



EXPRESSION OF INTEREST #04/2021

SIEM Solution

HFC Bank invites written and signed quotation from vendors for a suitable SIEM solution. This RFQ requires the vendors to propose an adequate solution as per the outlines provided in this document below:

Current Environment Details:

HFC Bank intends to utilise SIEM solution to aggregate and analyse activity from different sources across its network devices and servers. Point being the automated collection, analysis and prioritisation of events based on logs from various devices and applications across the network.

Operating systems for servers are as follows:

- Windows
- AIX Operating Systems

Operating Systems for networking devices are as follows:

Device Model	IOS Version
Cisco 2921 series	IOS Version 15.6(3)M4
Cisco 3750	IOS Version 12.1(19) EA1c
Cisco 3850 series	IOS-XE Version 03.06.08. E
Cisco SG500	vIOS version 1.3.0.62
Cisco 2960S	IOS Version 12.2(55) SE8
Cisco 9200	IOS XE Version 16.12.3a & IOS XE Version 16.12.4
Cisco SG300	vIOS Version 1.3.0.62
Cisco 2960x	IOS Version 15.2(2)E7
Cisco ISR 4331	IOS-XE
Cisco ISR 4321	IOS-XE
Cisco 9200L Catalyst	IOS-XE

Applications are as follows:

- AD/DC & DNS Servers
- Exchange 2013
- 2013 SharePoint Applications
- File Share
- SQL 2012/2019 Database Servers
- Web servers running on IISv7 or later.

Requirements:

Below are the outline requirements of the preferred solution:

- Real Time Monitoring displayed on a dashboard.
- Analysis of collected logs by the software and display on a dashboard based on prioritisation and criticality.
- Alert function for SMS and email alerts based on rules setup to monitor when certain types of events occur.
- We are open to a solution that can be deployed either on-prem, cloud based or a hybrid setup.
- Proposed tool should be able to produce relevant report with ability to automate and customise them
- The solution would need to cater for data retention of at least 1 year with the ability to archive logs.
- The SIEM software should support logs archiving from various data sources and formulate logs in a readable format.

- The proposed tool can be either with agent or without agent.
- User access level to be defined on SIEM software.
- Level of HFC personnel expertise and support required from vendor/3rd party for most efficient use of the tool.
- Training for the use of the tool should be provided for at least 2 staff.
- License model options available as below:
 - * Pay as you go – pay for the usage i.e., per node or per user.
 - * Flat rate pricing/ perpetual – pricing do not increase overtime unless there is any feature or in-built purchases done on the product.
 - * Subscription – yearly based license renewal etc.
- Elements of Service Level Agreements as outlined below:
 - * Service Description – it should clearly define the type of service that will be offered to the Bank.
 - * Reliability – how effectively support tickets are attended to and resolved that is logged by HFC.
 - * Responsiveness – punctuality when providing support and services to the bank.
 - * Procedure for reporting or raising support tickets and escalation points to be clearly expressed.
 - * Support Team location – primarily would be in similar time zone/region.

Based on the above requirements, the following terms and conditions will apply:

- Quotations must be submitted on companies Official Letter Head/Official Quotation Form, signed with all relevant contact details specified.
- Prices are to be quoted in Fijian Dollar currency inclusive of VAT (VIP), with all relevant Duty, surcharges and other relevant fees paid or forwarded to HFC Bank via the quotation. Services are to be delivered to HFC BANK located HFC Centre, 371 Victoria Parade Suva.
- The validity of quotation should remain for at least 60 days from the submission of the quotation. Any increase in price apart from variations raised by HFC Bank will not be entertained after the awarding of the contract.
- The contract price after the award should remain valid for the period of the contract until a proper sign off is done by HFC Bank IT personnel. Any price increase apart from the variation from the above task, will not be entertained.
- This request for quotation closes at **4.00pm on 24/04/2021** and late responses to Request for Quotations (RFQ) will not be considered.
- HFC Bank reserves the right to renegotiate the price with the vendors.
- For any further enquiries on this RFQ and Quotations are to be sent via email to **timocit@hfc.com.fj**, **joben@hfc.com.fj**, and **prasneelr@hfc.com.fj**
- Failing to comply with the above Terms and Conditions may invalidate your quotation.