259		OEM Consistency across SIEM, SOAR & UEBA		As this is a OEM POC, the OEM would be consistent in the services. Kindly guide if our understanding is correct.	The Proposed solution shall ensure interoperability with the existing ArcSight SIEM and SOAR as specified in the NIT. This is to clarify that, the proposed solution should be capable of ingesting alerts from existing TP Odisha SIEM & SOAR to provide a unified view. Detailed integration requirements shall be addressed during the implementation phase.
260		Bidder should integrate the SIEM solution with the existing Service desk tool		Kindly confirm which Service Desk tool is currently being used for integration ?	Inhouse (.Net based) developed ITSM Tool.
261		Bidder has to provide incident management workflow and process as per best practices with respect to solution provided after integrating with the Service desk tool		Kindly confirm which Service Desk tool is currently being used for integration ?	Inhouse (.Net based) developed ITSM Tool.
262		Delivery Period Total 16 Weeks (8 Weeks for Delivery + 8 Weeks for implementation & Go-Live).	Delivery Period Total 20 Weeks (12 Weeks for Delivery + 8 Weeks for implementation & Go-Live).		The clause shall remain the same.
263		Associates shall submit within 21 days from the effective date of issue of PO/RC, Security cum Performance Guarantee (SPBG) in the format as per Annexure B of this document from banks acceptable to TPNODL for:	We would like to humbly request a revision of the PBG requirement to 3% of the base order value (excluding taxes) instead of the current 10%, considering the following:		NIT terms prevails same.
264		(a) 5% of the PO value if purchase order value is more than Rs 5 Crores.	1. We are operating on thin margins due to competitive pricing and market conditions.		NIT terms prevails same.
265		(b) 10% of the PO value if purchase order value is less than Rs 5 Crores.	2. A significant number of Government departments and PSUs have revised their PBG requirements to 3% of base order value, in line with guidelines from the Ministry of Finance, particularly in light of the current business environment.		NIT terms prevails same.
266			3. Reducing the PBG percentage will greatly support our working capital management and help ensure seamless execution of the order without compromising on quality or commitment.		NIT terms prevails same.
267			We assure you that this request is made solely with the intention of smooth execution and financial prudence. We remain fully committed to fulfilling all terms and obligations of the contract to your utmost satisfaction.		Ok
268	16	The solution shall support integration of both IT and OT systems and ensure proposed Unified SOC platform will interoperability with the existing ArcSight TPSODL SIEM & SOAR.		ArcSight and any other OEM SIEM are two different platforms , Request to give us clarity on Interoperability, mean migration of logs from ArcSight to any other SIEM or does it mean we have run parallel setups.	The Proposed solution shall ensure interoperability with the existing ArcSight SIEM and SOAR as specified in the NIT. This is to clarify that, the proposed solution should be capable of ingesting alerts from existing TP Odisha SIEM & SOAR to provide a unified view. Detailed integration requirements shall be addressed during the implementation phase.