

Corrigendum -2 Pre-bid response

Engagement of 15 (L1(8), L2(5)& L3(2)) Threat hunting & Incident response professionals from empaneled vendors of IT-PR through Closed RFP for one year.

Vendor Name	Sl. No	P Page	RFP Clause No.	Existing Clause	Query/Suggestions	Bank Response
PricewaterhouseCoopers Services LLP	1	45	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.	Agreed. Request to kindly share project closure completion report for any similar security project.
PricewaterhouseCoopers Services LLP	2	3	Schedule of Events	Last date and time for Bid submission	Request you kindly extend the date for the final bid submission by 2 weeks, as the data which needs to be shared will require to go through our internal compliance procedure and would require minimum of 2 weeks time.	Please adhere to the published timelines
PricewaterhouseCoopers Services LLP	3	22	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 our mail/telephonic confirmation that they have been selected to take up the job pending formal purchase order.	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.	The resources has to be onboarded within 15 days from the date of PO.
PricewaterhouseCoopers Services LLP	4	116	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	Please adhere to RFP

PricewaterhouseCoopers Services LLP	5	116	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.	SOC is operated 24 x 7, hence Bank holidays will not impact mandays.
PricewaterhouseCoopers Services LLP	6	47	Appendix-C, Point ii.	Total number of man days – One year i.e 4320 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.	SOC is operated 24 x 7, hence Bank holidays will not impact mandays.
PricewaterhouseCoopers Services LLP	7	110	Team collaboration and Support	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.	Agreed. It will be on arrear basis i.e post completion of quarter
PricewaterhouseCoopers Services LLP	8	110	Team collaboration and Support	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?	Final payment will be released based upon the Man resource usage and the last quarter payment would be made after 3months of last quarter.
PricewaterhouseCoopers Services LLP	9	73	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.	Not applicable for the present RFP. Can be removed

PricewaterhouseCoopers Services LLP	NA	NA	NA	NA	Please provide the clarification on tools that will be used. Is there any list of recommended tools which will be provided by the bank or the service provider needs to setup the tools.	Existing tools (SIEM, XDR etc) have to be used. If any other software / tool has to be setup for this project, Bidder should support for its implementation.
PricewaterhouseCoopers Services LLP	NA	NA	NA	NA	The RFP states that there will be resources dedicated to incident response. In case of no incident being raised what will be the role of resources at that time period.	our RFP mentioned that "Services of all the 15 resources may be utilized for threat hunting/ incident response/ cyber threat/ incident related activities in the Bank as per requirement. Any other job assigned from time to time has also to be executed on man-days basis." Page No. 53