

Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year



REQUEST FOR PROPOSAL

FOR

Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year

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

Document	Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year
RFP No.	SBI/GITC/ISD/2023-24/ISO/33(RFP-1082)
Date	10.01.2024
Contact	Manisha (Chief Manager)

Schedule of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email and office address for sending any kind of correspondence regarding this RFP)	Name: Manisha Designation: Chief Manager Email ID:Manisha.raj@sbi.co.in Contact Address: 8929903012 mail copy to be marked to gsagrawal@sbi.co.in admin.isd@sbi.co.in manisha.raj@sbi.co.in
2	Bid Document Availability including changes/amendments, if any to be issued	RFP will be published on GeM portal. It is clarified that unsolicited bids will not be considered by the Bank.
3	Last date for requesting clarification	Upto 2.00 PM on 16.01.2024 All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.
4	Pre - bid Meeting at (venue)	At 03.00 P.M. on 17.01.2024 at ISD, GITC, Belapur CBD, Navi Mumbai or Over Microsoft Teams.
5	Clarifications to queries raised at prebid meeting will be provided by the Bank.	On 22.01.2024 (6.00 PM)
6	Last date and time for Bid submission	Up to 2.00 P.M. on 31.01.2024
7	Address for submission of Bids (<i>Please incorporate details of GeM portal wherein online bid has to be submitted</i>)	<i>GeM portal</i>

8	Date and Time of opening of Technical Bids	2.30 P.M. on 31.01.2024 Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of Bidders representatives.	
9	Opening of Indicative Price Bids	12.00 P.M. on 04.02.2024	
10	Reverse Auction	On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.	
11	Tender Fee	Not applicable	
12	Earnest Money Deposit	Rs.3,75,000/- Amount should be deposited in A/c No: 4897932113433 IFSC: SBIN0011343 Account Name: Subsidy Inward Remittance Mode: NEFT and RTGS only	
13	Bank Guarantee	10 % of the Project Cost	Performance Security in form of BG should be valid for One year(s) and three months from the effective date of the Contract.
14	Contact details of e-Procurement agency appointed for e-procurement	GeM portal <hr/>	

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C	TECHNICAL BID
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E	COMPLIANCE STATEMENT
F	INDICATIVE COMMERCIAL BID PRICE

1. INVITATION TO BID:

- i. State Bank of India** (herein after referred to as ‘**SBI/the Bank**’), having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank (collectively referred to as **State Bank Group or ‘SBG’** hereinafter). This Request for Proposal (RFP) has been issued by **the Bank bids are invited by Information Security Department (ISD) for Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year.**
- ii. Address for submission of online Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.
- iii. The purpose of SBI behind this RFP is to seek a detailed technical and commercial proposal for procurement of the **Services** desired in this RFP.
- iv. This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- v. Interested Bidders are advised to go through the entire RFP before submission of online Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for providing of proposed **Services** for SBI are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank’s discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBI the proposed **Services** adhering to Bank’s requirements outlined in this RFP.

2. DISCLAIMER:

- i. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI, is subject to the terms and conditions set out in this RFP.
- ii. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders.

- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- v. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vii. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

3. DEFINITIONS:

In this connection, the following terms shall be interpreted as indicated below:

- i. **“The Bank”** ‘means the State Bank of India (including domestic branches and foreign offices), Subsidiaries and Joint Ventures, where the Bank has

ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.

- ii. **“Bidder/Channel Partner”** means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. **“Bid”** means the written reply or submission of response to this RFP.
- iv. **“The Contract”** means the agreement entered into between the Bank and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **“Total Contract Price/Project Cost/TCO”** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- vi. **“Vendor/Service Provider”** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 (lowest in reverse auction) Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.
- vii. **“Services”** means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of Service Provider covered under this RFP.
- viii. **Annual Maintenance Contract (AMC)** - It would be the annual cost of maintenance/upkeep/updation of product or specified hardware and software if applicable.

4. SCOPE OF WORK:

As given in **Appendix-B** of this document.

5. Eligibility Criteria

Sr.No.	Eligibility Criteria	Documents to be submitted
1.	The bidder must be an Indian firm/ company / organization registered under Companies Act and in existence	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2.	Bidder individually and not Group Company should have average minimum turnover of Rs. 1.00 Crores during last three financial years (2020-21 and 2021-22 and 2022-23)	Copy of the audited balance sheet
3.	Bidder should have reported net profit in 2 years out of last three financial year (2020-21 and 2021-22 and 2022-23)	Copy of the audited balance sheet
4.	Bidder should have experience in Cyber Security/Information security for 3 years	Supporting documents should be Purchase / Work Orders, letters from clients on their letter head, contacts of clients etc.
5.	The Bidder should not have been blacklisted / debarred by any Government / Government Organisation / PSU / PSB / IBA / RBI / SEBI / Regulatory bodies for Information and Cyber Security Audit and Security review	Self-Certification

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected: along with supporting documents.

****The above-mentioned criteria are mandatory in nature. The bidders should qualify all the above-mentioned eligibility criteria for being eligible to submit the bid which will later be evaluated as per the technical evaluation criteria mentioned in the RFP.**

****Relaxation to Start-up & MSE-Point-2 of Eligibility criteria** Bidder individually and not Group Company should have average minimum turnover of Rs. 0.90 Crores during last three financial years (2020-21 and 2021-22 and 2022-23)

6. SKILL SET AND EXPERIENCE REQUIREMENTS OF RESOURCES:

As desired in the Technical evaluation matrix and scope of work.

Subcontracting/hiring of external resources is not permitted.

7. ELIGIBILITY AND TECHNICAL CRITERIA:

Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Appendix-B & Annexure-B & C** The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.

8. COST OF BID DOCUMENT:

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

9. CLARIFICATION AND AMENDMENTS ON RFP/PRE-BID MEETING:

- i. Bidder requiring any clarification on RFP may notify the Bank in writing strictly as per the format given in **Appendix-C** at the address/by e-mail within the date/time mentioned in the Schedule of Events.
- ii. A pre-Bid meeting will be held in person on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website /GeM portal or conveyed to the Bidders.

- iv. The Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's website /GeM portal regularly till the date of submission of Bid document specified in the Schedule of Events/email and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. The Bank, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.
- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

10. CONTENTS OF BID DOCUMENT:

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. The Bank has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting

documents and printed literature shall be submitted in English. iv. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

11. EARNEST MONEY DEPOSIT (EMD): Rs.3,75,000/-

Amount should be deposited in

A/c No: 4897932113433

IFSC: SBIN0011343

Account Name: Subsidy Inward Remittance

Mode: NEFT and RTGS only

12. BIDDING PROCESS:

It is mandatory for all the Bidders to participate through GeM portal. It should be done in corporate capacity.

All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFP will have to be submitted. Only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agreeing to comply with all terms and conditions specified in this document will be evaluated for technical specifications. Those bids that have been shortlisted after evaluating the technical bids shall be empaneled for engagement period.

13. BID PREPARATION AND SUBMISSION:

- i.* The Bid is to be submitted separately for technical and Price on GeM portal for Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year in response to the **RFP No. SBI/GITC/ISD/2023-24/ISO/33** dated **10.01.2024** Documents mentioned below are to be uploaded on GeM portal:
- ii.* Technical Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head
- iii.* Detailed Audit Plan and Resource profile should be submitted along with the Technical Bid covering letter/Bid form.

- iv.* Bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder and purchaser must be written in English. Any non-English language responses should be accompanied by a certified English translation.
- v.* Bidder must provide individual and factual replies to specific questions asked in the RFP.
- vi.* The Bidder must thoroughly study/analyze and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- vii.* Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. The Bank has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- viii.* The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.
- ix.* The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.
- x.* Documents mentioned below are to be uploaded on GeM portal:
 - i.* Technical Bid covering letter/Bid form on the lines of Appendix-A on Bidder's letter head.
 - ii.* Bidder's information as per Annexure A on bidder's letter head.

- iii. Bank may ask for word copy of all the technical evaluation formats (Annexure C1 to C6) from all interested bidders after opening of online Technical bids.
 - iv. Audited balance sheets and profit and loss account statement for last 3 years FY.
 - v. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.
 - vi. Response to all points of the technical evaluation format should be as per Annexure C, C1, C2, C3, C4, C5 and C6.
 - vii. Non-Disclosure Agreement as per Annexure D.
 - viii. Compliance Statement as per Annexure E.
- x.* Indicative Price Bid for Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year in response to the **RFP No. SBI/GITC/ISD/2023-24/ISO/33** dated **10.01.2024** should contain only indicative Price Bid strictly on the lines of **Annexure-F**. The Indicative Price must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.
- xii.* **Bidders may please note:**
- (a) The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.
 - (b) While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section.
 - (c) Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
 - (d) The Bid document shall be complete in accordance with various clauses of the RFP document, or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
 - (e) It is mandatory for all the Bidders to participate through GeM portal.
 - (f) Bids are liable to be rejected if only one Bid (i.e. Technical Bid or Indicative Price Bid) is received.

- (g) If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- (h) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (i) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (j) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- (k) All the enclosures (Bid submission) shall be serially numbered.
- (l) Bidder(s) should prepare and submit their online Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Bank shall not be held responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of online Bids.
- (m) Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened, due to virus or otherwise, during Bid opening, the Bid is liable to be rejected.
- (n) The Bank reserves the right to reject Bids not conforming to above.

14. DEADLINE FOR SUBMISSION OF BIDS:

- i. Bids must be submitted online on GeM portal by the date and time mentioned in the “Schedule of Events”.
- ii. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as “Technical Bid”. The said envelope shall clearly bear the name of the project and name and address of the Bidder. In addition, the last date for bid submission should be indicated on the right and corner of the envelope. The original documents should be submitted within the bid submission date and time for the RFP at the address mentioned in SI No 1 of Schedule of Events, failing which Bid will be treated as non-responsive.
- iii. In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received upto the appointed time on the next working day.
- iv. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.

15. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on GeM portal, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP.
- iv. A withdrawal notice may also be sent by the authorised representatives of the company through email, but followed by a signed confirmation copy, not later than the deadline for submission of Bids.

16. PERIOD OF BID VALIDITY AND VALIDITY OF PRICE QUOTED IN REVERSE AUCTION (RA):

- i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.
- ii. Price quoted by the Bidder in Reverse auction shall remain valid for duration of 6 calendar months from the date of conclusion of RA.
- iii. In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, the Bank will not forfeit its EMD. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document.
- iv. Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

17. BID INTEGRITY:

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

18. EVALUATION PROCESS:

Preliminary Examination:

Bids will be examined by the Bank to determine whether they are complete. A bid determined as not substantially responsive will be rejected. The Bank may, at its discretion waive any minor non- conformity or irregularity in a bid which does not constitute a material deviation.

After opening of the technical bids and preliminary examinations, some or all the bidders may be asked to make presentation of the services offered by them. Any effort on the part of bidder to influence bid evaluation process or award of contract may result in the rejection of the bid.

19. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events. The technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same on GeM portal. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.
- ii. In the first stage, only technical Bid will be opened and evaluated. Bids of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for indicative price Bid opening and further RFP evaluation process.
- iii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD

and Tender Fee for the desired amount and validity period is available and the Bids are generally in order. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

- iv. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP in toto, without any deviation.
- v. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the Service proposed to be offered by them.
- vii. If a Bid is not responsive, it will be rejected by the Bank and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

20. TECHNICAL EVALUATION:

- i. Technical evaluation will include information submitted as per technical Bid format, demonstration of proposed Services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their Services. The Bidder will demonstrate/substantiate all claims made in the technical Bid along with supporting documents to the Bank, the capability of the Services to support all the required functionalities as desired in the Job description (Appendix B). The Bidder should submit the resumes of the resources proposed to be onboarded for SBI. The Bidder should inform the resources to be in readiness for any interaction (if required) associated in regard to their skill set and Job knowledge by the Bank Officials.at their own cost.
- ii. During evaluation and comparison of Bids, the Bank may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No clarification at the initiative of the Bidder shall be entertained after bid submission date.
- iii. The evaluation will also consider:
 - . State of the art services offered by the bidder to any noticeable Bank in India. The bidder should furnish the details.

- Capability of the proposed services to meet future requirements not outlined in the RFP.
- In house development capability of tools / utilities.
- Bidder support facilities

a. Technical – Evaluation Parameter

Sl. No.	Parameter	Yes / No	Details required in Annexure as per C1 to C6
1.	Assignments handled in minimum 5 different organizations under Information / Cyber security domain in BFSI clients (In Public Sector Bank / Private Sector Bank / Global Bank / Financial Institutions (FIs) / NBFC) from March 2020 onward. (Supporting Documents-Purchase order/Work Order/Client Reference to be furnished)	Yes / No	C1
2.	Minimum Rs.1 Crore of average yearly turnover during last three FYs (FY-2020-2023) of the organization. (Supporting Documents-Balance sheet to be furnished)	Yes / No	C2
3.	Minimum 3 engagements in different organization in the BFSI sector in context of scope of work – Information security awareness from March 2020 onward. (Supporting Documents-Purchase order/Work Order/Client Reference to be furnished)	Yes / No	C3

4.	<p>Minimum 3 skilled resources having qualification and working experience in Cyber Security awareness as per scope of work (having minimum 3 years of experience in IT-Security domain). The resources must have minimum one certification as mentioned under:</p> <p>Certification: CEH /ISO 27001LA/ LI/ CHF/ CISA/ CISM/ CISSP. (Supporting documents –Detailed profile of the resources to be shared in the specified format) **The resources deployed should have knowledge on industry level cyber security standards and should have experience on drafting content for spreading IS awareness among employees and customers as well.</p>	Yes / No	C4
5.	<p>Minimum 3 skilled resources having qualification and working experience in designing / creative field. They should have experience in multimedia designing for spreading Information/Cyber Security awareness for public and employees. (having minimum 2 years of experience in multimedia).</p> <p>*The resources must have minimum one certification relevant under this domain.</p> <p>**The resource engaged for IS awareness should have skills and experience in designing/ presenting the technical content into multimedia as per the scope of work.</p>	Yes/No	C5
6.	<p>Organization has adequate capabilities for translation of approved content in various vernacular Indian languages as per the scope of work (Only declaration is required for having capabilities of translation as referred in Scope of work).</p>	Yes / No	C6

Technical Evaluation Excel sheet has also been shared along with this RFP for the information of the bidders. Bidders should fill in their credentials in the Technical evaluation sheet and share with the Bank as a part of technical bid. Bidders to note that, eligibility will be based on the credentials filled in by the bidders shall not be final and binding on the Bank. The Bank's decision on shortlisting of bidders as a part of technical evaluation thereof shall be final. Bidders will be shortlisted on the basis of fulfilment of all the criteria as desired by the Bank based on technical evaluation.

Post engagement, the allocation / distribution of activities / assignments will be solely at the discretion of the Bank. The Bank will assign the services to the authorised person of the successful bidders who will manage the whole .The Bank reserves the right to accept the bids or opt for negotiation and offer the rates or cancel the entire RFP process.

Bidders will be shortlisted on the basis of fulfilment of all the criteria desired by the Bank based on technical evaluation and presentation (if required) at the discretion of the Bank.

Bidders found unqualified will not be considered for further evaluation/reverse auction.

Bidders to provide required details as per Annexure C1 to C6 for Sl.No.1 to 6 above.

However, Bank reserves right to evaluate periodically i.e. Monthly/quarterly/Yearly.

**** Relaxation to Start-up & MSE-Point-2 of Evaluation parameter**
Bidder individually and not Group Company should have average minimum turnover of Rs. 0.90 Crores during last three financial years (2020-21 and 2021-22 and 2022-23)

21. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION:

- i. The indicative price Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened.

- ii. All the Bidders who qualify in the evaluation process shall have to participate in the online reverse auction to be conducted by Bank's authorized service provider on behalf of the Bank.
- iii. Shortlisted Bidders shall be willing to participate in the reverse auction process through GeM portal. Bidders shall also be willing to abide by the e-business rules for reverse auction framed by the Bank / GeM portal. The details of e-business rules, processes and procedures is available on GeM portal.
- iv. The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction.
- v. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of **Annexure-F** within 48 hours of conclusion of the Reverse Auction, failing which Bank may take appropriate action.
- vi. Errors, if any, in the price breakup format will be rectified as under:
 - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
 - (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
 - (c) If the Bidder has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
 - (d) The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.

22. SIGNING OF MASTER SERVICE LEVEL AGREEMENT (MSLA)

SBI will notify successful bidder(s) in writing by letter in duplicate or email/ fax that its bid has been accepted. The Selected bidder(s) must return the duplicate copy to the Bank within 5 working days duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

The successful bidder(s) shall be required to enter into a contract/Master SLA with the Bank, within 5 days of intimation of successful bidder or within such extended period as may be decided by the Bank along with the letter of acceptance, Non-Disclosure Agreement (NDA), BG and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof.

Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.

The contract/agreement will be based on bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc., and will include project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc.

The Bank reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.

23. SUB-CONTRACTING

As per scope of this RFP, sub-contracting is not permitted.

24. USE OF TOOLS:

The bidders should use only licensed tools while performing various types of activities as per Scope of work.

25. MODEL OF ENGAGEMENT

The bidders should deploy skilled resources having qualification and working experience in Cyber Security awareness as per Skill-set and educational/professional criteria/scope of work of this RFP.

26. DEPLOYMENT OF RESOURCES:

The bidders should deploy resources for Cyber Security awareness as per Skill-set and educational/professional criteria of this RFP within 10 days from the date of declaration of the successful bidder in the reverse auction. The detailed profile of the resources is to be uploaded in the GeM portal. The defined resources may be interviewed to meet our desired requirements. If any resource is found unsuitable during the deployed period, the successful bidder has to provide an immediate replacement within 2 working days from the date of intimation. In case of resource resignation/termination during the deployed period, the successful bidder has to make necessary arrangement and provide an immediate alternative/replacement. In case the bidder fails to deploy as above, entire contract/assignment will be cancelled, and the penalty will be levied.

27. Cancellation of Contract

The Bank shall have the right to cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of at least 30 days (thirty days) days, for any valid reason, including but not limited to the following:

- i) Laxity in following security standards laid down by the Bank.
- ii) Excessive delay in execution of orders placed by the Bank.
- iii) Discrepancies / deviations in the agreed processes and/or products.
- iv) Violation of terms & conditions stipulated in this RFP.

If the performance of the bidder is not satisfactory in an assignment awarded to them, the Bank may terminate the assignment and impose penalty for the same. The penalty may extend up to the contracted amount.

In the event of SBI terminating the Contract in whole or in part, SBI may assign, upon such terms and in such manner, as it deems appropriate, bidder shall be liable to the Bank for excess costs for such similar services and services those are undelivered.

Bank reserves the right to report any misconduct on part of the selected bidder during empanelment or non-reporting of any material observation having impact on SBI reputation or threat to Information owned and held with SBI or non-following the clauses of this RFP and future agreement/SLA to be signed with SBI to RBI, SEBI, Cert-in, NCIIPC etc. or notify it publicly.

Bank also reserves its right to blacklist the defaulting bidder on temporary or permanent basis.

28. RESPONSIBILITIES OF THE BIDDERS:

The bidders, while driving the Information Security awareness campaign at Bank, are expected to provide qualitative and substantive services. In case any compromise of data/information/Information Asset/controversial materials/no discharge of the services as per the scope of work etc. surfaces on account of bidder the Bank reserves the right to blacklist the defaulting bidder on temporary or permanent basis

29. PLACE OF ASSIGNMENTS:

The bidders selected for empanelment and assigned the jobs as per this RFP, need to deploy the personnel resources generally at offices of the Bank at Navi Mumbai, Mumbai of Information Security Dept. In a few cases, personnel resources may be required to deploy other cities in India or abroad for Cyber Security related services as per requirements. In case of on-site assignments within the Mumbai and Navi Mumbai region, no conveyance and out of pocket expenses shall be paid by the

Bank. However, for the on-site assignments at the places, outside the Mumbai and Navi Mumbai region, the personnel resources will be eligible for transportation and out of pocket expenses.

Outstation travel: Out of pocket expenses/Lodging/Boarding expenses – on actual basis subject to a maximum of Rs. 4,000.00 per day for metro and state capitals and Rs. 2,500.00 for other locations. Air travel-economy class lowest fare from Company's Head Office/Mumbai/current location of the resource to the activity location whichever is lowest.

30. CONTACTING THE BANK:

- i. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of indicative price Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bid.

31. AWARD CRITERIA AND AWARD OF CONTRACT:

i. **Applicability of Preference to Make in India, Order 2017 (PPP-MII Order)**

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto will be applicable for this RFP and allotment will be done in terms of said Order as under:

(a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.

(b) If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.

Or

(a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.

(b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.

(c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin

of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.

For the purpose of Preference to Make in India, Order 2017 (PPP-MII Order) and revision thereto:

“Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

“Class-I local supplier” means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed for

‘Class-I local supplier’ hereunder.

“Class-II local supplier” means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed for ‘Class-II local supplier’ hereunder. Class-II local supplier shall not get any purchase preference under this RFP.

“Non-local supplier” means a supplier or service provider whose product or service offered for procurement has ‘local content’ less than that prescribed for ‘Class-II local supplier’ under this RFP.

“Minimum Local content” for the purpose of this RFP, the ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’ is minimum 50%. For ‘Class-II local supplier’, the ‘local content’ requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’/ ‘Class-II local supplier’, same shall be applicable.

“Margin of purchase preference” means the maximum extent to which the price quoted by a ‘Class-I local supplier’ may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.

ii. **Verification of local content**

The ‘Class-I local supplier’/ ‘Class-II local supplier’ at the time of submission of bid shall be required to provide self-certification as per **Appendix-D** that the

product or service offered meets the minimum local content requirement for 'Class-I local supplier'/ 'Class-II local supplier' as the case may be and shall give details of location(s) at which the local value addition is made.

Or

The 'Class-I local supplier'/ 'Class-II local supplier' at the time of submission of bid shall be required to provide a certificate as per **Appendix-D** from the statutory auditor or cost auditor of the company (in the 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 requirement for 'Class-

I local supplier'/ 'Class-II local supplier' as the case may be.

- iii. Total cost of Services along with cost of all items specified in **Appendix-B** would be the Total Cost of Ownership (TCO)/Total Project Cost and should be quoted by the Bidder(s) in indicative price bid and reverse auction.
- iv. Bank will notify successful Bidder in writing by way of issuance of purchase order through letter or fax/email that its Bid has been accepted. The selected Bidder has to return the duplicate copy of the same to the Bank within **3 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- v. The successful Bidder will have to submit Non-disclosure Agreement, Bank Guarantee for the amount and validity as desired in this RFP and strictly on the lines of format given in appendix of this RFP together with acceptance of all terms and conditions of RFP.
- vi. Copy of board resolution and power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- vii. The successful Bidder shall be required to enter into a Contract with the Bank and submit the Bank Guarantee, within 10 days from issuance of Purchase Order or within such extended period as may be decided by the Bank.
- viii. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and Service Provider's acceptance thereof, would be binding contractual obligation between the Bank and the successful Bidder.

- ix. The Bank reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.
- x. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or BG.
- xi. Upon notification of award to the successful Bidder, the Bank will promptly notify the award of contract to the successful Bidder on the Bank's website. The EMD of each unsuccessful Bidder will be discharged and returned.

32. POWERS TO VARY OR OMIT WORK:

- i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation involves extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.
- ii. In any case in which the successful Bidder has received instructions from the Bank as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change.

33. WAIVER OF RIGHTS:

Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this RFP will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing and signed by the waiving Party.

Further the waiver or the single or partial exercise of any right, power or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

34. CONTRACT AMENDMENT:

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

35. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in Award Criteria and Award of Contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or

Bidders of the grounds for the Bank's action.

36. PERFORMANCE BANK GUARANTEE: 10% of the Successful Bid amount.

37. SERVICES: (DELETE, WHICHEVER IS NOT APPLICABLE AS PER THE SCOPE OF WORK)

- i. Service Provider should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.

- ii. Service Provider shall provide information about implemented and updated version of licensed tools.
- iii. Service Provider shall support the services during the period of Contract as specified in Scope of work in this RFP.
- iv. Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by the Bank.
- v. Service Provider should be well trained to effectively handle queries raised by the customers/employees of the Bank.

38. PENALTIES:

The Bank will be authorized to forfeit the amount of Bank Guarantee if the bidder fails to comply with the contracted terms and conditions.

39. RIGHT TO VERIFICATION:

The Bank reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

40. RIGHT TO AUDIT:

- i. The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.

- ii. Where any deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- iii. Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by Service Provider.
However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

41. VALIDITY OF AGREEMENT:

The Agreement/ SLA will be valid for the period of **One Year** extendable as per Bank's requirement. The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.

42. LIMITATION OF LIABILITY:

- i. The maximum aggregate liability of Service Provider, subject to clause 31 (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.
- ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.
- iii. The limitations set forth herein shall not apply with respect to:
 - (a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right;
 - (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,

- (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
- (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.

For the purpose of clause 31(iii)(b) **“Gross Negligence” means** any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

“Willful Misconduct” means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

43. CONFIDENTIALITY:

Confidentiality obligation shall be as per non-disclosure agreement (NDA) and Master Service Level Agreement (MSLA) with Bank.

44. DELAY IN SERVICE PROVIDER’S PERFORMANCE:

- i. Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. Service Provider is obliged to work closely with the Bank’s staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.
- iii. Service Provider will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider’s

negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

- iv. Service Provider is responsible for activities of its personnel or subcontracted personnel (where permitted) and will hold itself responsible for any misdemeanours.
- v. Service Provider shall treat as confidential all data and information about the Bank, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank as explained under 'Non-Disclosure Agreement' with Bank
- vi. Services shall be made by Service Provider within the timelines prescribed in part II of this document.
- vii. If at any time during performance of the Contract, Service Provider should encounter conditions impeding timely delivery and performance of Services, Service Provider shall promptly notify the Bank in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of Service Provider's notice, the Bank shall evaluate the situation and may, at its discretion, extend Service Providers' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- viii. Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).

45. SERVICE PROVIDER'S OBLIGATIONS:

- i. Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. Service Provider is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.

- iii. Service Provider will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- iv. Service Provider is responsible for activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanours.
- v. Service Provider shall treat as confidential all data and information about the Bank, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the
Bank as explained under 'Non-Disclosure Agreement' of this RFP.

46. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:

- i. For any technology / software / product used/supplied by Service Provider for performing Services for the Bank as part of this RFP, Service Provider shall have right to use as well as right to license such technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Service Provider.
- ii. Without the Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this RFP.
- iii. Subject to RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.
- iv. The Bank will give (a) notice to Service Provider of any such claim without delay/provide reasonable assistance to Service Provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that

- (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defence and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.
- v. Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an infringement claim and Service Provider did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the deliverable (if any) by the Bank.
- vi. Service provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all intellectual property rights, copyrights. Any work made under this RFP shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.
- vii. The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this RFP, and any other component/ framework/ middleware used/ developed as pre-built software assets to deliver the solution, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property. However, Service Provider shall hold All Intellectual Property rights in any pre-built software per se, except for those which have been assigned under this RFP.
- viii. All information processed by Service provider during software maintenance belongs to the Bank. Service provider shall not acquire any other right in respect of the information for the license to the rights owned by the Bank. Service provider will implement mutually agreed controls to protect the information. Service provider also agrees that it will protect the information appropriately.

47. TECHNICAL DOCUMENTATION:

- i. Service Provider shall provide documents related to review records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of service level failure as and when applicable.
- ii. Service Provider shall also provide the MIS reports, data flow documents, data register and data dictionary as per requirements of the Bank. Any level/

version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.

48. LIQUIDATED DAMAGES:

If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

49. CONFLICT OF INTEREST:

- i. Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder’s proposal (the “Damages”), without prejudice to any other right or remedy that may be available to the Bank under the bidding Documents and/ or the Agreement or otherwise.
- ii. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:
 - (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by

a bank, insurance company, pension fund or a public financial institution referred to in section 2(72) of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

- (b) a constituent of such Bidder is also a constituent of another Bidder; or
- (c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
- (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- (e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other’s information about, or to influence the Bid of either or each other; or
- (f) such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the RFP.

iii. For the purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the “Associate”). As used in this definition, the expression “control” means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

50. CODE OF INTEGRITY AND DEBARMENT/BANNING:

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **“corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
 - (b) **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;
 - (c) **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
 - (d) **“Anti-competitive practice”** means any collusion, bid rigging or anticompetitive arrangement, or any other practice coming under the

purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, noncompetitive levels;

- (e) **“Obstructive practice”** means materially impede the Bank’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank’s rights of audit or access to information;

v. Debarment/Banning

Empanelment/participation of Bidders and their eligibility to participate in the Bank’s procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank’s procurement process shall be considered against delinquent Vendors/Bidders:

(a) Holiday Listing (Temporary Debarment - suspension):

Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanours, the vendors may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Vendor is, however, not removed from the list of empanelled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);
- Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

(b) Debarment from participation including removal from further participation

Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from further participation, in any such bids, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from participating in any further bids.

- Without prejudice to the rights of the Bank under Clause 39(i) hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date of debarment.
- Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review for empanelment;
- If Vendor ceases to exist or ceases to operate in the category of requirements for which it is empanelled;
- Bankruptcy or insolvency on the part of the vendor as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency;
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents;
- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation;
- Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.

- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) Banning from Ministry/Country-wide procurements

For serious transgression of code of integrity, a delinquent Vendor (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

51. TERMINATION FOR DEFAULT:

- The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
 - If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank;
 - If Service Provider fails to perform any other obligation(s) under the RFP/Agreement;
 - Violations of any terms and conditions stipulated in the RFP;
 - On happening of any termination event mentioned in the RFP/Agreement.

Prior to providing a written notice of termination to Service Provider under clause 40 (i) (a) to 40 (i) (c), the Bank shall provide Service Provider with a written notice of 15 (fifteen) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

- In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.
- If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of

this RFP and shall also support the orderly transition to another vendor or to the Bank.

- iv. During the transition, Service Provider shall also support the Bank on technical queries/support on process implementation.
- v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.
- vi. In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. 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 or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

52. FORCE MAJEURE:

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or Sub-Contractor but does not include any foreseeable events, commercial

considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

- iii. If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. If the Force Majeure situation continues beyond 15 (fifteen) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.

53. TERMINATION FOR INSOLVENCY:

The Bank may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

54. TERMINATION FOR CONVENIENCE:

- i. The Bank, by written notice of not less than 15 (fifteen) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).
- ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

55. DISPUTES / ARBITRATION (APPLICABLE IN CASE OF SUCCESSFUL BIDDER ONLY):

- i. All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including dispute concerning interpretation) or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the Contract, abandonment or breach of the Contract), shall be settled amicably. If however, the parties are not able to solve them amicably within 15 (fifteen) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, either party (SBI or Service Provider), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and arbitration proceeding shall be conducted in accordance with Arbitration and Conciliation Act 1996 and any amendment thereto. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.
- ii. Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
- iii. Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

56. GOVERNING LANGUAGE:

The governing language shall be English.

57. APPLICABLE LAW:

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

58. TAXES AND DUTIES:

- i. Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by Service Provider shall include all such taxes in the quoted price.
- ii. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes and Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (**As per GeM**).
- iii. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by Service Provider and the Bank shall not be liable for the same. Only specified taxes/ levies and duties in the GeM will be payable by the Bank on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **GeM** are replaced by the new legislation of Government, same shall be borne by the Bank. The Bank shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder.
- iv. Prices payable to Service Provider as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty.
- v. Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.
- vi. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by Service Provider. The Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

59. TAX DEDUCTION AT SOURCE:

- i. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to

Service Provider. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.

- ii. Service Provider's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and Service Provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

60. TENDER FEE: Not applicable

61. EXEMPTION OF EMD AND TENDER FEE: Not applicable

62. NOTICES:

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Fax and confirmed in writing to other Party's address. For all notices, the following shall be the current address:

The CISO,
Information Security Department,
Ground Floor, A Wing
State Bank Global IT Centre
Sector 11, CBD Belapur
Navi Mumbai – 400 614

Email: ciso@sbi.co.in

The notice shall be effective when delivered or on the notice's effective date whichever is later.

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across the Bank for One year*



Part-II

Appendix –A

BID FORM (TECHNICAL BID)

[On Company's letter head]
(To be included in Technical Bid)

Date: _____

To:

Deputy General Manager (ISO)
State Bank of India
Information Security Department,
State Bank Global IT Centre,
Ground Floor, A Wing, Sector 11,
CBD Belapur, Navi Mumbai-400614

Dear Sir,

Ref: Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to provide Services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid through online auction to be conducted by the Bank's authorized service provider, on the date advised to us.

- i. While submitting this Bid, we certify that:
- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
 - We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
 - Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
 - The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
 - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.

- We have quoted for all the services/items mentioned in this RFP in our indicative price Bid.
 - The rate quoted in the indicative price Bids are as per the RFP and subsequent preBid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
- ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.
- iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
- v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.
- vii. We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement as per template available in this RFP and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.
- viii. On acceptance of our technical bid, we undertake to participate in Reverse auction by way of login in Reverse auction tool. In case of declaration as successful Bidder on completion of Reverse auction process, we undertake to complete the formalities as specified in this RFP.

- ix. The commercial bidding process will be through the reverse auction process to be conducted by the Bank at GeM portal. We understand that the authorized representative who would participate in the reverse auction process through GeM portal.
- x. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on the Bank and us.
- xi. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- xii. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- xiii. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.
- xiv. We hereby certify that we (participating in RFP as OEM)/ our OEM have a support center and level 3 escalation (highest) located in India.
- xv. We hereby certify that on the date of submission of Bid, we do 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.
- xvi. We hereby certify that we have read the clauses 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 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.

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- xvii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.

- xviii. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this day of 20..

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

_____ **Seal of the company.**

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Appendix-B

SCOPE OF WORK

Information Security Awareness: Scope of Work (2023-24)-One year

Major Scope:

S. No	Services	Frequency	Duration
1	Conducting Information Security Awareness programme for Customers, Bank Employees, & Vendor Partners.	Ongoing basis	1 Year
2	In the context of Sr. No. 1 preparation of Information Security awareness Videos, Audios, Booklets, Brochures, Fliers, Radio Jingles, AD Screensavers, presentations etc & such other content as defined in detail hereafter for spreading IS awareness in the Bank.	Ongoing basis	1 Year

1. Detailed Scope of the work and expectations from the Knowledge Partner:

The knowledge partner shall define the strategy for content creation, draft the content considering technical and behavioural aspects, provide a calendar of activities to be carried out during the contract period, design the content in the required format, define strategies and programme for onward delivery to the target audience. The knowledge partner shall also provide program management support for end-to-end management of SBI's IS awareness and outreach program.

Following parameters are to be considered for delivering the given scope of work:

Parameter	Awareness
Audience	<ul style="list-style-type: none"> • Customers • Bank Employees • Vendor Partners

Parameter	Awareness
<p>Broad topics for Customers</p>	<p>The broad topics for customer awareness will include:</p> <ul style="list-style-type: none"> • Introduction to information security and its importance. • Social engineering attacks best practices to prevent such attacks. • Mobile Security (UPI and security from Rogue Apps). • Security in digital banking e.g. YONO, mobile banking, INB, ATM, UPI, etc. • Wi-Fi Security/Email Security. • Password Security. • Debit/Credit Card Security. • Online shopping, Browser and e-Wallet security. • Knowledge of cyber security initiatives taken by Govt. and the mechanism to lodge complaint with Govt. authorities and in the Bank. • Security from Social Media Frauds. • Latest cyber threat incidents and lessons learnt. • Common security mistakes and precautionary approach to avoid them. • Prevalent mechanism used by cyber criminals to execute the cyber frauds. • Any other topic or agenda as decided by the management during the contact period.
<p>Broad topics for Bank Employees</p>	<p>In addition to all the topics mentioned in the broad topics for customers, the following additional items/topics to be included for employee awareness:</p> <ul style="list-style-type: none"> • Information security in banking operations. • Emerging Technology in bank and challenges to secure bank information and information assets. • Cyber threats and its potential impact on business/organization. • Information security aspects of Business Continuity Management. • Types of attacks and vulnerabilities. • OWASP standards and best practices. • Awareness sessions with live hacking demos on emerging cyber threats or simulation of the ways to execute the cyber frauds. • Identity theft and password management. • Security aspects of third-party relationships. • Cloud Computing and Security. • Mobile Computing Security.

Parameter	Awareness
	<ul style="list-style-type: none"> • VPN/ Work from Anywhere security tips. • Acceptable Usage Policy for desktop/laptop usage, mobile/portable device usage, email usage, internet usage, social media usage, clean desk policy etc. • Discussion on relevant CSITE Advisories. • IS policy and Cyber Security policy. • Any other topic or agenda as decided by the management during the contract period. • Global best practices in Cyber Security. • Recent Cyber security incidents in brief and the lessons learnt.
<p>Broad topics for Vendor Partners</p>	<p>All the topics mentioned above in employee awareness category excluding discussion on SBI's internal policies.</p>
<p>Format of the content</p>	<ul style="list-style-type: none"> • Videos (caricature / animated videos/or using latest and innovative mechanism) of shorter and longer duration for circulation among customers and employees. • Audio files, Radio Jingles, Announcements, and Advertisement etc. • Manuals/Booklets/Brochures/Fliers. • Presentations / IS Awareness sessions. • Security Bytes on Email/SMS/WhatsApp. • Quizzes. • Advertisements on mainstream (Electronic/Print/Radio) as well as social media as decided by the competent authority from time to time.
<p>Language</p>	<ul style="list-style-type: none"> • Hindi • English • Prominent Indian Regional Languages such as Bengali, Gujarati, Punjabi, Tamil, Telugu, Kannada, Malayalam, Marathi, Odia, Urdu.
<p>Delivery Channels</p>	<ul style="list-style-type: none"> • Social Media: Preparation of relevant cyber security tips and best practices for Bank's social media platforms at regular intervals. Cyber security tips will be prepared on emerging scams and steps to be taken to avoid frauds. Static as well as video Infographics will be created for social media post. Normally, we propose to publish two posts every week on social media. Various features of posts such as feed post, poll, horizontal / vertical slider, story, gaming posts, reels and other trending posts etc trending in social media will be used to engage interaction with

Parameter	Awareness
	<p>the audience by posting questions, crossword quiz, jumbled word puzzle etc.</p> <p>Preparation of deliverables to conduct social media campaign (for continuous one month twice in a year) to accelerate the cyber security message from Bank to its customers in a creative way and understandable approach.</p> <ul style="list-style-type: none"> <p>• Direct Customer Interaction/ Campaign: Presentation, creatives in the form of static design, videos, audios will be required from knowledge partner to conduct IS awareness sessions by Bank in campaign mode. The creatives should be designed considering the awareness requirement pertains to different audience such as youngsters, armed forces personnel, professionals, senior citizens, home makers, and people from remotest area.</p> <p>• Bank’s Customer Facing Websites: Cyber security messages and templates will be required from knowledge partner for publishing on Bank’s customer facing websites (Bank.sbi/online.sbi) with innovative approach in addition to posting on internal webpages of the Bank.</p> <p>• Emails: Cyber bytes will be required from knowledge partner for onward delivery to employees and customers through emails at frequent intervals.</p> <p>• AD Screensavers: Cyber security messages will be published as screensavers on Bank’s workstation. At least twelve sets of screen savers will be designed by knowledge partner during the contract period. AD screensavers should be designed using licensed tool and knowledge partner should provide the security clearance of the .scr files.</p> <p>• Electronic/Print Media: Cyber safety tips will be published in leading English/Hindi/Regional language newspapers depending upon the management’s direction. Creatives for the same will be required from knowledge partner.</p> <p>• Radio: Radio jingles will be prepared and played on the leading FM channels. During the contract period, two radio jingles will be</p>

Parameter	Awareness
	<p>created in Hindi, English and in prominent Indian regional languages such as Tamil, Telugu, Kannada, Malayalam, Odia, Bengali, Punjabi, Gujarati, and Marathi etc by knowledge partner.</p> <ul style="list-style-type: none"> • Manuals/Booklets: Multiple manuals / booklets / brochures and fliers will be designed in prominent Indian regional languages, throughout the year for circulation among customers, employees, and vendors by knowledge partner. • Online/Offline IS Awareness Sessions: Online /offline IS awareness sessions to be conducted by knowledge partners for employees and vendor partners of the Bank. • Educative material: Small, animated videos with voiceover, pre-read in PDF, brochure, will be distributed by bank among employees and vendors for easy dissemination of critical / important information. These materials will be drafted by knowledge partner based on the requirement of the Bank to educate Bank's employee about secure practices as per their assigned role. For developers, the education material should cover OWASP and SANS standards. • Quiz: To assess the level of cyber security of the employees, quiz will be conducted for all employees regularly. MCQs will be prepared by knowledge partner from IS policy, Acceptable User Policy of the Bank, data security, regulators guidelines, secure cyber practices etc.

The below sub-sections provide the workflow details of the Scope of work.

2. Parameters to be considered for designing the content strategy by knowledge partner:

Sr. No.	Parameter	Description
1	Audience	Different audiences may require different approach for content creation, and, therefore, content to be created separately for each audience type.
2	Topic	Each distinct topic on cyber security shall require separate content creation and presentation.

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Sr. No.	Parameter	Description
3	Channel	The content is required to be created keeping in mind the channels or the modes of delivery.
4	Format	The formats in which the content is required to be created includes (but may not be limited to) text, graphical and audio-visual.
5	Language	The content shall be created in English/Hindi/Regional languages (as required by bank).

Workflow for finalising the content by knowledge partner:

1	Ideation	<ul style="list-style-type: none"> Identify the audience. Identify the behavioral gap.
2	Creation	<ul style="list-style-type: none"> Brainstorm concepts /ideas /story to achieve the goals. Align ideas with SBI branding strategy. Align the content presentation strategy for desired behavior outcome. The content shall focus on IS awareness to prevent cyber threats and respective threat prevention techniques. Develop storyboards along with effective reference visual ideas / images.
3	Revision/Approval	<ul style="list-style-type: none"> Deliver draft content for review /approval from appropriate authority of bank. Implement feedback provided by bank after content delivery.
4	Implementation of feedback	<ul style="list-style-type: none"> Final editorial review. Handoff to Design team for visual/audio creation.

3. Content Creation:

The Knowledge Partner shall create content on prevention of cyber threats. The content shall include online/offline awareness sessions with live hacking demos or simulations of execution of cyber frauds for customers and employees (including technical staffs) on emerging cyber threat scenario and digital security topics like internet banking security, Apps and mobile security, Wi-Fi security, social engineering attacks, e-Wallet security, email security, 3rd

party security, VPN Security, Identity theft and privacy management, social media fraud etc.

Content creation is a strategic and mindful process of creating effective text along with visual description for each format. The knowledge partner shall create the content which is aligned with the objective of the content and should be easily comprehensible for the target audience.

4. **Content Designing:**

Once the content is approved by SBI, the Knowledge partner would design the content in required format - Videos, Audios, Booklets, Brochures, Flyers, Emails and Presentations. The content design would include Lay-outing, Typography, Pictures, Info-graphics Animations, voice-over etc.

The design would follow SBI branding guidelines. Actual Human voice or human-generated voice by computer depending upon the need of the creatives is required for audio/video content.

The design shall be submitted and presented to SBI for review and feedback.

Post implementation of feedback comments and acceptance by SBI the content shall be delivered to the target audience.

5. **Program Management for SBI's Awareness Initiatives:** The knowledge partner shall be responsible for end-to-end delivery and management of SBI's awareness Initiatives including strategizing, creating, designing and delivery of the awareness initiatives as well as stakeholder communications.

6. **Content Delivery:** The Knowledge partner shall assist SBI in delivering the content to the target audience. The knowledge partner shall conduct IS awareness program for Bank employees, customers, and vendor partners.

The knowledge partner shall conduct IS awareness sessions for:

- i. General cadre employees - 12 sessions / year
- ii. System officials - 6 sessions /year
- iii. Vendor partners - 10 sessions /year

7. **Key points:**

- i. The knowledge partner shall assist SBI in delivery of online / offline awareness content to its customers, employees and vendor partners through direct communication, digital media such as emails, social media etc. and traditional media such as radio, newspapers, electronic media, etc.
- ii. The knowledge partner should have the required tools and technology or shall hire the creative team who will be available for service throughout the contract period on all working days of the Bank and on holidays as well in urgency, to ensure the high-end quality of creatives/deliverables in time. Videos / creatives / enablers should be appealing and should create impact on audiences.

- iii. The knowledge partner should arrange to translate the content in prominent Indian regional language to cover audiences from PAN India and should be able to provide quality translation and voice over as per the requirement.
- iv. The knowledge partner should provide one dedicated technical resource from their team onsite for coordination with SBI team and delivery to ensure uninterrupted and timely delivery of the content as per the Bank's needs.
- v. The creatives, video, audio designed for SBI will be solely used by SBI in various ways to cover audiences at all platforms such as digital, (social media/electronic media/print media etc.) and through physical mode (hoardings/banners/onsite display etc.). The open file as well as printable files of all the creatives created for SBI will be provided to us for our future use.
- vi. The knowledge partner shall assist in planning the IS awareness campaign for the known days/occasions like computer security month i.e., for November 2023, Bank's Day i.e., 1st July 2024, password day, Diwali etc. before time to ensure the delivery of content/ publishing of post on time.
- vii. The knowledge partner will arrange for some knowledgeable and expert speakers for conduct of Awareness sessions by simulating the execution of any real cyber threat or frauds.
- viii. The delivery quality and time is one of the most important factors which must be ensured by the knowledge partners.
- ix. In case if the performance is not up to the mark or in the situation of quality compromise or lack of coordination or for any other reasons if SBI management feels that the knowledge partners is not matching with the expectations, the contract is liable to be cancelled with 30 days notice and the knowledge partner will be paid for the work actually done till that time as per the contract after deducting the penalty amount. Moreover, the payment will only be made after delivery of all rights and files of all the creatives created till the engagement period.
- x. The knowledge partner will bring innovative ideas and best industry practices for effective dissemination of awareness inputs to the customers, employees, and vendor partners.
- xi. An annual awareness calendar will be prepared immediately listing out the month wise activities and the timeline of implementation shall be adhered to strictly.
- xii. The knowledge partner will coordinate with the SPOC of concerned departments for input and to ensure end to end delivery of the content.

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8. **Quantifying the entire campaign:**

The quantities of the services and enablers are as under:

	Item	Quantity / Frequency
	Program Management (including project charter, feedback mechanism, stakeholder communication, coordination, and end-to-end delivery of SBI Cyber Awareness Initiative).	One Year: Project charter and activity calendar should describe the project entirely along with the statement of scope and include objective of the program based on target audience.
	Content Strategy - Content Creation & Delivery Plan (CCDP).	One-time Content Strategy Plan and regular updates.

iii. Content Requirement:

S.N	Activity	Text / Static creatives	Videos with/ without voiceover	Audio	Booklet	Brochures	Fliers	PPTs
3.a	Social media Post	40	35	-	-	-	-	-
3.b	Direct Customer Interaction	-				6 (4-6 pages each)	6 (2 pages each)	6
3.c	On Bank website	-	6	-	0	-	12 (2-3 pages each)	-
3.d	Cyber Bytes	20	-	-	-	-	-	-
3.e	AD screensaver	12 (.scr files having 6-7 templates)						
3.f	Print Media	1 (in 12 different languages)	-	-	-	-	-	-
3.g	Radio Jingles	-	-	2 (in 12 different languages)	-	-	-	-
3.h	IS awareness Correspondence	-	-	-	1(in 12 languages of about 75-100 pages)	4 (4-6 pages each)	6	6
3.i	IS awareness sessions for employees/vendors	-	-	-	-	-	-	28
3.k	Educative material	-	6			12 (5-6 pages)		
3.j	Quiz Question Bank	600 MCQs	-	-	-	-	-	-

Important Points: There should not be any copyright infringement issues while designing and delivering the creatives to the Bank by ISSP. A declaration in this regard has to be submitted with every creative by the ISSP. If any copyright infringement issue occurs, knowledge partner will be held liable. The content which has been used elsewhere in any other organization must not be repeated for SBI.

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Appendix-C

Pre-Bid Query Format (To be provide strictly in Excel format)

Bidder Name	Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions

Appendix-D

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 _____ <details of services> 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.>

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OR

Format for Self-Certification of Local Content

Date:

To,

Dear Sir,

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

This is to certify that proposed _____ < details of services > is having the local content of _____ % as defined in the above mentioned RFP.

1. The details of location(s) at which the local value addition is made are as under:

Sl No	Product details	Name of place
1		
2		

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

Signature of authorised official

Name:

Company seal:

Appendix-E

BANK GUARANTEE FORMAT
(TO BE STAMPED AS AN AGREEMENT)

1. THIS BANK GUARANTEE AGREEMENT executed at _____ this _____ day of _____ 202 by _____ (Name of the Bank) _____ having its Registered Office at _____ and its Branch at _____ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) IN FAVOUR OF State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at _____ (procuring office address), hereinafter referred to as "SBI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

2. WHEREAS M/s _____, incorporated under _____ Act having its registered office at _____ and principal place of business at _____ (hereinafter referred to as "Service Provider/ Vendor" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to develop, implement and support _____ (name of Service) (hereinafter referred to as "Services") to SBI in accordance with the Request for Proposal (RFP) No. **SBI:xx:xx** dated **dd/mm/yyyy**.

3. WHEREAS, SBI has agreed to avail the Services from Service Provider for a period of _____ year(s) subject to the terms and conditions mentioned in the RFP.

4. WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated _____, Service Provider is required to furnish a Bank Guarantee for a sum of Rs. _____/- (Rupees _____ only) for due performance of the obligations of Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. _____/- (Rupees _____ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

5. WHEREAS, the Bank Guarantee is required to be valid for a total period of _____ months and in the event of failure, on the part of Service Provider, to fulfill any of

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its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. _____/- (Rupees _____ only).

NOW THIS GUARANTEE WITNESSETH THAT

1. In consideration of SBI having agreed to entrust Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and not withstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI not exceeding Rs. _____/- (Rupees _____ only).
2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this Guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and Service Provider.
4. This Guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-

- i. Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and

- conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- ii. This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.
 - iii. This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor. iv. The Guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
 - v. This Guarantee shall be a continuing guarantee during its validity period.
 - vi. This Guarantee shall remain in full force and effect for a period of __ year(s) _____ month(s) from the date of the issuance i.e. up to _____. Unless a claim under this Guarantee is made against us on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
 - vii. This Guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this Guarantee.

Notwithstanding anything contained herein above:

- i. Our liability under this Bank Guarantee shall not exceed Rs _____/-
(Rs. _____ only)
- ii. This Bank Guarantee shall be valid upto _____
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before _____

Yours faithfully,

For and on behalf of bank.

Authorised official

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Appendix-F

Format for Submission of Client References

To whosoever it may concern

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Start Date	
End Date	
Current Status (In Progress / Completed)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	

Name & Signature of authorised signatory

Seal of Company

Appendix-G

FORMAT FOR EMD BANK GUARANTEE

To:

EMD BANK GUARANTEE FOR
NAME OF SERVICES TO STATE BANK OF INDIA TO MEET SUCH
REQUIREMENT AND PROVIDE SUCH SERVICES AS ARE SET OUT IN THE
RFP NO.SBI:xx:xx DATED dd/mm/yyyy

WHEREAS State Bank of India (SBI), having its Corporate Office at Nariman Point, Mumbai, and Regional offices at other State capital cities in India has invited Request to provide _____(name of Service) as are set out in the Request for Proposal SBI:xx:xx dated dd/mm/yyyy.

2. It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs._____/-(Rupees _____ only) as Earnest Money Deposit.
3. M/s. _____, (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish guarantee in respect of the said sum of Rs._____/-(Rupees _____ only)

4. NOW THIS GUARANTEE WITNESSETH THAT

We _____ (Bank) do hereby agree with and undertake to the State Bank of India, their Successors, assigns that in the event of the SBI coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the SBI, pay without demur to the SBI, a sum of Rs._____/-(Rupees _____ Only) that may be demanded by SBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided,

however, that our liability against such sum shall not exceed the sum of Rs. _____/-
(Rupees _____ Only).

5. We also agree to undertake to and confirm that the sum not exceeding Rs. _____/-
(Rupees _____ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the SBI on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the SBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the SBI, without protest or demur or without reference to Bidder and notwithstanding any contestation or existence of any dispute whatsoever between Bidder and SBI, pay SBI forthwith from the date of receipt of the notice as aforesaid. We confirm that our obligation to the SBI under this guarantee shall be independent of the agreement or agreements or other understandings between the SBI and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of the SBI.

6. We hereby further agree that –

- a) Any forbearance or commission on the part of the SBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the SBI to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____/- (Rupees _____ Only)
- b) Our liability under these presents shall not exceed the sum of Rs. _____/-
(Rupees _____ Only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto 180 days provided that if so desired by the SBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided herein upto 180 days or on the day when our said constituents comply

with their obligations, as to which a certificate in writing by the SBI alone is the conclusive proof, whichever date is earlier.

- f) Unless a claim or suit or action is filed against us on or before____(date to be filled by BG issuing bank), all the rights of the SBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.
- g) This guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained hereinabove:

- (a) Our liability under this Bank Guarantee shall not exceed Rs...../-
(Rupeesonly)
- (b) This Bank Guarantee shall be valid upto
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before

Yours faithfully,

For and on behalf of

Authorized official of the bank

(Note: This guarantee will require stamp duty as applicable in the State where it is executed and shall be signed by the official(s) whose signature and authority shall be verified)

Annexure A

Details of the Bidder

2. Name of the bidder –
3. Date of Incorporation and / or commencement of business in India
4. Certificate of incorporation in India
5. GSTN details
6. Brief description of the Bidder including details of its main line of business
7. Company website URL
8. Last Three year Financials of the company
9. Last three year Profit of the company
10. Details of the Authorized Signatory of the Bidder
 - a. Name
 - b. Designation
 - c. Address
 - d. Phone Number (Landline)
 - e. Mobile Number
 - f. Fax Number
 - g. Email Address

Signature

Seal of Company

Annexure B

Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr.No.	Eligibility Criteria	Documents to be submitted
1.	The bidder must be an Indian firm/ company / organization registered under Companies Act and in existence	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2.	Bidder individually and not Group Company should have average minimum turnover of Rs. 1.00 Crores during last three financial years (2020-21 and 2021-22 and 2022-23)	Copy of the audited balance sheet
3.	Bidder should have reported net profit in 2 years out of last three financial year (2020-21 and 2021-22 and 2022-23)	Copy of the audited balance sheet
4.	Bidder should have experience in Cyber Security/Information security for 3 years	Supporting documents should be Purchase / Work Orders, letters from clients on their letter head, contacts of clients etc.
5.	The Bidder should not have been blacklisted / debarred by any Government / Government Organisation / PSU / PSB / IBA / RBI / SEBI / Regulatory bodies for Information and Cyber Security Audit and Security review	Self-Certification

****The above-mentioned criteria is mandatory in nature. The bidders should qualify all the above-mentioned eligibility criteria for being eligible to submit the bid which will later be evaluated as per the technical evaluation criteria mentioned in the RFP.**

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Relaxation to Start-up & MSE-Point-2 of Eligibility Criteria Bidder individually and not Group Company should have average minimum turnover of Rs. 0.90 Crores during last three financial years (2020-21 and 2021-22 and 2022-23)

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Annexure- C

IS awareness Knowledge Partner Engagement
Technical – Evaluation Parameter

Sl. No.	Parameter	Yes / No	Details required. in Annexure as per C1 to C6
1.	Assignments handled in minimum 5 different organizations under Information / Cyber security domain in BFSI clients (In Public Sector Bank / Private Sector Bank / Global Bank / Financial Institutions (FIs)/NBFC) from March 2020 onward. (Supporting Documents-Purchase order/Work Order/Client Reference to be furnished)	Yes / No	C-1
2.	Minimum Rs.1 Crore of average yearly turnover during last three FYs (FY-2020-2023) of the organization. (Supporting Documents-Balance sheet to be furnished)	Yes / No	C-2
3.	Minimum 3 engagements in different organization in the BFSI sector in context of scope of work – Information security awareness from March 2020 onward. (Supporting Documents-Purchase order/Work Order/Client Reference to be furnished)	Yes / No	C-3

4.	<p>Minimum 3 skilled resources having qualification and working experience in Cyber Security awareness as per scope of work (having minimum 3 years of experience in IT-Security domain). The resources must have minimum one certification as mentioned under:</p> <p>Certification: CEH /ISO 27001LA/ LI/ CHF/ CISA/ CISM/ CISSP. (Supporting documents –Detailed profile of the resources to be shared in the specified format) **The resources deployed should have knowledge on industry level cyber security standards and should have experience on drafting content for spreading IS awareness among employees and customers as well.</p>	Yes / No	C-4
5.	<p>Minimum 3 skilled resources having qualification and working experience in designing / creative field. They should have experience in multimedia designing for spreading Information/Cyber Security awareness for public and employees. (having minimum 2 years of experience in multimedia).</p> <p>*The resources must have minimum one certification relevant under this domain.</p> <p>**The resource engaged for IS awareness should have skills and experience in designing/ presenting the technical content into multimedia as per the scope of work.</p>	Yes/No	C-5
6.	<p>Organization has adequate capabilities for translation of approved content in various vernacular Indian languages as per the scope of work (Only declaration is required for having capabilities of translation as referred in Scope of work).</p>	Yes / No	C-6

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Annexure C-1

Assignments handled by the organization
(Assignments handled in minimum 5 different organizations under Information / Cyber security domain in BFSI clients)

A1. Assignments:

Sl. No.	Assignments handled from March 2020 onward.	Nature of work/Job allocated	Date of the Purchase order/work order
1			
2			
3			
4			
5			

Please Note:

- Public sector Bank- e.g.- PNB, UBI, BOB, CBI, BOI, IOB etc.
- Pvt Sect. Bank - Kotak Mahindra Bank, HDFC Bank, ICICI, AXIS BANK etc.
- Global Bank- Citi Bank, HSBC, Std.Ch. Bank etc.
- FIs- NBFCs, Insurance companies etc.
- Supporting documents for above should be Purchase / Work Orders, letters from clients on their letter head, contacts of clients etc.

Signature

Seal of Company

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Annexure C-2

Turnover of organization

<u>Sl. No.</u>	<u>Turnover Details (Last 3 years)</u>	<u>Amt in Crores</u>
1	FY 2020-21	
2	FY 2021-22	
3	FY 2022-23	

Please Note: Supporting documents for above should be audited Balance sheet etc.

Signature

Seal of Company

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Annexure C-3

Minimum 3 engagements in different organization in the BFSI sector in context of scope of work – Information security awareness from March 2020 onward.

Sl. No.	Name of the Organization	Nature of work/Job allocated	Date of the Purchase order/work order
1			
2			
3			

Please Note:

Supporting documents for above should be Purchase / Work Orders, letters from clients on their letter head, contacts of clients etc.

Signature

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Annexure C-4

Skilled Information Security Resources Currently Available
(knowledge in the field of Cyber Security)

SI No.	Name of the Resource	Educational Qualification of the resource	Professional Qualification of the resource	Years of experience in cyber security
1				
2				
3				

Certification: CEH /ISO 27001LA/ LI/ CHFI/ CISA/ CISM/ CISSP.

Supporting documents –Detailed profile of the resources to be shared in the specified format.

Signature

Seal of Company

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Annexure C-5

Skilled Creative Resources Currently Available (in multimedia designing)

SI No.	Name of the Resource	Educational Qualification of the resource	Professional Qualification of the resource	Years of experience in multimedia designing.
1				
2				

Supporting documents –Detailed profile of the resources to be shared in the specified format.

Signature

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Annexure C-6

Declaration

Organization has adequate capabilities for translation of approved content in various vernacular Indian languages as per the scope of work.

(Please Note: Only declaration is required for having capabilities of translation as referred in Scope of work on the company's letter head with the signature of authorized official).

Signature

Seal of Company

Annexure D - Non-Disclosure Agreement

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the "Agreement") is made at Mumbai between:

_____ constituted under the _____ Act, _____ having its Corporate Centre at _____ (hereinafter referred to as "Bank" which expression includes its successors and assigns) of the ONE PART;

And

_____ (hereinafter referred to as "_____") which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. _____ is carrying on business of providing _____, has agreed to _____ for the Bank and other related tasks.

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

1. Confidential Information and Confidential Materials:

(a) "Confidential Information" means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. "Confidential Information" includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party's network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party's business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/or agents is covered by this agreement

(b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.

(c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation, email, written or printed documents and computer disks or tapes, whether machine or user readable.

2. Restrictions

(a) Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's own employees and other persons and then only to those employees and persons who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Contractor shall appoint any Sub-Contractor then the Contractor may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Customer an undertaking in similar terms to the provisions of this clause.

(b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- (1) the statutory auditors of the Customer and
- (2) regulatory authorities regulating the affairs of the Customer and inspectors and supervisory bodies thereof

(c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement as also dissolution of the company/bidder where the partners/directors would continue to be responsible for the said confidentiality.

(d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others to prevent mixing.

(e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

3. Rights and Remedies

(a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

(b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.

(c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- a. Suspension of access privileges
- b. Change of personnel assigned to the job
- c. Financial liability for actual, consequential or incidental damages
- d. Termination of contract

(d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4. Miscellaneous

(a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party,

Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.

(b) Any software and documentation provided under this Agreement is provided with RESTRICTED RIGHTS.

(c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

(d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

(e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

(f) In case of any dispute, both the parties agree for neutral third-party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Indian Arbitration and Conciliation Act 1996 or any Amendments or Reenactments thereto.

(g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.

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(h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.

(i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

5. Suggestions and Feedback

(a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this _____ day of _____ 2023 at _____
(month) (place)

For and on behalf of _____

Name		
Designation		
Place		
Signature		

For and on behalf of _____

Name		
Designation		
Place		
Signature		

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across the Bank for One year*



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Annexure E - Compliance Statement

Declaration

Terms & Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the bank in the RFP document.

We certify that the services offered by us in response to the bid conform to the technical specifications stipulated in the bid with the following deviations:

- 1)
- 2)
-

(If left blank it will be construed that there is no deviation from the specification given above)

Signature:

Seal of Company

Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year



Annexure F

Indicative Commercial Bid Format

*The bid should be submitted as the total cost of the project i.e. **Engaging Knowledge partner for driving the IS awareness campaign across the Bank for One year**

(Amount quoted in INR exclusive of GST/CGST)

Dated this day of 2023

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Seal of the company.

*Engaging Knowledge partner for
driving the IS awareness campaign
across the Bank for One year*



----- End of Document -----