

# **NOTICE**



## **REQUEST FOR PROPOSAL**

**FOR**

**ANNUAL MAINTENANCE CONTRACT FOR THE EXISTING  
SECURITY OPERATIONS CENTRE (SOC) TOOLS  
AND SERVICES**

**RFP Ref No: SBI/GITC/ISD/2025-26/SOC/1494**

**Dated: 10/07/2025**

**State Bank Global IT Centre  
Information Security Department  
'A'- Wing, Ground Floor Sector 11,  
CBD Belapur  
Navi Mumbai 400614  
INDIA**

Proposals are invited from Company/ LLP /Partnership firm registered under applicable Act in India for supplying AMC/ATS support for the Existing Security Operations Centre (SOC) Tools and Services of the bank for 1 year.

**Schedule of Events**

Sl. No	Particulars	Remarks
1.	Date of RFP Notice document	10 <sup>th</sup> July 2025
2.	Last date and time for deposit of tender fees and submission of pre-qualification eligibility documents at e-procurement portal	18 <sup>th</sup> July 2025
3.	Tender/ RFP/ Bid document available from: (Only for the bidders found eligible in the pre-qualification eligibility)	25 <sup>th</sup> July 2025
4.	Last date of pre-bid queries submission	2 <sup>nd</sup> August 2025, 05:00 PM
5.	Date of pre-bid meeting	5 <sup>th</sup> August 2025, 03:00 PM
6.	Responses to the pre-bid queries	8 <sup>th</sup> August 2025
7.	Last date of bid submission	18 <sup>th</sup> August 2025, 05:00 PM
8.	Date of opening of technical bids	18 <sup>th</sup> August 2025, 05:30 PM
9.	Contact details of the issuing department	<p>Dy. General Manager (SOC), Information Security Department (ISD), 'A' Wing, Ground Floor, State Bank Global IT Centre, Sector 11, CBD Belapur, Navi Mumbai 400614 (Maharashtra)</p> <p>Email ID: dgm.soc@sbi.co.in Contact Number: 022-27537751 mail copy to be marked to usha.tiwari@sbi.co.in agm2.soc@sbi.co.in dilbar.solanki@sbi.co.in srinivasa.avadhanam@sbi.co.in</p>

**Pre-Qualification Eligibility Documents:** (To be submitted in the e-procurement portal before the Last date and time as mentioned in the Sl. No:2 of the Schedule of Events)

Sl. No	Remarks	Documents to be Uploaded
1.	<b>Tender Fee: Rs. 20,000 /-</b> (Tender fee will be non-refundable.)	<p>Proof of payment of tender fees</p> <hr/> <p>If Mode of Transaction is NEFT and RTGS: Amount should be deposited in A/c No: 4897932113433 IFSC: SBIN0011343 Account Name: Subsidy Inward Remittance.</p> <hr/> <p>If Mode of Transaction is Intra-bank transfer (i.e. SBI to SBI only): Account No: 37608352111 IFSC: SBIN0011343 Branch: OAD, GITC, Belapur Account Name: System Suspense Branch Parking Account.</p>
2.	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed.
3.	The Bidder must have an average turnover of minimum Rs. 200 crore during last 03 (three) financial year(s) i.e. FY 2022-23, FY 2023-24 and FY 2024-25 (Final or Provisional).	Copy of the audited financial statement for required financial years. (Certificate from statutory auditor may be submitted in case of provisional financials for FY2024-25).
4.	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.	Copy of the audited financial statement for required financial years. (Certificate from statutory auditor may be submitted in case of provisional financials for FY2024-25).
5.	Bidder should have experience of minimum 5 years in providing the Services.	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.

6.	The bidder must have valid ISO 27001(ISMS) certification.	Copy of the Valid Certificate to be provided
7.	The bidder must have managed/ implemented /provided support for at least two captive Security Operations Centers (SOCs), handling a minimum of 25,000 Events Per Second (EPS) or ingesting 1 TB of data per day, either in India or globally.	Verifiable proof for meeting the criterion which may include Copy of the Purchase Order, Work Order, Engagement Letter, Certificate of Completion, client email confirmation, or any other verifiable proof acceptable to the bank.
8.	The bidder must have at least 5 years of experience in providing AMC/ATS/Services of SOC tools/services.	Verifiable proof for meeting the criterion which may include Copy of the Purchase Order, Work Order, Engagement Letter, Certificate of Completion, client email confirmation, or any other verifiable proof acceptable to the bank.
9.	The bidder must have experience in managing/ implementing / supporting at least 5 of these core SOC technologies & Services: Security Big Data Lake, SIEM, UEBA, SOAR, NBA, DAM, EDR, PCAP, Vulnerability Management (VM), Threat Intelligence Platforms (TIP), Threat Intel Services, Anti-Phishing & Brand Monitoring Services at one single reference SOC.	Verifiable proof for meeting the criterion which may include Copy of the Purchase Order, Work Order, Engagement Letter, Certificate of Completion, client email confirmation, or any other verifiable proof acceptable to the bank.

**Eligibility criteria mentioned at SI No 3 to 5 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. Bidder to note the followings:**

- i. Start-up” company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria mentioned at SI No 3 to 5 in table above.

- iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

**Note:**

\* All the submissions for meeting the Eligibility criteria should be of the Bidder solely and not of any subsidiary/parent/holding/sister-concern etc entities of the bidder.

\* Captive Security Operations Center (SOC) refers to a SOC that is owned and operated by the organization it serves, as opposed to being outsourced to a third-party managed security service provider (MSSP).

**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:**

- e-Procurement Technologies LTD – CMMI5
- Website: <https://etender.sbi/SBI>
- E-mail ID: [nandan.v@eptl.in](mailto:nandan.v@eptl.in)
- Landline No.: 079 6813 6820, 6850, 6857, 6848 Official Mobile No.: 9081000427
- Ravi Sheladiya, [ravi.s@auctiontiger.net](mailto:ravi.s@auctiontiger.net) , 07968136856