RFQ SIEM Tool

Telefónica Germany GmbH & Co. OHG.

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# INTRODUCTION

## GENERAL

Your company has been invited to participate in the RFQ “FQ SIEM Tool”. For this reason, Telefónica considers your company a possible supplier for the implementation of a SIEM tool in order to comply with security requirements and increase security and protection of the network that is under the responsibility of the Network department.

This document explains the basics of the target model, the instructions to answer this RFQ according to Telefónica expectations and the basics of the timeline of selection and implantation.

SIEM (Security Information and Event Management) is a tool (application) that saves in a centralized manner logs from different network elements of a network and further correlates and analyses these logs in order to detect and prevent potential security issues. SIEM combines security information management with security events management.

In general, Telefónica expects from the PROPOSER a modular approach. We described all our requirements but it must be possible for us to select different modules (like a building box). This approach shall be reflected in the pricing model.

In case the offered Software product already has an installed base at Telefónica, this base shall be considered both technically and commercially in order to obtain the best results for Telefónica.

This RFQ is requested by **TELEFÓNICA** (in future, **the CONTRACTOR or Telefónica**) and contains proprietary and confidential information.

The company that decides to present proposals (in future, the **PROPOSER**) must use this RFQ and any information provided in it in a strictly confidential way. The reproduction of any part of this RFQ by the PROPOSER is only authorized for the preparation of the proposal.

By means of the publication of this RFQ, **CONTRACTOR** does not make any commitment of purchase of any product or service. The information provided by the PROPOSER does not force the CONTRACTOR to acquire any service or product, neither now nor in the future.

At no time, the CONTRACTOR will be responsible for the costs incurred in the preparation of the answer to this RFQ (including documentation, travel allowances, calls, etc.).

The CONTRACTOR will deal in confidential way with all the information provided as answer to this RFQ.

To carry out a proposal in response to this RFQ, means that the PROPOSER agrees and accepts all the terms and conditions described in this document and its Annexes. In addition, it becomes responsible for the veracity of the information provided as answers to this RFQ.

## GENERAL CONDITIONS

The CONTRACTOR reserves the right to contract software and services, of any PROPOSER, or to obtain it internally.

This RFQ is not an offer to sign an agreement, but an invitation to receive proposals of PROPOSERS interested in being the supplier of the solution required by the CONTRACTOR in this process. Therefore, the CONTRACTOR reserves the right to accept or to reject any proposal received in this RFQ process.

Telefónica also reserves the right to:

* To enter in trade negotiation with one or more PROPOSERS of the RFQ, in the way that according to the development of this RFQ process, better matches the interests of Telefónica.
* To reject all the answers to this RFQ, completely or partly, without the necessity to give an explanation, or at any moment to modify the configuration or design of the process.
* To separately contract the supplied software and services to different PROPOSERS.
* To contract only one part of the solution presented by the PROPOSER, if it is possible.
* To use any other company, inside or outside Telefónica as a consulting company to analyse and to evaluate the proposals.
* Telefónica reserves the right to extend, to reduce or to modify any part of this RFQ, as well as to modify the model and scope of it as it advances the process of RFQ and depending on the answer from the market to the proposed model. These new modifications or Annexes will be also part of the RFQ, and will prevail over any part defined previously

All the material sent in response to this RFQ will remain as property of the CONTRACTOR and will not be given back.

## REQUIREMENTS TO BE FULFILLED BY THE PROPOSER

In order to be able to present an offer, the PROPOSER must satisfy the following requirements:

* The PROPOSER must have experience in the implementation and deployment of similar solutions in other operators, either inside Telefónica group, or outside it.
* The PROPOSER must have local presence and local services in the implantation countries of the solution.

## GENERAL GUIDELINES FOR THE ANSWER

### STRUCTURE OF THE ANSWER

The PROPOSER must elaborate an answer to this RFQ containing:

* PART 1 - Executive summary
  + Letter of Introduction
  + Summary of the proposal
* PART 2 - General information of the PROPOSER and experience
* PART 3 – Technical proposal
* PART 4 – Compliance with the requirements
* PART 5 - Product Roadmap
* PART 6 – Commercial proposal
* PART 7 – Question and Answer Template
* PART 8 – Legal Agreements
* PART 9 – Other Templates

The Annexes that the PROPOSER considers necessary with all the information asked for in the requirements of this RFQ.

**The documents must be** structured in agreement with the conditions that are specified below.

### PART 1 - EXECUTIVE SUMMARY

#### Letter of Introduction

The PROPOSER will have to present its proposal accompanied by a presentation letter signed by a authorised representative of the company.

#### Summary of the proposal

The summary of the proposal will provide a realistic summary with the content of the PROPOSER’s proposal and not only positive head phrases. Telefónica is expecting to obtain a fast general vision of the PROPOSER’s proposal and requires to avoid in the summary phrases with references to the body of the document of the RFQ.

In order for Telefónica to quickly identify the strengths of the proposal, the PROPOSER is required to include the following information explicitly:

* Its commitment to adhere to all the guidelines for the RFQ process and rules of communication.
* Its commitment to fulfil the requirements of Telefónica in terms of established scope and timeline in this RFQ.
* Its commitment to work with Telefónica with the best tariffs.
* Its commitment to fulfil the service levels required by Telefónica.
* Its capacity and commitment with the fulfilment of changing business drivers
* Its ability to scale the operational capacity to satisfy present and future requirements
* The key five differentiated aspects with respect to their competition
* If it plans or not to use subcontractors for the provision of the service
* Its commitment to accept the terms and conditions established by Telefónica
* Summary of the economic proposal and the offered commercial model

### PART 2 - GENERAL INFORMATION OF THE PROPOSER AND EXPERIENCE

The PROPOSER is required to provide the following information about its company:

**• Information of identity of the company:** name, direction, contact person of the company, as well as the identification of the key people for this project within the company.

**• Corporate Information:** description of the business activities carried out by the company, client base, number of employees, key personnel, corporate structure of the company, or the group if it belongs to an enterprise group, owners or shareholders who act like owners of the company, government structure of the company, quality standards obtained, etc. The supplier will have to provide data and relevant information related to the company or its matrix and to the part that will carry out the operative service offered, distributed by the different countries in which the company has presence.

**• Geographical distribution:** list of the places where the company has presence, including:

* Geographic location of the matrix.
* Geographic location of the branches. It is especially relevant to know if the company has presence in the countries in which the operators of the Telefónica group are located. It must be specified if those are branches of the company or it those are partners or distributors, in which case, the name of these associate companies must be specified.
* Geographic location where the centres of development of the product are located.
* Geographic location of the place from where the support will be offered.

**• Financial statement:** explanation and evidences of the economic solvency and credit of the last countable years of the PROPOSER (for example including copies of the last audits, publications of the annual memory, detail of the incomes, operative margin, cash flow, etc.), and possible noticeable variations of this countable year with respect to i) the company of the supplier that will sign the contract with each operator of the Telefónica group, II) the majors companies of the group to which they belong and III) of any potential joint signature.

**• Legal Information:** details of the majors contracts with companies of the Telefónica group, both present and past ones. Details of any contract that could suppose a potential conflict (and how it would be mitigated), details of the security scheme to protect itself against possible compensations due to incompetence in the development of the activity (general, employees, professional exercise).

**• Specific Information of project:** detail of some relevant experience in the execution and management of projects of size and complexity similar to this.

**• List of references and success cases:** with the sufficient detail to allow Telefónica to contrast their performance with those references.

### PART 3 - TECHNICAL PROPOSAL

In the answer to the RFQ, the PROPOSER **will be able to offer a solution that covers all or some of the functional areas** included throughout the RFQ. In any case, it will have to clarify in the answer which functional areas are covered.

The PROPOSER must indicate in the answer which is the model suggested for consulting and implementation for this project, detailing all the phases of the model.

The PROPOSER must indicate which are the necessary adaptations (development of code) and, where appropriate, if they affect the natural evolution of the supplied product.

The answer of the PROPOSER must include:

* Description of all the hardware resources that cover the different areas together with their valuation. The details of hardware also must be included for each system and environment: number and size of disks, CPU and memory power.
* Description of all the commercial products and their licenses for each one of the areas, or where appropriate the description of the Software that would cover the requirements
* Description of all the free distribution Software required.

It must also be detailed:

* Architecture of the application.
* Description of all the development and integration activities that would be necessary in order to perform the functions of the functional areas included in the project.
* Acknowledgement of the Milestones of the project and deadlines as described in Annex 00 Milestone Plan).
* The initial training activities for the users of the system must be included in the response.

### PART 4 – COMPLIANCE WITH THE REQUIREMENTS

Several Excel sheets related to the compliance with the requirements shall be completed. This Excel sheets will take as its basis the requirements provided by Telefónica in chapter 3 of this RFQ and the templates provided by Telefónica.

For each one of the requirements of this RFQ the PROPOSER will have to add the degree of compliance, adding the following columns:

* Compliance statement of the PROPOSER / Vendor:
  + Fully compliant
  + Partially compliant
  + Non-compliant
  + Not applicable
  + Future compliant
* Delivery Date for future compliant: MM/YYYY
* Proposer / Vendor comment: detail of compliance
* Referring documentation

The following paragraphs describe the form in which these columns must be filled up:

**Fully compliant:** The requirement will be totally satisfied by the PROPOSER according to what it is described in this RFQ. It is obligatory to include explanations in the column **“PROPOSER/ Vendor comments”** that contain the understanding and the way in which the PROPOSER tries to satisfy the requirement.

**Partially compliant:** The requirement will be satisfied by the PROPOSER, with some exceptions related to what it is written in this RFQ. For this case, it is obligatory to include explanations in the column **“PROPOSER/ Vendor comments”** containing:

* The understanding of the requirement
* The degree of compliance
* The way in which it will be fulfilled
* The scope of the requirement that will not be satisfied
* The reason for which the total compliance of the requirement is not possible
* An evaluation about if the total compliance will be possible at some point in the future, specifying when it will be and the corresponding plan

**Non-compliant:** The requirement is not satisfied by the PROPOSER. For these cases it is also obligatory to include explanations in the column **“PROPOSER/ Vendor comments”** that contain the understanding of the requirement, why it is not possible to comply with it, and if the PROPOSER will comply with it during the project, specifying the corresponding plan. In case the PROPOSER has any alternative for the compliance with the requirement, the PROPOSER will have to present also technical details related to this alternative solution.

**Not-applicable:** The requirement does not apply for the PROPOSER. For these cases it is also obligatory to include explanations in the column **“PROPOSER/ Vendor comments”** This status needs to be confirmed by Telefonica.

**Future compliant:** The requirement in this case is **NOT** satisfied through the native solution of the PROPOSER and neither is it satisfied by configuration or parameterization, and therefore in this case some additional development in the tool must be performed. The PROPOSER shall indicate if the solution will be incorporated in the roadmap of the solution and what is the forecast for the availability of it. This information need to be documented in the column “Future compliant”.

The answers to the requirements shall also completed with explanations and exact references to PROPOSERs documentation e. g. product descriptions, product manuals, and feature descriptions.

The reference for each requirements documented in the compliance matrix shall be filled in the columns “Referring documentation” and “PROPOSER/ Vendor comments”.

### PART 5 – PRODUCT ROADMAP

The product roadmap will be defined, describing the new functionalities that will be included in future versions and when they will be delivered.

* The PROPOSER will submit it’s current overall product roadmap, which shall cover all parts of the solution.
* The roadmap shall detail when major releases are planned, showing clearly the number of major releases per year, and what significant new functionality will be offered during the next 2-5yrs, clearly identifying base and optional features.
* The supplier roadmap shall clearly state the end of sales, end of maintenance and end of support dates for all aspects of the solution, to cover hardware, software, databases and operating systems.
* As part of the Support contract, all major and minor software updates and upgrades to be provided to Telefónica without any extra cost.

### PART 6 - COMMERCIAL PROPOSAL

#### Validity of the Proposal

The proposal must be valid for acceptance by Telefónica for a period of at least 6 months (180 days) from the reception of it, and it will not be withdrawn by the PROPOSER while the negotiation with Telefónica stays open. The PROPOSER must explicitly express in this chapter the acceptance of this requirement of Telefónica.

#### Complete Offer

The PROPOSER must declare that their prices are complete and that there are no additional charges to the ones given in this section which must be considered.

Any activity or cost that is not specifically included in this section, or in the cost model of this section, and that is necessary to deliver the service, will be the responsibility of the PROPOSER, and it will not be invoiced to Telefónica.

#### Prices

The PROPOSER will fill in its proposed prices in the respective tab of the “PRICE BOOK” (Attachment 3 or Annex 3 to the GCP).

The PRICE BOOK contains the following tabs:

* 01 – TCO
* 02 - Licence Prices
* 03 - Integration Services
* 04 - Maintenance & Support
* 05 – Operations: may also include an alternative charging model
* 06 - Training Catalogue
* 07 - 3rd Party Product Prices
* 08 - Optional Requested Items
* 09 - Price Erosion & Coefficients
* 10 - virtualHW Specification

The prices must be:

* Given in € (Euros).
* In line to the delivered and defined requirements.

For clarification: Please note that the TGS-Service-Fee of 4% as well as the e-Marketplace fee of 0,4 % will apply. The mandatory payment terms for the provision of products; software and/or services is one hundred eighty (180) days after receipt of a correct invoice.

These circumstances shall be shall be taken into account in PROPOSER’S commercial offer.

The PROPOSER will calculate the prices of its solution according to the data provided in this RFQ.

The PROPOSER will strictly follow the defined structure of prices.

#### Discounts

The PROPOSER will clearly indicate the assumptions and constraints that are taking into account in the discounts offered in its answer.

If the PROPOSER is applying discounts, these must be applied in the annexed list of prices, being therefore these prices the final prices.

#### Scalability

The prices for Software and Maintenance shall be scalable offering an attractive pricing model in case of increasing purchases (see also Tab “Price Erosion & Coefficients”)

#### Cost Structure

The objective of this tab is to compile all the economic items. It must include a line for each cost item, as indicated in the example.

### PART 7 - QUESTION AND ANSWER TEMPLATE

The PROPOSER shall fill in the SIEM RFQ – Question and Answer Template and proceed as described below.

The PROPOSER shall use the annexed template “**ATTACHMENT 1 – QUESTION AND ANSWER TEMPLATE”** in order to ask questions and to seek clarifications on this RFQ. Only those questions written in this template will be answered.

All the questions and answers will be distributed to all the proposers. Each question must refer to a chapter or specific section of a document of this RFQ. When required, the CONTRACTOR, in order to preserve the confidentiality of the proposers, will not distribute the source or author of each question.

The CONTRACTOR will not answer questions received after the **August 27th, 2018.**

### PART 8 – LEGAL AGREEMENTS

#### General Contract Provisions (GCP) for Services: The PROPOSER shall provide a redline version of GCP and its Annexes (and Appendixes) containing detailed wording change proposals in track change accompanied by a respective explanation of motivation of change with respective comment. Sections of any document without change proposals and comments will be deemed accepted by the PROPOSER.

#### License & Maintenance Agreement: the PROPOSER shall provide its own License & Maintenance Agreement Template for review by Telefónica.

### PART 9 - OTHER TEMPLATES

The PROPOSER shall fill in all other templates provided by Telefónica such as

* Compliance Matrix Functional Requirements
* Compliance Matrix Service Requirements
* Compliacne Matrix Annexes 5,6,8,9, 13a and 13b
* Compliance Matrix BCM
* Compliance Matrix Unica
* Annex 12 Commissioned Data Processing (Appendix 1 and 2)

## COMMUNICATION

All the communication with reference to this RFQ will be made through Telefónica’s e-Procurement Platform “Adquira”. This process is being managed by the following technical and procurement contacts in the OSS team:

**Technical & Procurement Contacts**

|  |  |  |
| --- | --- | --- |
| **Name** | **E-mail** | **Phone** |
| Mario Stein (Project Manager) | mario.stein@telefonica.com | +49 89 2442 1368 |
| Bernd Schmidt (Technical Lead) | bernd.schmidt@telefonica.com | +49 89 2442 4439 |
| Isabel Toebelmann (Procurement) | Isabel.Toebelmann@telefonica.com | +49 89 2442 3707 |

Also, the PROPOSER must identify a contact person responsible for this process in the company, with the purpose to be the interface between the PROPOSER and the CONTRACTOR. The CONTRACTOR may require him the clarification of possible doubts or in order to request additional information.

## TIMELINE

|  |  |
| --- | --- |
| **DATE** | **DESCRIPTION** |
| **August 16th, 2018** | RFQ launch via Telefónica’s e-procurement platform (Adquira) |
| **August 20th, 2018** | Proposers confirms their interest via e-mail to bid for the RFQ |
| **August 27th, 2018** | Proposer’s questions to be inserted into the provided question & answer template and submitted via e-mail to Telefónica’s Technical and Procurement contact person.  Proposers shall submit its questions only in one batch. |
| **September 3rd, 2018** | Telefónica to send the answer document to all participants via Adquira. |
| **September 14th, 2018** | Proposers to upload the complete RFQ response via Adquira to Telefónica. |
| **September 28th ,2018** | Analysis of responses and questions by CONTRACTOR |
| **September October 8th to October 10th, 2018** | Supplier Presentations to take place |
| **October 12th**, 2018 | Communication regarding the shortlisting of Proposers. |
| **October 15th, 2018 – October 26th, 2018** | Commercial Negotiation & Contractual Negotiations |
| **November 2nd, 2018** | Final Supplier Selection |
| **November 9th, 2018** | Contract Signature |

The dates may be altered at any time at the convenience of the CONTRACTOR.

# OBJECT OF THE CONTRACT

## INTRODUCTION TO THE PROJECT

SIEM (Security Information and Event Management) is a tool (application) that saves in a centralized manner logs from different network elements of a network and further correlates and analyses these logs in order to detect and prevent potential security issues. SIEM combines security information management with security events management.

Target

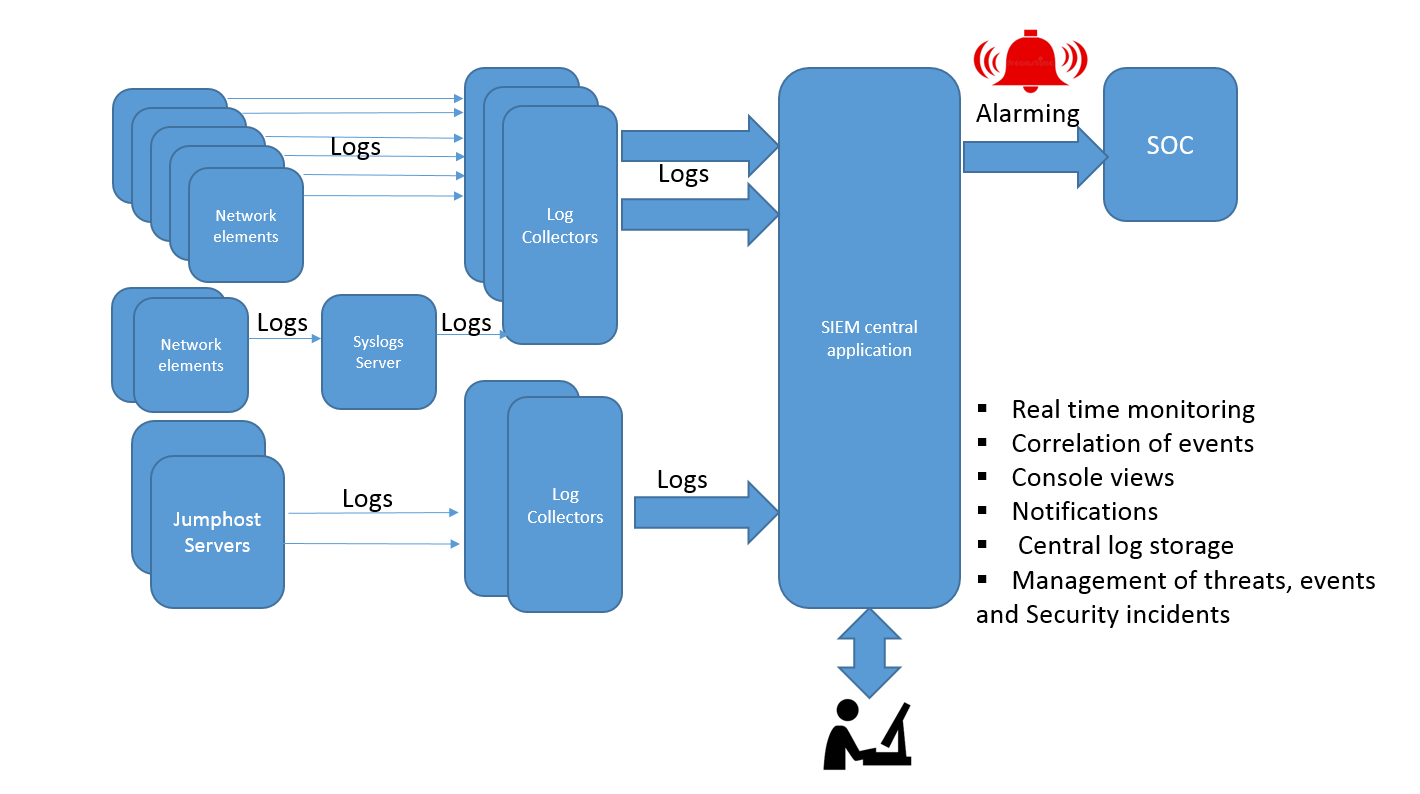
* Getting an overview about security critical events (real-time, network-wide)
* Forensic analysis of occurred security issues to identify network elements and data impacted by an attacker
* Optimize processes: identifying security issues, alarming and reacting

The local logs shall be saved in a centralized manner and further analysed.

Furthermore, a complex network as the one from Telefonica Germany needs a SIEM tool for, e. g.:

* Detect and alert for unauthorized scanning and attacks (e.g. brute force attacks, DDoS attacks) on different network elements (e.g. FW, Router, DNS, HLR, Jumphost server)
* Detect abnormal file transfers (depending on: file type, size, time of transfer, source IP, destination IP, username)
* Detect abnormalities in different protocols and user behaviour
* Detect Threats & Investigation possibilities (even for a longer period in the past) in a central platform for all network elements (e.g. DDoS attacks)
* Receive regularly updates from others attack types worldwide
* Rules & dashboards for detections of security leaks and attacks by combining different sources
* Sending security relevant alarms into a central alarming tool and into a ticketing tool
* Malware detection and identification of systems that have been compromised

High level scenario:



In general, Telefónica expects from the supplier a modular approach. We described all our requirements but it must be possible for us to select different modules (like a building box). This approach shall be reflected in the pricing model.

# REQUIREMENTS (FUNCTIONAL and non-FUNCTIONAL)

The requirements which are part of this RfQ are organized in the following way:

* Functional Requirements of the SIEM Product (Attachment 6)
* Specifications/ Service Requirements (Annex 2 to the GCP)

Outlined below are instructions and extended information on further requirements which need to be fulfilled by the PROPOSER.

## Test System

The PROPOSER shall deliver a second minimal platform (the “Test Platform”) that shall be installed in the same live network environment as the main platform.

The PROPOSER shall advise and describe how this Test Platform will be connected to live network elements in order to receive just a small amount of logs (e.g. 10%) from the ones that are sent to the main platform.

The main scope behind this requirement is to test software patches, updates, new rules sets and correlations before the installation on the production system in order to avoid outages.

The PROPOSER shall recommend and create a concept of a minimal Test Platform solution, this concept shall be provided in a separate document.

## Security

PROPOSER shall deliver a detailed security concept for the solution. This concept shall be subject to approval by Telefónica. All dedicated security documents and security articles provided by the PROPOSER shall be understood as part of the technical specifications of the offered solutions and services and therefore binding part of the contract.

The security requirements for the SIEM tool are covered in the Telefonica Security Annex 07to the GCP/ Contract. Some additional security requirements are described in SIEM Service Requirements chapter “Testing and Acceptance”.

## Compliance Matrixes (Requirements)

This RfQ contains 3 compliance matrixes & the UNICA Attachments:

* Compliance Matrix Functional Requirements
* Compliance Matrix Service Requirements
* Compliance Matrix Unica

The answers to the requirements shall also completed with explanation and exact references to PROPOSERs documentation e. g. product description, product manual, and feature descriptions.

The reference for each requirements documented in the compliance matrix shall be filled in the columns “reference documentation” and “PROPOSER/ Vendor comments”.

## Environment for Installation (virtualization)

The PROPOSER shall offer as a preferred option the solution to be installed in Telefónica’s virtual environment (VM ware).

The vendor shall propose the sizing of the virtual machines (vCPU, memory, storage, etc.).

Requirements are described in the chapter “virtualization” in ATTACHMENT 6 – FUNCTIONAL REQUIREMENTS OF THE SIEM PRODUCT.

The PROPOSER shall be able to support the future deployment of the chosen SIEM solution into the Telefónica cloud infrastructure “UNICA”. Reference is made to ATTACHMENT 7 to this RfQ (Unica Attachments).The PROPOSER shall provide an answer in a separate document about the current status and/or his roadmap related to this requirement.

## Hardware Solution (optional)

As described in section 3.4 the solution shall be primary installed on Telefonica virtual environment.

In case that the PROPOSER recommends a second option with dedicated hardware, the advantages of this second option need to be explained in a separate document.

The description of the advantages shall contain information about performance improvement, costs, operations, etc.

## Integration Scenario

A very important task in the integration scenario in the SIEM introduction project is the connection to the Network elements in order receive the necessary data in a valuable manner (data content, data quality, performance, amount of data, type of log files, log level).

Further information on the integration requirements are defined in the chapter described in “SIEM Integration & Configuration” within Annex 02 (Specifications/Service Requirement) and “Systems to be connected” within the ATTACHMENT 6 (Functional Requirements).

The PROPOSER shall provide a high level integration concept in a separate document.

At the beginning of the SIEM introduction project a detailed concept shall be jointly created which will be part of the SIEM introduction project for the configuration of the Network elements.

## Operation and Maintenance

Main parts of the operation and maintenance tasks shall be under the responsibility of the chosen vendor. Details are documented in Annex 04 (Maintenance and Operations Annex) and in Annex 02 (Specifications/Service Requirement) chapter “Operations”.

## Project Management Framework

The introduction of the SIEM system will be a complex project which needs a well-defined project framework in order to meet the defined goal in time, quality and budget.

The PROPOSER shall be responsible for the project with support from Telefonica.

The requirements are further defined in Annex 02 (Specifications/Service Requirement) chapter “Project Management Framework”.

# ATTAchments to the RFQ

The following Documents are attached to this RFQ:

* **ATTACHMENT 1 –** **QUESTION AND ANSWER TEMPLATE**
* **ATTACHMENT 2 – COMPLIANCE SHEETS (Requirements)**
  + Compliance Matrix Functional Requirements
  + Compliance Matrix Service Requirements
* **ATTACHMENT 3 – PRICE BOOK**
* **ATTACHMENT 4 – GCP INCULDING ANNEXES**
  + 00 Milestone Plan
  + 01 Definitions
  + 02 Specifications
  + 03 Commercial Conditions
  + 04 Maintenance and Operations
  + 05 Quality Assurance
  + 06 Information Security
  + 07 Acceptance Procedure
  + 08 Documentation
  + 09 Policies: Supply Chain Responsibility Policy
  + 10 Business Continuity Management (BCM)
  + 11 Commissioned Data Processing
  + 12 EU Model Agreement
  + 13 Environment and Health and Safety
  + 13a Health and Safety
  + 13b Environmental
* **ATTACHMENT 5 – OTHER TEMPLATES**
  + Compliance Matrix BCM
  + Compliance Matrix Unica
  + Annex 12 Commissioned Data Processing (Appendix 1 and 2)
* **ATTACHMENT 6 – FUNCTIONAL REQUIREMENTS OF THE SIEM PRODUCT**
* **ATTACHMENT 7 – UNICA ATTACHMENTS**