



REQUEST FOR PROPOSAL

Procurement of Hybrid Security Service Edge (H-SSE) Solution and Managed Services for Centralized Internet Access (CIA) and Private Application Access

RFP: SBI/GITC/IS & SP (ISD)/2024-2025/28 (RFP-1354)

Dated: 24/02/2025

**State Bank of India,
Infrastructure Security & Special Projects (IS & SP),
Information Security Department,
'A'- Wing, Ground Floor, State Bank Global IT Centre,
Sector-11, CBD Belapur,
Navi Mumbai, Maharashtra – 400 614**

Sl. No	Particulars	Remarks
1	Notice for Inviting Tender	24.02.2025
2	Last Date and time for deposit of Tender fees and Submission of Pre-qualification Eligibility Documents at e-procurement portal	28.02.2025 (5.00 pm)
3	Tender/ RFP/ Bid document available from	03.03.2025
4	Presentation on Tender Document (by Bank)	05.03.2025 (03.30 PM)
5	Last Date and time for submission of Pre-Bid Queries (Acceptance of Pre-Bid Queries submitted afterwards will be at Bank's sole discretion).	11.03.2025 (05.00 PM)
6	Pre-Bid Meeting	13.03.2025 (03.30 PM)
7	Response to Pre-Bid queries	20.03.2025 (03.30 PM)
8	Last Date for Bid Submission	05.04.2025 (03.00 PM)
9	Date and Time of opening of Technical Bids	05.04.2025 (05.00 PM)
10	Contact details of issuing department	Name: Dr. Nareshkumar Harale Designation: Senior Vice President Information Security Department (IS&SP) Email ID: svpisd.issp@sbi.co.in Phone: +9122-27566044 Ext: 7765 Contact Address: ISD, GITC, SBI, Navi Mumbai.

*Bidders are required to communicate mandatorily on the specified email id only. Any other form/mode of communication will not be entertained by the Bank.

The BID document may be downloaded from the e-procurement portal after submission of all the following documents/criteria and Bank's evaluation and approval thereupon. Broad Eligibility Criteria for bidders to participate in this RFP process is mentioned in this document.

Sl. No	Documents to be Uploaded	Remarks
1	Proof of payment of tender fees (Tender fee will be nonrefundable)	<p>Rs.25,000/- (Rupees Twenty-five thousand only) Amount should be deposited in A/c No: 4897932113433 IFSC: SBIN0011343 Account Name: Subsidy Inward Remittance. If Mode of Transaction is NEFT and RTGS.</p> <p>-----</p> <p>Account No: 37608352111 IFSC: SBIN0011343 Branch: OAD, GITC, Belapur Account Name: System Suspense Branch Parking Account. If Mode of Transaction is Intra-bank transfer (i.e. SBI to SBI only)</p>
2	Non-disclosure agreement (NDA) in the format as available on the e-Procurement portal.	The NDA should be digitally signed by the authorized representative of the Bidder. Copy of Board resolution duly certified by the Company Secretary, authorizing representative to Bid/execute NDA and make commitments on behalf of the Bidder is to be attached. It is mandatory for all the Bidders to have class III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).
3	Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and any revision thereto will be applicable for this RFP and allotment will be done in terms of said Order. The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	Certificate of local content to be submitted as per Appendix-A .

Sl. No	Documents to be Uploaded	Remarks
4	The bidder must have an annual turnover of minimum Rs. 350 Crores per annum during the last 03 (three) out of 05 (five) years preceding the date of this RFP	Copy of the Annual audited financial statement for the last 03 (three) out of 05 (five) years preceding the date of this RFP and certificate from statutory auditor in case of provisional financials for FY2024-25.
5	The bidder should have made profit before tax (PBT) in last 03 (three) out of last 05 (five) financial years. Further, the bidder should also be having positive net worth for the last 03 (three) financial years preceding to the date of this RFP	Audited Balance sheet, Profit/Loss statement of the firm for eligible three financial years out of last five financial years and / or Certificate of the statutory auditor for FY2024-25.
6	The bidder should have experience of minimum 3 years in providing the Cloud SSE Solution in PSU / Government / Private / BFSI Sector in India.	Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate / Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.
7	The bidder should have experience of supply & implementation of cloud SSE solution in minimum 02 organization out of which one implementation should be for more than 25000 users in India during the last 05 (five) financial years	Letter of acceptance (LoA) / purchase order / work order / contract / completion certificate / Deployment Certificate issued by client to the bidder / Particulars confirming relevant experience.

Upon receipt of the above documents and subject to evaluation and approval by the Bank, the access for downloading the RFP document will be made available to the eligible Bidders for further process/action through the e-Procurement portal as per Schedule of events given above.

Detail of E-Procurement Portal:

- M/s E-Procurement Technologies Ltd, Ahmedabad
- Website: <https://etender.sbi/SBI/>
- Contact details:

Name	E mail id	Mobile No.
Shubh Solanki	shubh.solanki@eptl.in	9265592821
Fahad Khan	fahad@eptl.in	9904406300
Shaikh Nasruddin	shaikh@eptl.in	9510812960

Indicative Bidder's Eligibility Criteria:

SI No	Eligibility Criteria
1.	The bidder must be a registered legal entity in India
2.	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020
3.	The bidder shall submit duly filled and signed Manufacturer Authorization Form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid
4.	The bidder should not have been blacklisted by Government of India / RBI / SEBI / IRDAI as on the date of RFP. However, such blacklisting will be null and void for the purpose of bidding in this RFP, if the bidder has obtained valid stay order in any court of India
5.	<p>The eligible bidder and the OEM should have SME support center and Level 3 escalation (highest) in India with availability of 24x7 onsite, telephonic, and remote support.</p> <p>Also, the eligible bidder should provide details of Single point of contact (SPOC). Escalation matrix of Bidder and OEM should contain details starting from Level-1 to Top executive in India and Global (CEO/CTO/MD etc.,)</p>
6.	The bidder should be the highest-level partner of the OEM for proposed cloud SSE solution and related services for the last three financial years.
7.	The bidder must provide an understanding that includes the Director Identification Numbers (DIN) of its directors, confirming that none of its subsidiaries, associates, holding companies, companies with the same directors, companies under the same group of promoters or management, or partnership firms/LLPs with the same partners have participated in this bid process.
8.	The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order issued by the Bank as on the date of Bid submission.

Note:

1. Documentary evidence must be furnished against each of the above criteria along with an index.
2. All documents must be signed by the authorized signatory of the Bidder.
3. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Appendix – A

Certificate of Local Content

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Date:

To,

Dear Sir,

Ref.: RFP No.: _____ **Dated:** _____

This is to certify that proposed H-SSE Solution is having the local content of _____ % as defined in the above-mentioned RFP.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.

Signature of Statutory Auditor/Cost Auditor
Registration Number:
Seal

Counter-signed:

Bidder

OEM

< Certified copy of board resolution for appointment of statutory/cost auditor should also be enclosed with the certificate of local content.>