



ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED

(Multi-State Scheduled Bank)

Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034

Phone: 040- 2343 7100 / 101 / 102 / 103

Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com

**TENDER DOCUMENT
FOR
IMPLEMENTATION OF
SECURITY OPERATIONS CENTER (SOC)

AND

SECURITY INFORMATION & EVENT
MANAGEMENT (SIEM)
as a Service**

	<p align="center">ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED (Multi-State Scheduled Bank) Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034 Phone: 040- 2343 7100 / 101 / 102 / 103 Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com</p>
--	--

Andhra Pradesh Mahesh Co-op Urban Bank Limited, a leading Scheduled Urban Cooperative Bank has its Head Office at Hyderabad, Telangana. Bank has 45 Branches spread across 4 states. Bank maintains its own Data Centre and it has deployed all the necessary security devices as applicable to the size of the Bank to protect its Cyber infra.

Bank is now looking for deploying an Off-Site SOC and SIEM facility and seeks enquiries from prospective bidders having capability, proven competence and experience in providing SOC and SIEM as a service to the Financial Institutions.

SCHEDULE OF EVENTS

Sr. No.	Particulars	Remarks
1	Contact Details of Issuing Department	Sri. A V V S Murthy, Dy. General Manager- IT, Head Office, Andhra Pradesh Mahesh Cooperative Urban Bank Limited, #8-2-680/1&2, Road No. 12, Banjara Hills, Hyderabad, Telangana – 500 034, Mob : 8333979660 ☎ 040 – 23437 100 / 101 / 102 / 103 / 105
2	Tender Reference No	APMB / IT / SOC – SIEM / 001 / 2025
3	Date of release of the tender	28-05-2025
4	Last Date & Time of submission of Technical & Financial Bid	13-06-2025
5	Cost of the tender document	Rs. 5,000/- (Non Refundable)
6	Earnest Money Deposit	Rs. 5,00,000/-
7	Period of Contract	5 Years, extended year on year basis
8	Queries can be mailed to	dgm-it@apmaheshbank.com info@apmaheshbank.com

TERMS & CONDITIONS OF THE TENDER DOCUMENT

ELIGIBILITY & EXPERIENCE

- The bidder must have at least 5 years of experience in the field of providing Security Operations Center (SOC) and Security Information and Event Management (SIEM), Incident Response and Threat Intelligence Integration.
- The bidder should have successfully executed at least 15 contracts of similar nature, out of which, 5 contracts should have been executed for the BFSI sector.



ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED

(Multi-State Scheduled Bank)

Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034

Phone: 040- 2343 7100 / 101 / 102 / 103

Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com

- The bidder should have successfully executed at least two contracts of similar nature during the last 2 years.
- The bidder must operate Security Operations Centers (SOC) with the capability to monitor and manage at least 1,00,000 security Events Per Second (EPS).
- The bidder should mandatorily deploy robust Security Tool, either IBM Q Radar or FortiSIEM for the services.
- The bidder must have a dedicated & skilled workforce / professionals trained in industry-leading tools and frameworks
- The bidder should demonstrate the ability to handle a minimum of 100 security alerts daily.
- The bidder should have demonstrated experience in meeting regulatory and compliance requirements relevant to critical sectors such as BFSI, government, and enterprise.
- The bidder must provide a comprehensive security services stack that includes:
 - SOC & SIEM management and optimization
 - Advanced Threat Intelligence
 - 24x7 Incident Detection and Response
 - Regulatory and Compliance Reporting (i.e. ISO 27001, PCI-DSS)

FINANCIAL CAPABILITY

The bidder should be a profit making Private / Public Limited Company and turn over should be average of Rs. 200 Crores per annum in the last three financial years. If the company of the bidder is a corporate group, then group turnover may be taken into account while arriving at turnover criteria. Documents evidencing the same are to be submitted along with the bid.

PERIOD OF THE CONTRACT

The period of the contract is for five years. However, the contract is extended on year on year basis, based on the satisfactory performance of the bidder. Banks discretion in this regard is final and binding on the vendor.

DOCUMENTS TO BE SUBMITTED

Application for the tender must be mandatorily submitted in **THREE SEPARATE COVERS** as under, duly mentioning name of the bidder & tender reference number:

a. FIRST SEALED COVER:

Should contain mandatory documentary evidence to support eligibility criteria as below;

- Certificate of Incorporation
- GST Registration Certificate
- Copy of PAN
- P&L Statements & Balance sheets for last three years
- Bidders Financial Capability - Duly Certified by Chartered Accountant on letterhead



ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED

(Multi-State Scheduled Bank)

Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034

Phone: 040- 2343 7100 / 101 / 102 / 103

Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com

- Document from the bidder giving brief details & certification of the staff members having skill sets required to deal with the project
- Bidders experience certificate- Proof of Contract Awarding and any other allied documentary evidences.
- Letterhead containing details of the Contact Person (SPOC) dealing with this tender, viz. Name, Designation, Email Id, Mobile Number, Complete Office Address with Pin Code, etc
- Company Resolution for participation in the tender process

b. **SECOND SEALED COVER:**

Shall contain 'Demand Drafts' of EMD & Tender Cost.

c. **THIRD SEALED COVER:**

- Shall contain commercials of the bid.
- Commercials for the deployment of resource on site on 24 X 7 X 365 basis for L1 functions is to be separately shown in the commercial details in third sealed cover.

Submissions of all the documents as mentioned above are mandatory. Submitted bid shall be liable for rejection, if any of the above documents are missing and no correspondences entertained after submission of bid.

PAYMENT TERMS

Successful bidder shall mandatorily have to enter into the Service Level Agreement (SLA) with the Bank. Payment to the successful bidder shall be made on a quarterly basis by the Bank, at end of each Calendar Quarter.

SERVICE DESK

SOC & SIEM services shall be made available on 24 x 7 x 365 basis.

EARNEST MONEY DEPOSIT

- a. Bidder shall furnish, as a part of the proposal, Earnest Money Deposit of Rs. 5,00,000/- (Rupees Five Lakh only) in the form of a Demand Draft. The Demand Draft should be drawn in favour of "Andhra Pradesh Mahesh Co-op Urban Bank Ltd.," payable at Hyderabad.
- b. The EMD DD should form part of the response to the BID submitted by the bidder. Failure to comply with this condition shall result in rejection of the bid offer and no bidder shall be exempted from the requirement of the EMD.
- c. The EMD amount for successful bidder shall be adjusted towards security deposit. The security deposit shall be released 6 months after termination of contract.
- d. The EMD amount shall be forfeited, if the bidder-
 - Withdraws their Bid during the period of the Bid validity; or
 - Having been notified of acceptance of the bid by the Bank and the bid during the period of bid validity:

	<p align="center">ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED (Multi-State Scheduled Bank) Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034 Phone: 040- 2343 7100 / 101 / 102 / 103 Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com</p>
--	--

- i. Fails or refuses to execute the Contract formalities; or
- ii. Fails or refuses to perform, in accordance with the Terms and Conditions of the BID or Contract; or
- iii. Fails or refuses to complete the required formalities in accordance with the terms and conditions of the BID.
- iv. In case the bidder deviates from the delivery and implementation schedule then the bidder may be liable for penalty and forfeiture of the EMD.

e. No interest will be paid on the EMD amount.

f. The Bank's decision in the above cases will be final.

SCOPE OF THE SOC & SIEM SERVICES

Extent of work:

SOC, SIEM, SOAR, Threat Intelligence, Threat Hunting, 24 x 7 x 365 days logs and alerts monitoring.

Optional Service: On site L1 resources – 24 x 7 x 365 basis.

Total Devices to be covered for SOC and SIEM - 55 to 60 devices including Servers, Firewalls, and Switches, etc

Additional tools like Agent in servers to provide visibility of security infrastructure in servers may also be included.

Detailed Scope:

- a) Design, implement, manage SOC & SIEM solution as a service
- b) Security Monitoring of attacks into / on / against Bank's IT assets
- c) Provide proactive threat intelligence and threat hunting
- d) Risk Assessment and Reporting for the Security Solutions, devices, software and tools under the scope of SOC & SIEM as a service
- e) SIEM tool should be running 24*7*365 for monitoring of the Server/Network/Security devices



ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED

(Multi-State Scheduled Bank)

Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034

Phone: 040- 2343 7100 / 101 / 102 / 103

Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com

- f) The SIEM must allow sending raw event for storage and should support online log management up to 12 months (6 months online + 6 months offline) of log retention.
- g) All logs should be Authenticated (time-stamped), encrypted OR transmitted over a secure encrypted channel and compressed before / after / during transmission.
- h) The provisioned SIEM may have advanced inbuilt capabilities such as
 - 1. Threat Hunting
 - 2. Threat intelligence feeds provided from SOC services
- i) Should support high-speed log processing using big data analytics for rapid event correlation and incident detection.
- j) The system must integrate built-in threat intelligence from reputable sources real-time and IOC threat intelligence updates
- k) The solution must support log collection from various sources, including firewalls, endpoints, cloud services, and network devices.
- l) Ensures encrypted log storage to prevent unauthorized access or tampering.
- m) The Solution should offer secure, tamper-proof audit trails, ensuring all SOC activities are logged and monitored.
- n) The Solution should be capable of providing advanced historical event search capabilities must be supported for effective forensic investigations.
- o) Ensure adherences to Bank's Information Security Policy, Cyber Security Policy & other any such allied policies
- p) Ensure adequacy, appropriateness and concurrency to various policies as per the requirement of regulatory authorities and Government of India Security authorities, IT Act 2000 and subsequent amendments and guidelines in place
- q) Log collection, retention and providing the security logs as per the regulatory requirements
- r) Managing a L1 resource on site on a 24 X 7 X 365 basis, to monitor and react to cyber threats in real time basis – optional service
- s) Any other allied scope that may be assigned / required to be implemented from time to time as per the regulatory directions

	<p align="center">ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED (Multi-State Scheduled Bank) Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034 Phone: 040- 2343 7100 / 101 / 102 / 103 Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com</p>
---	--

- t) The services shall be implemented within 03 (Three) months from the date of issuance of Purchase Order by the Bank.

GENERAL TERMS:

- Interested parties may collect Tender Document from IT Department, Head Office on all working days from **28-05-2025** to **13-06-2025**(Tender Schedule) during the office hours. The Cost of the Tender Document is Rs. 5,000/- per document (Rupees Five Thousand Only) and to be paid in the form of a Demand Draft. The demand Draft should be drawn in favour of “Andhra Pradesh Mahesh Co-op Urban Bank Ltd.,” payable at Hyderabad. The cost Tender Document is non-refundable.
- Duly filled in Tender Documents should be submitted on or before **13-06-2025** (Tender Schedule) by 5:00 P.M. at the IT Department, Head Office, at the above mentioned address.
- Tender submitted without Tender Cost & EMD will be rejected outright.
- Bank reserves the right to accept or reject any / all the tender (s) without assigning any reason whatsoever.
- Bank reserves the right to choose appropriate bidder, based on the eligibility criteria, experience, expertise, quoted commercials, etc. and its internal assessments. Bank reserves the right to choose the bidder on its internal considerations without assigning any reason.
- No correspondences whatsoever will be entertained in this regard. Banks decision in selection of the bidder is final.

JURISDICTION

- If any disputes, differences or queries, which may arise during the tender process at any time between Bank and bidder, hereto shall endeavor to settle amicably;
- Any dispute(s) arising in relation during the tender process shall be subject to the jurisdiction of the courts at Hyderabad, Telangana.

DATE : **28-05-2025**(Tender Schedule)
PLACE : HYDERABAD

Sd/-
DY. GENERAL MANAGER (IT)



ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED

(Multi-State Scheduled Bank)

Head Office: #8-2-680 / 1&2, Road No 12, Banjara Hills, Hyderabad, Telangana – 500 034

Phone: 040- 2343 7100 / 101 / 102 / 103

Website: www.apmaheshbank.com E-mail: info@apmaheshbank.com

DISCLAIMER

The information contained in this tender document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of 'Andhra Pradesh Mahesh Co-operative Urban Bank Ltd', is provided to the Bidder(s) on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.

This tender is neither an agreement nor an offer, but is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this tender is to provide the Bidder(s) with information to assist the formulation of their proposals. This tender may not contain all the information Bidders require. The Bidders should conduct their own inspection and analysis and should check the accuracy, reliability and completeness of the information in this tender and wherever necessary obtain independent clarification from the Bank on the specified dates. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender. No contractual obligation whatsoever shall arise from the tender process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.