

Pre-Bid queries & Response: RFP for Procurement of Forensic tool and technologies for Cyber Security Centre of Excellence (CSCoE). RFP Number: SBI/GITC/ISD/IR/2025-2026/1391 Dated 19.09.2025

Queries						Response
Sl. No.	RFP Page No.	Clause No.	Existing Clause / Query	Vendor Request / Suggestion	Accept/ Reject	Bank's Response / Clarification
1	4	Clause No. 12: Earnest Money Deposit (EMD)	EMD fixed at 2% of procurement budget: The Earnest Money Deposit (EMD) has been fixed at 2% of the total procurement budget	Request to reduce EMD to 1% as per GFR guidelines to encourage wider participation: As per GFR guidelines, the EMD may range between 1% and 5% of the total budget. To encourage wider participation from potential bidders, I request that the EMD be kept at 1%.	Rejected	Clause stands as per RFP. EMD has been fixed in line with Bank's procurement policy, which is Rs. 16,00,000. Please refer Schedule of events of RFP.
2	4	Clause No. 12: Tender Structure	Single bundled requirement with one EMD: The tender has been issued as a bundled requirement with a single EMD amount, which limits the number of eligible participants.	Recommend splitting into item-wise lots or categories (Hardware/Software) to increase competition: It is recommended that the tender be split into either item-wise lots or two broader categories—Hardware and Software. This will expand bidder participation, attract a variety of makes/models, and ensure more competitive pricing.	Rejected	Tender will remain as per RFP requirements. The Bank intends to procure a complete integrated solution to ensure interoperability and efficiency.

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3	63 of 167	Appendix-C, Item 2: Technical & Functional Specifications	Touchscreen interface, lock/unlock LEDs, Supports 4+ drives forensic imaging (Digital Intelligence specific): The highlighted points are brand-specific requirements of brand DIGITAL INTELLIGENCE. These specifications are not generic and are proprietary in nature, therefore, it will limit participation by supporting only one OEM. This creates a bias in the procurement process and restricts fair competition. Most importantly, the asked parameters are not mandatory requirement and do not affect the forensic workflow or performance of the system.	Request removal of brand-specific requirements to ensure wider participation and fair competition.	Rejected	Specifications are indicative. Superior solutions meeting or exceeding functional requirements will be considered.

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4	69–78 of 167	Appendix-C, Items 16-25	Forensic tools listed are proprietary and OEM restricts reseller participation (Items 16–25 listed). Challenge: The above tools along with its mentioned features or equivalent, remains proprietary in nature and does not have a complete alternative available in the market. As a result, the OEM is currently restricting resellers/system integrators from providing support and participation in this bid.	Request to end-user to write OEM to allow authorization to all bidders: We respectfully request the end-user team to write to the OEM, urging them not to enforce such restrictive practices that lead to locking/cartelization. Instead, the OEM should be encouraged to extend equitable support and issue Authorization to all interested participants. This will ensure fair competition in the bidding process, allow you to obtain the same expected technology at the most competitive pricing, and ultimately help in saving valuable government funds.	Rejected	Bidders must obtain necessary authorizations directly from OEMs. The Bank will not intervene in commercial arrangements between OEMs and bidders.

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5	4	12 of 1. Schedule of Events	Earnest Money Deposit	As per our understanding, the Earnest Money Deposit (EMD) is to be submitted in favour of the following: To: Deputy General Manager Incident Response, ISD Information Security Department State Bank Global IT Centre 'A'- Wing, Ground Floor Sector 11, CBD Belapur Navi Mumbai – 400614 (Maharashtra) INDIA Email: dgmysd.ir@sbi.co.in Kindly confirm if the above details are correct or advise if there is any change, as there is no clear guidance regarding the beneficiary for the Bank Guarantee (BG) submitted as EMD.	Clarification	Clause stands as per RFP. The EMD / BG shall be submitted in favour of the contact details or account number as specified in the Schedule of Events of the RFP.

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6	59	7 No. of Appendix-B	The bidder should have undertaken at least Three (3 no.) project of minimum value of INR 200 Lakhs involving Supply, Installation, & Maintenance of Forensic Tools Or The bidder should have undertaken at least Two (2 nos.) project of minimum value of INR 250 Lakhs each involving Supply, Installation, & Maintenance of Forensic Tools.	As per the bid requirement of 5 years of experience, we understand that relevant work orders issued during the same period will be considered for evaluation	Rejected	Clause stands as per RFP. Eligibility criteria remain unchanged. Relevant work orders will be considered as per RFP terms.

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7	59-60	10 No. of Appendix-B	The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation (highest) located in India. and level 3 escalation (highest) located in India	As per the clause: "The bidder, if participating as a Channel Partner of any OEM, then the OEM should have a support center and Level 3 escalation (highest) located in India." We would like to request clarification or consideration that, since many OEMs are headquartered outside India and operate through their authorized partners in India, the requirement for a Level 3 escalation support center to be located in India may be fulfilled through the authorized support structure of the OEM's official partner/reseller within India. Kindly confirm if participation as an authorized vendor/partner of the OEM, with adequate support infrastructure and escalation matrix available locally, would be acceptable in lieu of the OEM itself maintaining the Level 3 escalation center in India.	Rejected	Clause stands as per RFP. Level 3 escalation support must be available in India as per requirement.

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8	76	23 of Appendix - C	The proposed subscription/ tools should provide upto 250000 search per year.	The proposed subscription/tool is expected to support up to 250,000 searches per year. The pricing of this tool should be based on the number of searches and the specific modules included, as per the bid requirements. We kindly request confirmation that this requirement is accurate, or please advise if there are any discrepancies.	Accepted	The requirement is for up to 250,000 searches per year. Bidders are required to quote the price in units of 5,000 searches. The Bank will decide the number of search credits to be procured based on this unit pricing.