



Responses to Pre-Bid queries

RFP Reference: Engagement of Managed Security Service Provider for setting up Cyber Security Defense center (CSDC) under CSCoE in bank environment for a period of Three Years OPEN RFP-SBI/GITC/ISD/2025/2026/1617

Responses to Pre-Bid queries

Total Sno	RFP Page No.	Clause/Clause No.	Existing Clause	Query by Bidder	Type of query	Banks Response
1	81	Deployment of Resources	**The bidder should also be in a position to deploy additional 25% of the total resource strength as and when required by the Bank within 30 days. The cost of the additional resource will be on the same	Request you to kindly amend the clause as below The bidder should also be in a position to deploy additional 25% of the total resource strength as and when required by	Clause Change Request	Accepted. The bidder should also be in a position to deploy additional 25% of the total resource strength as and when required by the Bank within 50 days. The cost of the additional

			lines as per the finalized cost of the successful bidder.	the Bank within 50 working days. The cost of the additional resource will be on the same lines as per the finalized cost of the successful bidder.		resource will be on the same lines as per the finalized cost of the successful bidder. But in case of emergency case we will stick to 30 calendar days.
2		Appendix-C	At least 5 BFSI clients with proven experience in Information Security-Threat Intelligence/deception technology/Red teaming/Ethical Hacking (2 must be from BFSI) in the last 5 years.	Request to Modify the clause as: At least 5 BFSI clients with proven experience in Information Security-Threat Intelligence/deception technology/Red teaming/Ethical Hacking (2 must be from BFSI) in the last 5 years.	Rectification	Accepted At least 5 clients with proven experience in Information Security-Threat Intelligence/deception technology/Red teaming/Ethical Hacking (2 must be from BFSI) in the last 5 years.

3	Pg NO 54	Penalties	Sub-clause vi- 10% of the respective Purchase order value penalty applies if the existing service provider fails to assist in a smooth transition to the new service provider.	Request SBI to cap PO penalty as 5%	Commercial Clause Change Request	Penalty clauses are capped to 20%, but if Service Provider is breach of this obligation, they shall be liable for paying a penalty to an extent of 100% or to the maximum extent of the damage caused or 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. The limitation set forth in mentioned sub clause shall not apply with respect to:
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						<p>(i) claims that are the subject of indemnification pursuant to Clause (Infringement of third-party Intellectual Property Right);</p> <p>(ii) damage(s) occasioned by the gross Negligence or Willful Misconduct of Service Provider.</p> <p>(iii) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations.</p> <p>(iv) Regulatory or statutory fines imposed by a Government or</p>
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						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"
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