Sr. No.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response	Remarks
1	-	-	-	How many IP addresses (IPv4 & IPv6) and/or applications are included as in-scope for this testing? Please list them in the attached VAPT Network Scope Sheet.	This RFP is related for Empanelment/Onboarding with SBI only. Kindly refer to "11.4 Technical – Evaluation Parameter" at page-12-13 of this RFP.	
2	-	-	-	What protocol should be followed for alerting on vulnerabilities found? 1) Wait until the end of the testing to report all vulnerabilities 2) Daily updates on the status of the testing 3) Share Update for only critical findings immediately if any	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment	
3	-	-	-	If production environments must not be affected, does a simila r environment (development and/or test systems) exist that ca n be used to conduct the pen test?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
4	-	-	-	Is there any maintenance scheduled during the assessment period?	This RFP only pertains to empanelement of the company. A separate RFP will be floated	
5	62	Annexure B srno. 4	Experience and expertise in carrying out security assessments of applications, API, Web, Database, Middleware (from Domestic/Global BFSI segment of last 3 years (from 01.04.2021 to 31.03.2024) annual average aggregate value of work orders should be minimum 1.00 Crore from at least 5 clients).	Does this include individual order of 1 cr each or combined value of 1 Cr?	This includes combined value of 1 cr annual	
6	62	Annexure B srno. 1	The bidders must be an Indian firm/ organization/ company registered under Companies Act, empanelled by CERT-In as Information Security Auditing Organisations.	Is it mandatory to be empanelled by CERT-In?	YES	
7	46	II.B.2. Log Monitoring	-	What is the log retention period that is required? What is the online and offline log retention period?	The activity should be performed at the Bank premises	
8	62	Annexure B: Eligibility Criteria ; Point 5	The Bidders should have a pool of minimum 200 full time professionals with requisite skills and experience.	We are currently empanelled organization with State Bank of India IAD department and Bank of Baroda, Indian Overseas bank, Punjab Sind bank and other PSU banks. However, We kindly request you to relax this criteria as below: The Bidders should have a pool of minimum 100 + full time professionals with requisite skills and experience.	The Bidders should have a pool of minimum 100 full time professionals with requisite skills and experience.	corrigendum
9	7 - 8	Level 2 (L2), Level 3 (L3)	At least of below Mandatory certifications: CISA / CISM / CISSP / OSCP / OSCE	Suggestion of to add ISO27001 also along with current mentioned	No changes in the RFP clause	
10	7 - 8	Level 2 (L2) , Level 3 (L3) , Level 4 (L4)	Experience: Conduct of banking domain level assessment of 2 years.	Instead of Banking can we consider BFSI domain	Experience: Conduct of BFSI domain level assessment of 2 years.	corrigendum
11	7 - 8	Level 2 (L2) , Level 3 (L3) ,	CISA/CISM/CISSP/OSCP/OSCE	Please add the CEH certification in addition to OSCP/OSCE	No changes in the RFP clause	
12	65	Annexure C1	B1 – Total Billing from Domestic Non BFSI Segment (B1)	In Non BFSI sector can we consider Govt, Private, Public sectors POs?	YES	
13	6	3.DEFINITIONS	7.SKILL SET AND EXPERIENCE REQUIREMENTS OF RESOURCES	Can resources with any other qualification from non IT streams with relevant experience, skills and certifications be considered ?	No changes in the RFP clause	
14	8	3.DEFINITIONS	Mandatory certifications: CISA/CISM/CISSP/OSCP/ Infrastructure security solution certifications.	Can resources with other relevant certifications with good experience and skills can be considered.	NO	

15	40	II.A.1.Vulnerability Assessment	Vulnerability assessment	Does SBI has any license tools to perform and configuration review or it is expected for the Bidder to bring the tools and	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after
		ASSESSITIETIL		technologies to perform the assessment	empanelment.
16	41	II.A.2.Penetration testing	Penetration Testing	Does the bidder expected to bring all the tools to perform the Penetration testing activities ?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.
17	42	II.A.2.Penetration testing	Scope of work for Penetration Testing	Are there any list of tools that could be utilized by the bidder organization to perform penetration testing activities?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.
18	43	II.A.4	General Process Review	Assessment Frequency in a year?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.
19	43	II.A.4	General Process Review	Delivery Mode – Onsite/Offsite?	ONSITE
20	43	II.A.4	General Process Review	Possible timeline for completing this assessment.	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.
21	46	II.B.1	IS Program Management	Please share the list of activities performed in supporting monitoring of all information security.	List of activities already mentioned in the RFP.
22	46	II.B.1	IS Program Management	Please share the list of activities of IS program Management in details	List of activities already mentioned in the RFP.
23	47	II.B.2. Log Monitoring - Scope of work	Monitoring logs	Does SBI want bidder to monitor logs from only the existing SIEM with SBI Or does SBI want bidder to monitor the WAF, Firewalls, IPS, AV, AD / DSS, SSO, PIMS, ITAM, DLP, and ACC-FIM besides the SIEM deployed at SBI?	NO, SBI is already have NextGen SOC for these requirements.
24	47	II.B.2. Log Monitoring - Scope of work	Storage	Does SBI want bidder to only have access to and manage the current storage system with SBI for the logs in SIEM and other solutions Or does SBI want bidder to provide a new log and storage management solution with allied services?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.
25	47	II.B.2. Log Monitoring - Scope of work	Correlation through SIEM solutions and add-on tools	What are the existing SIEM solutions deployed at SBI? Which add-on tool's logs from SBI does vendor need to correlate with the SIEM events? What is the recent average volume of alerts in the SIEM and add-on tools? How many servers, devices, applications and solutions are being monitored using the deployed SIEM and add-on tools at SBI?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.
26	47	II.B.2. Log Monitoring - Scope of work	Assistance in mitigation	Does SBI want vendor assistance onsite at SBI for mitigation Or is this expected to be completely remote from vendor SOC? We understand that vendor need not access any other tool of SBI except for SIEM and ticketing tool to assist with mitigations.	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.
27	47	II.B.2. Log Monitoring - Scope of work	Tracking & Closure of incidents	Does SBI expect vendor to track incidents using SBI ticketing tool or using vendor's ticketing tool? We understand that tracking of incidents registered in ticketing tool will be vendor's responsibility however closure of incidents will be a joint responsibility and resolution will be handled by SBI team.	
28	47	II.B.2. Log Monitoring - Deliverables	· Alerts	Does the vendor only need to report alerts Or also need to create, generate, refine and finetune the alerts on regular basis like a mature SOC function?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.

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29	47	II.B.2. Log Monitoring - Deliverables	Vendor will be expected to provide help desk – voice/email/portal-based support for some of the services.	Please mention the services. SOC service providers usually do not provide IT and network helpdesk support as that is not in scope of managed SOC monitoring and operations	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
30	47	II.B.2. Log Monitoring - Deliverables	The availability of this service should be commensurate with the type of service like 24*7 log monitoring.	24x7 log monitoring at L1 to L3 levels may not be cost effective. Request SBI to define the expectation in elaborate manner.	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
31	47	II.B.2. Log Monitoring - Deliverables	Regulatory / Compliance Requirements Vendor should provide requisite reports for the above.	Does SBI expect vendor to provide the regulatory/compliance reports as required from the currently deployed SIEM solution with SBI?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
32	47	II.B.2. Log Monitoring - Deliverables	· Security Requirements	Request SBI to elaborate on the deliverables	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
33	47	II.B.3.Information Security Awareness	Deliverables	Are the training sessions to be conducted on-site and in which location?	Not applicable, For Information Security Awareness a separate team is working on it.	
34	47	II.B.4.Application Security	Technical Assessment	Any DAST tools currently being used to perform the application security assessment	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
35	50	II.B.5.Code Review	Scope of Work for Code Review	Any expected tools to be used to perform code review and does SBI has license or tools in place to perform code review	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
36	50	II.B.6	BCP/DRP	Total Number of Business Processs, Locations and Deaprtments?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
37	54	II.B.9	Data Governance	For DFA, Please share the total number of Business processes, Business units, Departments and locations.	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
38	54	II.B.9	Data Governance	Do you required implementation support in data labelling solution?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
39	54	II.B.9	Data Governance	What is expectation in secure Data Handling Policy & Procedures?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
40	55	II.B.10.Mobile Application Protection	Scope of Work for Mobile Application Protection	Would the mobile test devices would be provided by SBI	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
41	56	II.B.1. Forensic Analysis	The vendor should be able deploy personnel who can conduct forensic analysis on demand basis and help bank to conduct forensic analysis activities	Does SBI expect the activity to be completed onsite itself or gives flexibility to perform the same remotely? What are the number of servers in scope for forensic analysis? How many such incidents requiring forensic analysis are expected in a year (based on past experience)?	It is onsite activity on need basis when its required.	
42	57	II.B.12	PCI-DSS Consulting	Is it required that a vendor should provide the all PCI-DSS Services?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
43	57	II.B.13	ISO 27001:2022 Consulting	Do you required implementation support in security controls?	No	

44	57	II.B.13	ISO 27001:2022 Consulting	Frequency of internal audit in a year?	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after	
45	57	II.B.13	ISO 27001:2022 Consulting	Please share the list of activities to performed in Risk identification and mitigation planning.	empanelment. This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
46	73	Annexure C8		Is it required that a vendor should provide services in all 21 services requirements.	It is not mandatory, but exposure to more services will fetch you higher scoring in assessment.	
47	73	Annexure C8		Whats the min. no. of services a vendor can opt to provide services to out of list of 21 service requirements	It is not mandatory, but exposure to more services will fetch you higher scoring.	
48	19	14.5 Use of Tools	The Empaneled bidders should use only licensed tools while performing various types of security reviews like AppSec, Code Review, VA, PT, SNA, Digital Forensic Analysis etc.	Will bank provide the license tools.	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
49	48	II.A.6. Vendor Risk Assessment	To conduct risk assessment of all outsourced vendors carrying out key operational processes for Bank vis-à-vis ISO 27001:2013 standard	Total no of outsourced vendors	This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
50	66	Eligibility Criteria	Experience and expertise in carrying out security assessments of applications, API, Web, Database, Middleware (from Domestic/Global BFSI segment of last 3 years (from 01.04.2021 to 31.03.2024) annual average aggregate value of work orders should be minimum 1.00 Crore from at least 5 clients).	Can we get the number of PO copies required	It should be having total value of more than 5 crores from at least 5 clients.	
51	2	Last date and time for Bid	Up to 4.00 P.M. on 13.05.2024	Up to 4.00 P.M. on 24.05.2024	Up to 4.00 P.M. on 24.05.2024	
52	2	Schedule of Events	Last date and time for Bid submission : Up to 4.00 P.M. on 13.05.2024	Timeline to submit the bid is very stringent. Due to multiple levels of approval and information requirement, request you to provide 7 - 10 additional working days to submit the bidding document.	Last date and time for Bid submission : Up to 4.00 P.M. on 24.05.2024	corrigendum
53	7	7. SKILL SET AND EXPERIENCE REQUIREMENTS OF RESOURCES	For L1 Resources: • Minimum 2 of Mandatory Certifications: CEH/LPT/ISO 27001 LA/LI or Certifications.	We request the Bank to rephrase the certifications requirement as below: Mandatory Certifications: CEH/LPT/ISO 27001 LA/LI Referring to Annexure F.	For L1 Resources: -Mandatory Certifications: CEH/LPT/ISO 27001 LA/LI.	corrigendum
54	8	7. SKILL SET AND EXPERIENCE REQUIREMENTS OF RESOURCES:		We request the Bank to include following certifications in the list too: 1. CRTP 2. CompTIA Pen Test 3. CEH 4. ISO 27001 LA/LI	No changes in the RFP clause	

	8	7. SKILL SET AND EXPERIENCE REQUIREMENTS OF	SKILL SET AND EXPERIENCE REQUIREMENTS OF RESOURCES:	We request the Bank to include following certifications in the list too:		
		RESOURCES:		CRTP CompTIA Pen Test CEH		
				4. ISO 27001 LA/LI		
55			CISA/CISM/CISSP/OSCP/ OSCE (Minimum two) / Infrastructure security solution			
			certifications.			
			Experience: In carrying out security assessments. Excellent knowledge in security			
			solutions and technologies. Banking domain knowledge will be added			
	8	7. SKILL SET AND	advantage. SKILL SET AND EXPERIENCE	We request the Bank to rephrase the certifications requirement	No changes in the RFP clause	
	Ü	EXPERIENCE REQUIREMENTS OF	REQUIREMENTS OF RESOURCES:	as below: Mandatory certifications: CISA/		
		RESOURCES:	Level 4: Experience of above 8 years and upto 12 years Educational qualifications: Graduation	CRTP/CISSP/OSCP/OSCE/CEH/ Infrastructure security solution certifications (minimum 2).		
			in CS or IT or Information Security or Cyber Security	Solution continuations (minimum 2).		
56			Mandatory certifications: CISA/CISM/CISSP/OSCP/ OSCE (Minimum)			
			two) / Infrastructure security solution certifications.			
			Experience: In carrying out security assessments. Excellent knowledge in security			
			solutions and technologies. Banking domain knowledge will be added			
			advantage.		No changes in the RFP clause	
- F-7	12	11.4 Technical – Evaluation Parameter	Bidders scoring less than 80 % will not be considered for further evaluation.	We request the Bank to modify the criteria as below:		
57				Bidders scoring less than 75% will not be considered for further evaluation.	No changes in the RFP clause	
	13	11.5 Commercial evaluation & finalization:	All the technically qualified bidders (Maximum-15 Vendors will be empaneled) accepting the L-1	Request the Bank to incorporate categories of ISSPs while doing the empanelment. This will ensure that specialised		
58				services (as called out in the RFP) are provided by ISSPs with required technical capabilities. This is in line with the other		
				empanelments done by the SBI.	No changes in the RFP clause	
	37	Appendix-B SCOPE OF WORK	Reports would be in – • Signed hard copies – Two numbers	Please confirm the purpose of providing signed reports. We cannot provide any certificates/compliance assurance on the	The original file (VIII) clause	
59		JOOFE OF WORK	- Signed hard copies - I wo fluttibers	reports. Also, confirm that cost of reports printout shall be borne by bank or service provider.	No observed in the DED alone	
	62	Annexure B	Experience and expertise in carrying out security	Copies of work orders shall be masked due to NDAs with	No changes in the RFP clause	
		Eligibility Criteria	assessments of applications, API, Web, Database, Middleware (from Domestic/Global	clients. In case of rate contracts, invoices shall be submitted for the specific duration. Please confirm if that will work.		
60			BFSI segment of last 3 years (from 01.04.2021 to 31.03.2024) annual average aggregate value			
			of work orders should be minimum 1.00 Crore from at least 5 clients).			
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61	62	Annexure B Eligibility Criteria	Experience in carrying out security risk assessments of the Network architecture, design, Firewalls, IPS, Wi-Fi, VPN etc. Experience and expertise in Infrastructure & data security related areas of Active Directory, Email security, DNS, Proxy, Network Security, Cloud Security, Data security (DLP, DRM), Experience in implementing Information security projects as and when they come up. The Bidders should have a pool of minimum 200 full time professionals with requisite skills and experience.		This RFP only pertains to empanelement of the company. A separate RFP will be floated mentioning the defined scope of work after empanelment.	
62	65	Annexure C1	A1: Name & Billing Amount for Domestic & Global BFSI segment A2: Total Billing Amount pertaining to TOP 5 Clients for Domestic & Global BFSI segment B1: Total Billing Amount for Domestic & Global non-BFSI Segment	We request the Bank to understand that we are binded by NDAs and cannot reveal all this information client-wise. Also, there may be a lot of rate contracts where the total billing may not be mentioned. In such cases anyways the Bank wont be able to conclude on teh amount. We request the Bank to accept the audit certificate highlighting our billing for BFSI clients during the last 5 years which holds more value and integrity than POs.	We understand this & advise to submit suitable self declaration/undertaking only. Contract revenues should be in line with revenues for that financial year & should match with the balance sheet.	
	68	Annexure C3	C. Paper/Journals Published	We request the Bank to reconsider the criteria as below:		
63				C. Paper/Journals Published - Score '1' for Paper/Journals Published in national/international forums / events related to Information Security activities else '0'	No changes in the RFP clause	
64	69	Annexure C4	If YES, Billing Amt for individual activity for BFSI clients (Indian / Global)	Please provide the marking breakup.	Please be guided by RFP	
65	70	Annexure C5	Committee member Govt/PSU/Intl Forum	Committee members are individual and not organizations. This criteria is incorrect kindly remove it. The Bank is intending to empanel organizations and not individuals.	Revised Annexure C-5 will be shared	corrigendum
66	70	Annexure C5	Gartner	Please change it to Gartner/IDC/Forrester/etc. as Gartner is not the only benchmarking.	No changes in the RFP clause	_
67	71	Annexure C6	Annexure C6	Forensic engagements are confidential and details cannot be revealed.	We understand this & advise to submit suitable self declaration/undertaking only. Contract revenues should be in line with revenues for that financial year & should match with the balance sheet.	
68	80	Annexure F	years	We request the Bank to reconsider this criteria as there is a significant difference in the quality delivered by a professional with 1 years of experience and a professional with 4 years of experience. Considering same mandays fees for them is not reasonable and may lead to a situation where all ISSPs are deplying only resources with 1 year of experience leading to quality issues (while the Bank may end up paying for a resource rate of 4 years qualified person). Request you to change the criteria for L1, L2, L3, and L4 as per the industry best practice: Criteria for L1: Experience of 1 year and up to 3 years Criteria for L2: Experience of above 3 years and up to 5 years Criteria for L3: Experience of above 5 years and up to 8 years Criteria for L4: Experience above 8 years		
69	81	Annexure F Commercial Bid	Annexure F Commercial Bid	How many days are to be considered in one month? Please clarify that as there can be downstream issues.	No changes in the RFP clause The resources has to work on all Bank working days and they may be required to work on holidays (in case of Bank's requirement).	

70	82	Annexure F Commercial Bid	Outstation Travel – Out of Pocket / Lodging /Boarding expenses – on actuals subject to a maximum of Rs. 4000 /-per day.	Travel and lodging to any location in India cannot be within 4000 Rs in today's context. We request the Bank to relook at the reimbursement policy pls.	Outstation Travel – Out of Pocket / Lodging /Boarding expenses – on actuals subject to a maximum of Rs. 5000 /-per day.	corrigendum
71	17	14.5	Use of Tools The Empaneled bidders should use only licensed tools while performing various types of security reviews like AppSec, Code Review, VA, PT, SNA, Digital Forensic Analysis etc.	As per our understanding , we have come with own licensed tools for each activities	YES	
72	18	14.9	with Master SLA agreed with existing empaneled ISSPs.		On-site location is Navi Mumbai Only.	
73	29	35.vi	Termation for Default If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices for the contracted period. Deployment of 50% of required resources by the successful bidder should be done within 15 days from the PO issuance date and remaining resources within 30 days from the PO issuance date. In case of non- deployment of resources, a penalty of 1% of PO amount per week will be levied.		YES, as per the concerned RFP, it's scope of work & the purchase order.	

	Annexure - B -5			
	Experience in carrying out			
	security risk assessments			
	of the Network			
	architecture, design,			
	Firewalls, IPS, Wi-Fi, VPN			
	etc.			
	Experience and expertise			
	in Infrastructure & data			
	security related areas of			
	Active Directory, Email			
74	security, DNS, Proxy,			
	Network Security, Cloud			
	Security, Data security			
	(DLP, DRM),			
	Experience in			
	implementing Information			
	security projects as and			
	when they come up. The			
	Bidders should have a			
	pool of minimum			
	200 full time professionals			
	with requisite skills and			
	experience		V/50	
	62 As per 5 points we have share 20 CV		YES	
	Annexure - C1			
75	Experience about	We have to attached details of clients as well as PO/WO with		
	65 Domestic & Global Clients Experience about Domestic & Global Clients		YES	
	Domestic & Global Clients Experience about Domestic & Global Clients	annexure	163	
	Annexure - C2 Skilled			
76	personnel resources Details or could explian in details what is big			
	66 available to show in Annexure -C2		Kindly provide only count of resources.	
	to show in Annication OZ		minary provide only count of resources.	