

NOTICE



REQUEST FOR PROPOSAL (RFP) FOR

Management of On-Premises
Global Cyber Security Operations Centre

RFP Ref No: SBI/GITC/ISD/2025-26/SOC/2
(RFP-1423) Dated: 05/04/2025

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

The purpose of this Request for Proposal (RFP) is to identify a competent and experienced bidder to manage and transform the existing on-premises SOC into a Centre of Excellence (CoE) for security monitoring, innovation, automation, best practices, and rapid response to stay ahead of adversaries and remain a benchmark among the global SOC's in the BFSI sector. This project is a turnkey project, the selected bidder will be responsible for the end-to-end management and operations of the SOC for a period of 7 years.

Date of RFP Document	5th April, 2025
Last Date of Pre-Bid Queries Submission	15th April 2025, 02:00 PM
Date of Pre-Bid Meeting	17th April 2025, 03:00 PM
Last Date for Tender Fee Deposit and obtaining the Full RFP	25th April 2025
Submission of Bids	23rd April 2025 to 30th April 2025, 12:00 PM
Date of Opening of Technical Bids	30th April 2025, 12:30 PM

The full RFP document will be provided by the Bank in softcopy format upon submission of a Tender Fee of Rs. 25,000/-. Please refer to Sr. No. 11 in the Schedule of Events for payment details. For contact information to obtain the RFP, please refer Sr. No. 1 of the schedule of events.

Schedule of Events

Sl. No	Particulars	Remarks
1	Contact details of issuing department.	Dy. General Manager (SOC), Information Security Department (ISD), 'A' Wing, Ground Floor, State Bank Global IT Centre, Sector 11, CBD Belapur, Navi Mumbai 400614 (Maharashtra) Email ID: dgm.soc@sbi.co.in Contact Number: 022-27537751 mail copy to be marked to Manisha.raj@sbi.co.in agm2.soc@sbi.co.in dilbar.solanki@sbi.co.in srinivasa.avadhanam@sbi.co.in
2	Bid Document/RFP Availability including changes/amendments, if any to be issued	The RFP Notice document will be available from 05.04.2025 to 25.04.2025. The full RFP may be obtained from the Bank after depositing Bid/Tender fees as mentioned at Sr. No. 11 from 05.04.2025 to 25.04.2025, by e-mailing the Tender Fee deposit evidence to the contact details mentioned at Sr. No. 1.
3	Last date for requesting clarification	Upto 2 PM on 15.04.2025 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 17.04.2025 at ISD, GITC, Belapur CBD, Navi Mumbai or Over Microsoft Teams.
5	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	On 22.04.2025 (6.00 PM)
6	Last date and time for Bid submission	From 23.04.2025 to 30.04.2025, 12.00 P.M.
7	Address for submission of Bids	https://etender.sbi/SBI
8	Date and Time of opening of Technical Bids	12.30 P.M. on 30.04.2025 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 representative

9	Opening of Indicative Price Bids	Indicative price bid of technically qualified bidders only will be opened on a subsequent date.	
10	Reverse Auction	On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.	
11	Tender Fee	<p>Rs. 25,000 /- Tender fee will be non-refundable</p> <p>-----</p> <p>If Mode of Transaction is NEFT and RTGS. Amount should be deposited in A/c No: 4897932113433 IFSC: SBIN0011343 Account Name: Subsidy Inward Remittance.</p> <p>-----</p> <p>If Mode of Transaction is Intra-bank transfer (i.e. SBI to SBI only) Account No: 37608352111 IFSC: SBIN0011343 Branch: OAD, GITC, Belapur Account Name: System Suspense Branch Parking Account.</p>	
12	Earnest Money Deposit (EMD)	<p>Rs 1.95 Crores should be deposited in A/c No: 4897932113433 IFSC: SBIN0011343 Account Name: Subsidy Inward Remittance Mode: NEFT and RTGS only. OR EMD should be in the form of a bank guarantee. EMD shall be valid up to 180 days from bid submission date. Bidder should deposit EMD and Tender Fee separately.</p>	
13	Bank Guarantee	10% of project cost (TCO)	Performance Security in form of BG should be valid for Seven years and three months from the effective date of the Contract.
14	Contact details of e-Procurement agency appointed for e-procurement	<p>e-Procurement Technologies LTD – CMMI5 E-mail ID: nandan.v@eptl.in Landline No.: 079 6813 6820, 6850, 6857, 6848 Official Mobile No.: 9081000427 Ravi Sheladiya, ravi.s@auctiontiger.net 07968136856</p>	

Minimum Eligibility Criteria

S. No	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted (While Submitting the Bid)
1.	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.		Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed.
2.	The Bidder must comply with the requirements 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		Bidder should specifically certify in this regard and provide copy of registration certificate issued by competent authority wherever applicable.
3.	The Bidder must have a minimum annual turnover of Rs. 100 crores in each of the preceding three financial years i.e. FY2021-22, FY2022-23 and FY 2023-24.		Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current year may be submitted.)
4.	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.		Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.
5.	Bidder should have experience of minimum 5 years in providing the Services.		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
6.	The Bidder should either be Class-I or Class-II local supplier as defined under this RFP.		Certificate of local content to be submitted.
7.	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)		Brief details of litigations, disputes related to product/services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy,

			insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head.
8.	Bidders should not be under 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 on the date of submission of bid for this RFP.		Bidder should specifically certify in this regard.
9.	The Bidder should 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.		Bidder should specifically certify in this regard.
10.	The bidder must have the following mandatory valid industry certifications: i. ISO 27001(ISMS) ii. SOC 2 Type 2		Bidder should submit valid Certification.
11.	To avoid conflict of interest the bidder or sister concern company should not be any of the following – a. Network Integrator for the Bank b. Application related service provider for the Core Banking Solution for the Bank. (Domestic & abroad)		Self-declaration signed by Authorized Signatory of the bidder.
12.	The bidder must have managed at least two Security Operations Centers (SOCs), handling a minimum of 100,000 Events Per Second (EPS) or ingesting 4 TB of data per day, either in India or		Bidders should submit verifiable proof for meeting each criterion which may include Copy of the Purchase Order, Work Order, Engagement Letter, Certificate of Completion, client email

	globally. Bidder's Managed Security Service Provider (MSSP) platform shall be considered as one of these SOC setups.		confirmation, or any other verifiable proof acceptable to the bank against each point. For their own MSSP Platform, a self-declaration by the authorized signatory is acceptable.
13.	At least five (5) years of experience in implementation of SOC, management of SOC, incident management, Incident Response and Cyber Forensics.		Bidders should submit verifiable proof for meeting each criterion which may include Copy of the Purchase Order, Work Order, Engagement Letter, Certificate of Completion, client email confirmation, or any other verifiable proof acceptable to the bank against each point
14.	The bidder must have minimum 400 SOC/Cyber Security/ IT Security/ Incident Response/ Threat Hunting/ Cyber Forensics professionals in India on their payroll.		For number of resources, an official letter from the bidder's HR department, on company letterhead, confirming the employment and roles of the professionals is required.
15.	The bidder must have experience in managing multiple core SOC technologies such as Security Big Data Lake, SIEM, UEBA, SOAR, NBA, DAM, EDR, PCAP, Vulnerability Management (VM), & Threat Intelligence Platforms (TIP). The bidder should have managed at least four (4) of these technologies including SIEM (mandatory) at one single reference SOC, excluding MSSP platforms.		Bidders should submit verifiable proof for meeting each criterion which may include Copy of the Purchase Order, Work Order, Engagement Letter, Certificate of Completion, client email confirmation, or any other verifiable proof acceptable to the bank against each point.

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

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

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