

Responses to Queries on RFP no SBI/GITC/IT-Governance/2025/2026/1321: 08/04/2025

| Sl.No | Clause No. | Existing Clause | Query/Suggestions | Response from SBI |
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| 1 | Point 6 - Schedule of Events | Last date and time for Bid submission - Upto 2:00 PM on 19.04.2025 | We request you to kindly extend the proposal submission timeline by 7 days considering to internal risk Process. | The request cannot be considered. |
| 2 | Point 8 - Schedule of Events | Date and Time of opening of Technical Bids - 4.00 PM on 19.04.2025 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. | We request you to kindly extend the date and time of opening of technical bids in line with the extension granted for bid submission owing to internal risk requirements. | The request cannot be considered. |
| 3 | Point 9 - Schedule of Events | Opening of Indicative Price Bids - Indicative price bid of technically qualified bidders only will be opened on a subsequent date. | Kindly state how bidders would be required to attend the opening of indicative price bids - online or in-person? | Technically qualified bidders will be informed about the mode of the meeting. |
| 4 | Heading of the RFP | Engagement of L2 (150 man-days) and L3 (100 man-days) on-site resources for IT risk/governance/compliance-related activities, including ISO 22301 internal audit, BCM review, training, and implementation support. | Can you confirm whether remote working is permissible for certain activities, or is an on-site presence mandatory for all tasks? | This engagement pertains to onsite deployment of resources. |
| 5 | Heading of the RFP | Providing training/awareness sessions as part of ISO 22301 compliance. | What is the expected audience size and profile for the training sessions? Are there specific topics or modules that need to be covered? | Expected audience size: Approximately 150, from the domain of business continuity Topics: Clauses of ISO 22301 standard, important aspects of business continuity management system etc. |

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| 6 | Scope of Work | Review of BCM documentation/templates and assistance in meeting ISO 22301 requirements. | Will SBI provide access to existing BCM documentation/templates for review? Are there any specific templates or formats that need to be updated or created? | Permissible access to BCM documentation/templates will be provided for review, post-engagement. Indicative documents are: BC & OR Plan, Manual, DR Plan, BIA, Risk Assessment etc. |
| 7 | Scope of Work | Support & implementation required to ensure compliance with regulatory observations/alerts/advisories. | Can you provide details about any specific regulatory observations or alerts that need to be addressed during this engagement? | Details on regulatory observations will be provided after engagement. |
| 8 | Performance Security | Performance security in the form of a 5% bank guarantee valid for three years and three months from the effective date of the contract. | Can you clarify whether this percentage is calculated on the total project cost or a specific component? | This will be calculated on total project cost |
| 9 | Evaluation Criteria | Evaluation of technical bids will be based on eligibility criteria and technical specifications provided in Appendix B and C. | Can you provide detailed weightages for technical evaluation criteria? How will experience, methodology, and resource qualifications be scored? | There is no such scoring methodology for this RFP. |
| 10 | Part I 9.i. Bid Preparation and Submission | Documents mentioned below are to be uploaded on portal of e Procurement agency with digital signature of authorised signatory | We would like to clarify that we do have a valid digital signature linked to our account. However, during our previous submission for the SBI, we did not encounter an option to apply the digital signature certificate (DSC). Could you please confirm if there are any specific steps or requirements we need to follow to ensure the DSC is applied correctly in future submissions. | Please refer to email/contact no mentioned on E tendering website for required help. |
| 11 | Part I 9.i.a. Bid Preparation and Submission | Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers | Kindly provide format of the Index of all documents | This is to be prepared by the bidder, according to the documents they are submitting. All documents should be numbered, and an index of these documents should be included with the bid. |

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| 12 | Part I 9.i.g. Bid Preparation and Submission | If applicable, scanned copy of duly stamped and signed Pre Contract Integrity Pact subject to compliance of requirement mentioned in clause no 11 "DEADLINE FOR SUBMISSION OF BIDS sub-clause (ii). | We could not location Clause 11 "Deadline for Submission of Bids" sub-clause (ii). We kindly request you to share Clause 11 sub-clause (ii) at your earliest convenience, or confirm the appropriately applicable Clause and Sub-Clause number. | Please refer clause 10(ii). However, Pre-contract integrity pact is not applicable for this RFP. |
| 13 | Part I 9.i.h. Bid Preparation and Submission | If applicable, copy of registration certificate issued by competent authority as mentioned in SI No 2 of Eligibility Criteria under Appendix-B. | We were unable to locate the stated circulars. Kindly provide the relevant clauses and content of these circulars that have been stated by the bank. | Please visit the appropriate government website to access the referred circular. |
| 14 | Part I 33.vi. Service Provider's Obligations | Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection | Kindly provide bank's definition of "incidents" and list of all "incidents" being referred here by the bank, bank's definition of "disruption of service" and bank's definition of "detection" of such incidents or disruption of service or data leakage/loss. Kindly confirm that information about the individual to be reported by the service provider, and the reporting format for incidents/disruption of service upon "detection" ("detection" as per bank's definition) would be provided by the bank. | Please refer to the standard/regulatory definition of an incident. |
| 15 | Part II Appendix-C Technical & Functional Specifications Sr. No. 1 | The bidder should have handled the project of ISO 22301 certification of Indian BFSI 3 distinct clients, wherein minimum 1 client should be handled in the last three years Public Sector Bank / Private Sector Bank Global Bank -The Banks should have more than 250 branches. | Kindly consider time-period of engagement as last 5 years instead of 3 years. | The request cannot be considered. |

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| 16 | Part II Appendix-C Technical & Functional Specifications Sr. No. 1 | The bidder should have handled the project of ISO 22301 certification of Indian BFSI 3 distinct clients, wherein minimum 1 client should be handled in the last three years Public Sector Bank / Private Sector Bank Global Bank -The Banks should have more than 250 branches. | Kindly confirm that we need to submit total 3 projects of either Pubic Sector Banks, Private Sector Banks and Global Banks to be eligible | The bidder should have handled the project of ISO 22301 certification of Indian BFSI 3 distinct clients, wherein minimum 1 client should be handled in the last three years (Public Sector Bank / Private Sector Bank/ Global Bank The Banks should have more than 250 branches) |
| 17 | Part II Appendix-C Technical & Functional Specifications Sr. No. 1 | The bidder should have handled the project of ISO 22301 certification of Indian BFSI 3 distinct clients, wherein minimum 1 client should be handled in the last three years Public Sector Bank / Private Sector Bank Global Bank -The Banks should have more than 250 branches. | Kindly confirm that "branches" here implies branches in India. | Branches in India as well as outside India. |
| 18 | Part II Appendix-C Technical & Functional Specifications Sr. No. 1 | The bidder should have handled the project of ISO 22301 certification of Indian BFSI 3 distinct clients, wherein minimum 1 client should be handled in the last three years Public Sector Bank / Private Sector Bank Global Bank -The Banks should have more than 250 branches. | Kindly provide definition of "Global Banks" | Global Bank -A Bank with domestic and international operations |

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| 19 | Part II Appendix-C Technical & Functional Specifications Sr. No. 1 | The bidder should have handled the project of ISO 22301 certification of Indian BFSI 3 distinct clients, wherein minimum 1 client should be handled in the last three years Public Sector Bank / Private Sector Bank Global Bank -The Banks should have more than 250 branches. | Kindly confirm whether banks with head-quarters in India & with branches / over-seas centers would be considered as "Global Banks" | Yes. |
| 20 | Part II Appendix-C Technical & Functional Specifications Sr. No. 1 | Supporting Document (Purchase Order/Work Order) to be Furnished. | Kindly consider Engagement Letter in addition to Purchase Order / Work Order | Engagement Letter will also be considered. |
| 21 | Part II Appendix-C Technical & Functional Specifications Sr. No. 2 | Certification Requirement: Person conducting ISO 22301 internal audit should be ISO 22301 Lead Auditor certified. | Kindly also consider ISO 22301 Lead Implementor | The request cannot be considered. |
| 22 | Part II Appendix-C Technical & Functional Specifications Sr. No. 3 | Supporting Document (Purchase Order/Work Order) to be Furnished | Kindly consider Engagement Letter in addition to Purchase Order / Work Order | Engagement Letter will also be considered. |
| 23 | Appendix-E | Review of existing documentation and Up-dation. | Can you please specify the number of documents that need to be reviewed and updated as part of the engagement? | Will be provided after engagement. Indicative documents are: BC & OR Plan, Manual, DR Plan, BIA, Risk Assessment etc. |

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| 24 | Appendix-E | Review of Business Impact analysis and risk assessment of applications list provided by Bank. | Can you please provide details on the key applications and departments that will be involved in the Business Impact Analysis (BIA) and risk assessment? | All critical services/infrastructure Physical Locations: DC/DR sites of SBI, GITC offices including GITC Off site Centers Support Functions: eg: Facility Dept etc. |
| 25 | Appendix-E | Internal Audit as per the requirement of latest version of ISO 22301 standard. Review of DR documents of in-scope applications/departments. Gap analysis and providing guidance in closing the observations. | Can you please specify the number of departments, locations, and data centers that will be part of the internal audit (IA) scope? | All critical services/infrastructure Physical Locations: DC/DR sites of SBI, GITC offices including GITC Off site Centers Support Functions: eg: Facility Dept etc. |
| 26 | Appendix-E | Training and awareness session on BCM and ISO 22301 standards. Preparing quiz/ Awareness/ Training material. | 1.Please specify the number of people who will be attending the training and awareness sessions on BCM and ISO 23001 and also help us with the number of training sessions required. 2.Please specify the Location of the training ? 3.Can you clarify whether the training and awareness sessions, as well as other activities, can be conducted in person or via Webex (or other online platforms)? | Expected audience size: Approximately 150 from the domain of business continuity No of training Session required: 6 (Approx) Training/awareness sessions will be conducted online, but the trainer from the engaged IT company should be available onsite to provide the training/awareness session. |
| 27 | Appendix-E | Conduct of Table-top exercise for various disaster scenarios. | 1. Can you please provide the expected number of table-top exercises to be conducted during the engagement period. 2.Can you please clarify whether the scenarios for the table-top exercises will be provided by the Bank, or is the service provider expected to define these scenarios? If the service provider is responsible, are there any specific guidelines or examples that should be followed? | 1. A minimum of one table-top exercise is required to be held each year. 2. Scenarios will be mutually decided by the Bank & the IT company. |

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| 28 | Part II Appendix-E Scope of Work and Payment Schedule Sr. No. 5 Resource Quality | Educational qualifications: Graduation in EC/CS/ IT or MCA or equivalent. | Please confirm - Electrical, Electronics and Telecom Engineering, Computer Engineering, BCA, MBA in Information Technology, MBA in Technology Management resources can be considered | Only as specified in the RFP. |
| 29 | Appendix-E | a) Consultation and support in the implementation of regulatory/ GOI guidelines e.g., RBI's Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices. | Can you provide more details on the specific areas of the RBI Master Direction that require consultation and support? Is this only restricted to BCM related Consultation ? | Consultancy services in respect of providing approach/methodology for complying regulatory obs./alert/advisory. Further as per the requirement, support will be required during implementation of finalised approach. It will not be limited to BCM related Consultation. |
| 30 | Appendix-E | Guidance and support in formulation and implementation of best practices in IT Governance areas across GITC. | Can you provide more details on the specific IT-Governance activities expected under this engagement? | Detail on IT-Governance activities will be provided after engagement. It will be as per the requirement of the Bank. |
| 31 | Appendix-E | Any other IT Risk/Governance/ Compliance/security framework related activities, as and when identified by the Bank. | Can you provide examples of potential additional activities that might be required under IT Risk, Governance, Compliance, and Security frameworks? | Details as required, cannot be provided before engagement. It will be as per the requirement of the Bank. |
| 32 | Appendix-E | Work location will be CBD Belapur, Navi Mumbai. However, Bank reserves the right to depute to any of its annexure buildings or any other location depending upon the exigencies of service. | Does this engagement require traveling to work locations other than the ones mentioned in the RFP? If so, can you please provide a list of all the locations that need to be covered? | Mumbai & Hyderabad (Tentative) |
| 33 | Service Level Agreement (SLA) Terms and Penalties | SLA terms include penalties for delays or non-performance. | Can you provide clarity on how penalties will be calculated in case of delays or non-performance? Are there provisions for waivers under exceptional circumstances? | Please refer Appendix-I of RFP |

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| 34 | Clause 3b (Rights and Remedies) and Clause 15.6 | 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. | Permission for the inclusion of the alternate verbiage, "Notwithstanding anything to the contrary, the Service Provider shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by the Service Provider. Such retention shall be subject to obligations of confidentiality." | This is as per the standard terms & conditions of the Bank. Deviation cannot be permitted. |
| 35 | Clause 27, Right to Audit | Applicable as defined under EOI | Permission to propose inclusion of Clause in EOI- "Any audit shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (ii) Bank or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of audit and any results thereof; (iii) the auditors or the representatives of Bank for the audit shall not be bidder's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with Bank and be discussed and agreed mutually with Bank and bidder for its closure. | This is as per the standard terms & conditions of the Bank. Deviation cannot be permitted. |
| 36 | Appendix E - Point 4 ii | a) Consultation and support in the implementation of regulatory/ GOI guidelines e.g., RBI's Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices | We seek clarification regarding the extent of support and implementation required to ensure compliance with regulatory observations. Specifically, will the support and implementation be limited to ISO 22301, or will it encompass all regulatory observations? | Support and implementation will not be limited to ISO 22301. Consultancy services in respect of providing approach/methodology for complying GRC related regulatory obs./alert/advisory would be required. Further as per the requirement, support will be required during implementation of finalised approach. |

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| 37 | 9 (i) | The Bid is to be submitted separately for technical and Price on portal of e-Procurement agency for ENGAGEMENT OF L2(150 MAN-DAYS) & L3(100 MAN-DAYS) ON-SITE RESOURCES | Could you elaborate on the methodology used for calculating man-days for this engagement? | As per the activity in hand, service provider will be asked to submit the required man-days to complete the task. Bank team will analyse the man-days submitted by the service provider and finalise it. <i>Man-days finalised to complete an activity would be subject to approval by the Bank.</i> |
| 38 | Appendix E - Point 1 | Man-Days for overall engagement | How many personnel can we allocate to this engagement, and what roles are expected? | As per the activity in hand, service provider will be asked to submit the required man-days to complete the task. Bank team will analyse the man-days submitted by the service provider and finalise it. <i>Man-days finalised to complete an activity would be subject to approval by the Bank.</i> For details on roles, please refer scope of work given in the RFP. |
| 39 | Appendix E - Point 4 ii | a) Consultation and support in the implementation of regulatory/ GOI guidelines e.g., RBI's Master Direction on Information Technology Governance, Risk, Controls and Assurance Practices | Will the scope of work also encompass CSITE/CSAP remediation activities? | As per the requirement of the Bank, scope of work will also encompass CSITE/CSAP obs. |

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| 40 | Appendix E - Point 2 | Period of engagement | How will the allocation of 150 and 100 man-days be distributed over the three-year period? | For ISO 22301 certification process, approximately 40 man-days would be needed on yearly basis. Utilisation of remaining man-days will depend on the requirement of the Bank. |
| 41 | Appendix E - Point 3 | Resources Requirement | Will the engagement follow a loan staff model? | As and when required by the Bank, deployment of resources is to be done by the IT company |
| 42 | Appendix E - Point 6 | i) The work of said resource will be assessed by service provider's internal team, senior to onsite team, before releasing it to the Bank's team | Will the efforts involved in senior review be calculated in the 250 man days? | Bank will not bear the efforts of seniors involved in review. |
| 43 | 9 (g) | If applicable, scanned copy of duly stamped and signed Pre-Contract Integrity Pact subject to compliance of requirement mentioned in clause no 11 "DEADLINE FOR SUBMISSION OF BIDS" sub-clause (ii). | Format of Pre-Contract Integrity Pact | Pre-Contract Integrity Pact is not applicable for this engagement. |
| 44 | Bidder's Eligibility Criteria Sr. no.3 | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least ___ client references are required) | We request to include minimum 5 client references to be submitted by bidder | 3 distinct clients, wherein minimum 1 client should be handled in the last three years |

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| 45 | 14.(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. | Please allow deviations to be submitted. | This is as per the standard terms & conditions of the Bank. Deviation cannot be permitted. |
| 46 | 7. (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. | We request allowance for Commercial and Legals terms to be mutually agreed upon | This is as per the standard terms & conditions of the Bank. Deviation cannot be permitted. |
| 47 | 27 | Right to Audit | Data pertaining to Data Privacy laws, Costing etc needs to be excluded. Only relevant project information can be audited | This is as per the standard terms & conditions of the Bank. Deviation cannot be permitted. |
| 48 | 30 | Limitations of Liability | We request liabilities for the below sub-clause be capped as deemed appropriate 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. | This is as per the standard terms & conditions of the Bank. Deviation cannot be permitted. |
| 49 | Appendix J 1.1.5 | Trade Secrets | Request removal of these words. As it cannot be quantified/qualified directly | This is as per the standard terms & conditions of the Bank. Deviation cannot be permitted. |

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| 50 | NA | NA | Request all penalties to be capped. | Please refer Appendix-I of RFP. |
| 51 | NA | NA | Will SBI give their own laptop to resource for data confidentiality or Vendor provided laptop can be used. | Please refer para 6(v), Appendix-E(SCOPE OF WORK)of RFP |