

Ref: SBI/GITC/ISD/2024-25/SOC/15 (RFP-1207) dated 04.07.2024					
SI No.	RFP Page No	RFP Clause No.	Existing Clause	Query / Suggestions	SBI Response
1	7	2	Bids invited in Information Security Department (ISD) for Engagement of 10 (L1(8)& L2(2)) Security Analysts from empanelled vendors of IT-PR	1) How will you help selected vendor resources to have Knowledge transfer for existing Bank operations? 2) Will Bank share the required documentation of knowledge transfer for newly on boarded resources to start working from initial phase?	As responded in the Pre Bid meeting dated 10.07.2024 Bank will provide need to know documentation or knowledge transfer to newly on boarded resources to start working from initial phase.
2	24	28	RIGHT TO AUDIT:	What exactly can be audited by Bank/ its auditors, as this is purely onsite T & M engagement?	As per regulatory guidelines service provider is subject to audit. (e.g. Security, Regulations, Compliance etc.)
3	27	33 (iv)	Proper knowledge transfer to the incoming resource as per the satisfaction of the Bank and incoming resource for such resource as mentioned in point1.	Pl share the measurable matrix of successful knowledge transfer transition by Bank. Else its perception based and remain open for penalty term.	We will do peer review, feedback scores and validation checks to ensure that the knowledge transferred is being correctly applied by the on boarded team.

4	27	34	<p>Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.</p>	<p>What exactly is expected by Bank, as this is onsite T & M engagement?</p>	<p>Service Providers Resources are required to follow Incident reporting guidelines, as the resources will be onsite, any information which appears to be a or likely to be a cyber incident/crisis needs to be informed to the bank team.</p>
5	31	36	<p>Maximum cap of liquidated damages under the respective PO will be 15% of total PO value.</p>	<p>We understand maximum deduction of LD/ Penalty to selected vendor is cap at 15% of total PO value. That is yearly PO value. Please share concurrence and explain in details, if its otherwise</p>	<p>Liquidated damages are pre-determined amounts specified in the contract to be paid by the vendor if they fail to meet the terms of the agreement, including deadlines, quality standards, or service levels.</p> <p>The primary objective is to compensate the bank for any losses or damages resulting from the vendor's failure to perform as per the contract without needing to prove actual damages.</p> <p>LD or penalties are imposed when the Service Provider fails to meet specified performance criteria, such as service disruptions, data loss, or failure to meet SLAs.</p> <p>The cumulative amount of LD or penalties that can be imposed on the</p>

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					Service Provider in a given year is capped at 15% of the total yearly PO value. This means that regardless of the number of incidents or breaches, the total deductions for LD or penalties cannot exceed this cap.
6	51	Appendix-C	No un-planned leave or sick leave will be considered without availability of alternate resource and no man-days will be counted for any of the resources in case of failure to allot alternate resource.	Request you to modify the requirement for minimum 6 sick leaves in a year for each resources.	As the project is on man days basis, the requirement of alternate resource with equivalent skills and qualification is required. As per RFP.
7	53	Appendix-C	The resources are expected to report to ISD with at least 15 resources reporting during the first week of engagement and any additional resources may report at any point as per Bank's requirement. Bank will intimate requirement of resource at least 2 days in advance.	Since the contract is for 10 resources, we request to change this number to 10 (2 L2 and 8-L1 resources). Pl explain rational of 15 resources to us?	This point is deleted. (Added in Corrigendum)
8	53	Appendix-C	X (L-1 & L2 Activities)	Please provide below details to understand the workload assigned to L1/L2resources What is the EPS or GB/Day ingestion in Splunk platform?	Discussed in the pre bid meeting.

				<p>Total number of daily events triggered in SIEM?</p> <p>Is the automated detection enabled through SOAR ?</p> <p>What is your ITSM tool ?</p> <p>Daily average number of incidents to be analysed by L1 & L2 resources ?</p> <p>Are resources required to monitoring any tool other than SIEM ? for e.g. PAM, WAF, IPS/IDS, Web server, etc.</p>	
9	53	Appendix-C	X (L-1 & L2 Activities)	<p>Is there hunting part of scope ?</p> <p>Do we need to on-board L2 resource with Threat Hunting skills ?</p>	<p>The resources should have understanding of threat hunting activity, since some part of the job role may require to undertake threat hunting during incident analysis.</p>
10	54	Appendix-C	Resources need to work on all working Saturday if Bank has working day. xiv. In case of emergency resource may have to work on Sundays and holidays	<p>We understand it is 24x7 requirement, please clarify?</p> <p>L1 will be 24x7 and L2 will be 8x5 for all bank working day ?</p>	<p>It is as provided in RFP, SOC Operation is 24 by 7.</p> <p>L1 will be required in shifts (Morning,Evening,Night).</p> <p>L2 will be required to come in General shift. However, based on the Bank requirements, the L2 resources may be called during Morning and</p>

					evening shift, to maintain the shift roaster.
11	54	Appendix-C	Invoice of 60% can be raised after completion of 1000 man-days or 6 months whichever is earlier and remaining amount can be claimed after completion of 2880 man-days	All the bidders has to pay salary on monthly basis. Hence request to make payment terms to be monthly.	May be Read as: The Service Provider may raise an invoice upon completion of every 500 man-days or every 2 months, whichever is earlier. (Added in Corrigendum)
12	54	Appendix-C	Final payment will be released only after receipt of the final complete report on 100% utilization of man-days.	All the bidders has to pay salary on monthly basis. Hence request to make payment terms to be monthly.	As per RFP.
13	55	Appendix-C	Bank shall have the right to take interview and decide on the suitability of the candidate before on-boarding.	Request to limit interviews only for L2 resources. Since there are penalty to resource onboarding, request to share your interview criteria measurable. Else it remains personal view centric.	Interview from bank side will be done for all the resources.(both L1 as well as L2) as per RFP.
14	55	Appendix-C	The decision of the Bank on shortlisting the candidates correspondence will be entertained in this regard.	Since there are penalty to resource onboarding, request to share your interview criteria measurable. Else it remains personal view centric.	The shortlisting will be objective in nature and may check : Proficiency in required technical skills and tools Understanding of relevant technologies and methodologies Resume Review

					Project Portfolio
					Communication skills etc.
15	56	Appendix-C	Service Provider shall provide detailed CV(s) specifying the professional experience of minimum of 120% (decimals will be rounded off to higher digit) of total number of resources required per category as per the PO within 7 (seven) Working Days from the date of acceptance of PO. The initial screening / interview must be done by the Service Provider as per their standard procedure before submitting the CV(s) to the Bank.	1) This is contradicting Appendix C term. 2) Since the contract is for 10 resources, we request to change this number to 10 (2 L2 and 8-L1 resources). 3) Request to make CV sharing time up to 4 weeks as one week is too short to find right match	As Bank will conduct interview before onboarding, no change is required.
16	57	Appendix-C	Police authorities shall be submitted within 90 days of onboarding of resource.	Police verifications sometime gets delayed due to Government side. This must not be considered for LD to selected vendor	As per RFP. The resources will not be allowed to operate if the police verification is not provided within 90 days.

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17	59	Appendix-C	Total payable for the month= Rs 1,000 x 24 – Rs.1,000 x 2 x 3 – Rs 125 x 2 x 4	In this formula 4 is hour and it should be made 0.5 (half of 8 hours per day). Please explain in detail, if this is not so.	The Illustrative calculation is correct & self-explanatory.
18	62	Appendix-D	Bidder company must have 100 readily available skilled Information Security resources currently available in India as per the defined requirement in the scope of work. Out of these available resources Bank shall be first presented with the profile of 20 resources for interview, out of which 10 resources, if found suitable in interview for assignment/duties, will be onboarded. Additional profiles/resumes of the resources may be sought by the Bank, if not found suitable by Bank during the course of interaction/interview.	This is practically not feasible for anyone to pull out resources from current operations immediately. Hence request to delete this term. This is again contradicting two more terms of 15 resources and 120% of resources in the RFP.	As per RFP.
19	63	Appendix-D	Post Basic Qualification Experience for L1 resource. (Minimum 16 resources profile) Resource having minimum 2 years and maximum 5 years “post basic qualification” experience in IT / IT Security / Information Security in Banking, Financial Services, and	This is practically not feasible for anyone to pull out resources from current operations immediately. Hence request to delete this term. This is again contradicting two more terms of 15 resources and 120% of resources in the RFP.	As per RFP

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			Insurance (BFSI) / Non-Banking Financial Company (NBFC) / Financial Technology		
20	63	Appendix-D	Post Basic Qualification Experience for L2 resource. (Minimum 4 resources profile)	This is practically not feasible for anyone to pull out resources from current operations immediately. Hence request to delete this term. This is again contradicting two more terms of 15 resources and 120% of resources in the RFP.	As per RFP
21	67	Appendix-E	Indicative commercial bid for Engagement of 10 (L1 (8) & L2(2)) Security Analysts from empanelled vendors of IT-PR from Combination I (i.e. vendors from Category I only) through Closed RFP for One year	1- Describe the process/ requirements of contract extension after completion of One year. 2- For contract extension after completion of One year, EY will factor in yearly increment and inflation fees assuming no increase in scope of work, please share your acknowledgement on this.	As discussed in the pre bid meeting the extension if required from bank side will be on the same RFP terms.
22	80	Appendix-K	Client reference	How many references are requested by Bank?	A minimum of two client reference.
23	81	Appendix-L		Being onsite T & M contract, do you still need this from bidder?	Yes, the same is required.
24				After bank conducts the interview of resources, in how many days would the bank come back to us and give us the go ahead for those resources?	Please refer RFP page 56 points iv and v

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25			How many POs are required to be submitted?	Two POs are required to be submitted.
26			If is there any SoC integration within scope because we understand that the L1 and L2 have certain defined parameters of activities that need to need to perform.	NO, defined requirements are shared in the RFP
27			We understand the shift roster will be managed by SBI. Please confirm our understanding.	Shift roster will be prepared and managed by onboarded L2 resources and the same will be shared with assigned bank official.
28			May we request you to please confirm the shift times. E.g. 9:00 a.m. to 6:00 p.m., 6:00 p.m. to 3:00 a.m. and 3:00 a.m. to 9:00 a.m.	Shift timings are : Morning 7AM to 3PM Evening 3PM to 11PM Night 11PM to 7AM General 10.30 AM to 18.30 PM
29			For L2, is remote/ off-site work permissible?	No, they have to work onsite
30			Both L1 and L2 would have to be onsite in SBI office?	Yes, both L1 and L2 resources will work from onsite
31			If you can please confirm the SIEM and SOAR? Is the SIEM - SPLUNK only?	Discussed in the Pre Bid meeting
32			Whether certification form or the letter is enough that we have 100 readily available resources for this.	Service provider has to give undertaking (as per Appendix O placed in this document) that they have 100 resources available with matching criteria as defined in the RFP.

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					Out of which for twenty resources they are required to share the detailed profile and related documents as per Appendix D as provided in the RFP.
33				Any format is available on which we need to mention hundred resources names.	An undertaking is required as per Appendix O. [Added in Corrigendum]
34	Pg. 49, Appendix-B	Appendix-B, Point 1	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	This is a T&M engagement, request you to kindly remove the criteria "The Bidder should also furnish user acceptance report." Client reference call can be arranged if required.	2 Client reference to be provided.
35	Pg. 2, Schedule of Events	6	Last date and time for Bid submission	Request you kindly extend the date for the final bid submission by 1 week, as the data which needs to be shared will require to go through our internal compliance procedure and would require minimum of 1 week time.	Bid submission dates are revised. Revised dates are provided as Corrigendum.
36	Pg.27	33. Delay in service provider's performance, Point iv	Transition penalty for non-Compliance	We request you to please consider the penalty. There may be exceptional cases where due to unforeseen situations, the resource may be replaced overnight. However, such cases will be very real. We request the Bank to consider these cases.	As per RFP.
37	Pg. 23	26. Penalties	The entire Bank guarantee will be forfeited if the vendor is unable to provide the resources as per the desired skill set and experience within the stipulated timelines for the deployment of the resources within One week of the communication to start the activity at	Considering the nature of this requirement, we request you to please allow us one month to onboard all team members. We will gradually increase the team size and at the end of one month post formal LOI / PO receipt, we will deploy the resources.	As per RFP.

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			our mail/telephonic confirmation that they have been selected to takeup the job pending formal purchase order.		
38	Pg. 31, Pg. 126	36. Liquidated Damages, 9. Liquidated Damages	Maximum cap of liquidated damages under the respective PO will be 15% of total PO value.	We request the Bank to reduce this to 10% of total PO value	As per RFP.
39	Pg. 31, Pg. 126	36. Liquidated Damages, 9. Liquidated Damages	For arriving at PO value or yearly PO value for calculation of LD, number of days will be considered as 24.	We request the Bank to recalculate the number of days in a month based on actual working days. Considering the public holidays, the Bank does not work 24 days every month of the year. This will later on create rate burn while calculating the billing aspects.	As per RFP.
40	Pg. 51	Appendix-C, Point ii.	Total number of man days – One year i.e 2880 Man days	We request the Bank to recalculate the number of days in a month based on actual working days. Considering the public holidays, the Bank does not work 24 days every month of the year. This will later on create rate burn while calculating the billing aspects. We understand that this is also not in line with the standard regulations.	As per RFP.
41	Pg. 51	Appendix-C, Point iii.	No un-planned leave or sick leave will be considered without availability of alternate resource and no man-days will be counted for any of the resources in case of failure to allot alternate resource.	We request the Bank to revise this requirement to a reasonable duration. In case of unplanned leaves, we will get to know about the leave on the day itself. Arranging an alternate person immediately and sending him/her to Belapur may not be feasible.	As per RFP.
42	Pg. 52	B. Skills and Technical proficiency of L1 and L2 vendor	Broad knowledge and experience in infrastructure services including Active Directory, Email solutions, Patch Management, Privileged Access	The requirement is for SOC L1 and L2 or for managing security solutions? Please clarify	Yes, the knowledge is required for understanding the logs and correlation etc.

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		resources, Point 1	Management, IT Asset management etc.		
43	Pg. 52	B. Skills and Technical proficiency of L1 and L2 vendor resources, Point 6	Able to correlate, search and write queries in Splunk (SPL) language on disparate IT systems, to perform pattern analysis and triaging on billions of logs received per day by SOC.	This is not an L1 skill. Request the Bank to confirm the requirement	As per RFP.
44	Pg. 54	Appendix-C, Point xv.	Invoice of 60% can be raised after completion of 1000 man-days or 6 months whichever is earlier and remaining amount can be claimed after completion of 2880 man-days	Considering the volume of resources and duration, we strongly request the Bank to consider the payment milestones. Quarterly payment for mandays consumed during the quarter should be allowed.	Revised Added in Corrigendum
45	Pg. 54, Pg. 119	Appendix-C, Point xvi., 4.2 Service provider duties, Point (q)	Final payment will be released only after receipt of the final complete report on 100% utilization of man-days.	We understand that this is not an assessment engagement. What report is expected here?	Revised Added in Corrigendum
46	Pg. 58	Appendix-C, Delivery schedule for hiring of resources Point (k)	The resources provided will have to work on all working days of the Bank for eight hours per day, excluding one hour for lunch/ dinner/ any refreshment break etc, in any shift (exclusion of one hour break is not applicable in 24X7 shift) as specified in Purchase Order.	Since we will have to pay extra remuneration to employees working on non-general shift, we request you to please provide a detailed breakup of number of resources (L1 and L2) required to be deployed in each shift.	L1 - 2 Morning Shift, 4 Evening Shift, 2 Night Shift L2- 2 General Shift However they may be asked to come in any shift depending on banks requirement.

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47	Pg. 59	Appendix-C, Delivery schedule for hiring of resources Point (m)	In case, the resource reports late or leaves early during normal working days or does not attend office at all without prior approval of the Bank, then twice the rate per hour per resource of respective category of resource shall be deducted on pro-rata basis.	We request the Bank to keep this flexible or allow us to charge additional fees for every hour spent by resources over and above the mandatory 8 hours.	As per RFP.
48	Pg. 67	Appendix-E	Commercial format	We understand that fees for L2 resource = 1.5* fees for L1 resource. The minimum work experience required for L1 is 2 years and for L2 it is 5 years. We request the Bank to remove this ratio or at least make it reasonable.	As per RFP.
49	Pg. 81	Appendix-L	Data Processing Agreement	We understand that we will not process any data outside SBI network. We request the Bank to re-evaluate this requirement.	As per RFP.