

## **SBI-SG**

SBI-SG Global Securities Services Pvt. Ltd

### **REQUEST FOR PROPOSAL (RFP)**

Supply, Implementation, and Maintenance for  
Continuous Automated Red Teaming (CART)

Date 17-May-2025

RFP - SBISGGSS/134

**PART 1: INVITATION TO BID**

SBI-SG Global Securities Services Private Limited (hereinafter referred to as Company) has its Corporate Office at Santacruz (West), Mumbai. We are inviting bid implement BAS & CART solutions for SBI SG based on the requirements of SEBI Circular **SEBI/HO/ ITD-1/ITD\_CSC\_EXT/P/CIR/2024/113**.

The Bid should be submitted to the office of:

**The Chief Financial Officer,**

SBI-SG Global Securities Services Private Limited

Jeewan Sewa Annex (LIC) Building,

Opp. Santacruz Bus Depot,

S.V. Road, Santacruz (West),

Mumbai - 400 054

Online: [ciso@sbigcsl.co.in](mailto:ciso@sbigcsl.co.in)

Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal. The Company reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders. The information provided by the bidders in response to this RFP document will become the property of SBISG and will not be returned. SBISG reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.

### **SCHEDULE OF EVENTS & DETAILS**

<b>SL. No.</b>	<b>Event Description</b>	<b>Dates</b>
1	Date of commencement of Bidding Process (Publication of Tender)	<b>24-May-2025</b>
2	Last date and time for receipt of written queries for clarification from bidders.	<b>27-May-2025</b>
4	Last Date and Time for Bid Submission	<b>29-May-2025</b>
5	Date of Technical Bid Opening & Commercial	<b>Will be announced</b>

## **PART 2: DISCLAIMERS**

1. The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form/email by or on behalf of SBI-SG Global Securities Services Private Limited (Company), is subject to the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
2. This RFP is neither an agreement nor an offer and is only an invitation by the Company to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their 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 in this RFP and where necessary obtain independent advice / clarifications. The company may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed duly by authorized officers of the Company with the selected Bidder.
3. The Company, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or 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 part of this RFP or arising in any way for participation in this Bid Stage. The Company 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.
4. The issue of this RFP does not imply that the Company is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire for the Project and the Company reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Company, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Company shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

### **PART 3: Instructions for Bidders**

<b>Clause No.</b>	<b>Topic</b>	<b>Clause No.</b>	<b>Topic</b>
	<b>A. Introduction</b>		<b>D. Submission of Bids</b>
1	Scope of Work	1	Sealing and marking of bids
2	Eligibility Criteria	2	Deadline for submission of bids
3	Cost of Bidding	3	Late bids
	<b>B. Bidding Documents</b>	4	Modification & Withdrawal of bids
1	Documents constituting the Bid		<b>E. Bid Opening and Evaluation</b>
2	Clarification of Bidding Documents	1	Opening of Technical Bids by the Company
	<b>C. Preparation of Bids</b>	2	Preliminary Evaluation
1	Language of Bid	3	Technical Evaluation of Bids
2	Documents comprising the Bid	4	Evaluation of Price Bids & Finalization
3	Bid Form	5	Contacting the Company
4	Bid Prices	6	Award Criteria
5	Delivery Schedule	7	Company's right to accept any bid and to reject any or all bids
6	Documentary evidence establishing Bidder's eligibility and qualifications	8	Notification of Award
7	Period of Validity of Bids	9	Signing of Contract
8	Format & Signing of Bid	10	Miscellaneous

## **A. INTRODUCTION**

### **1. Initiative:**

This Request for Proposal (RFP) outlines the comprehensive requirements for a Breach and Attack Simulation (BAS) and Continuous Automated Red Teaming (CART) solution to enhance the cybersecurity posture of SBI-SG. The objective is to procure a robust, scalable, and compliant BAS/CART platform capable of simulating real-world cyber threats across diverse attack vectors, including firewalls, web application firewalls, email gateways, endpoints, and networks. The solution must integrate seamlessly with existing security infrastructure, provide actionable insights, and support automated, non-intrusive assessments to identify and mitigate vulnerabilities. This RFP specifies technical, functional, and compliance requirements to ensure the selected solution aligns with industry best practices, regulatory mandates, and SBI-SG's commitment to safeguarding sensitive data and critical assets.

### **2. Eligibility Criteria:**

- a. 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:

<b>S.N.</b>	<b>Eligibility Criteria</b>	<b>Compliance</b>	<b>Documents to be submitted</b>
1	The bidder should be a company registered in India as per Company ACT 1956.		Incorporation Certificate
2	The proposed OEM should have presence in India and should have been serving customers in India for at least 4 years. At least 1 (one) Customer PO copy to be submitted as evidence"		Provide proposed OEM's Incorporation certificate and Support centre details
3	The proposed OEM should have proposed solution Tools and Software deployed within India Data Centre.		Please provide letter from OEM or OEM's Data Centre Facility.
4	The proposed OEM should have implemented BAS solution at minimum 10 BFSI/NBFC clients		Provide the list of Clients for BAS on OEMs letter head.
5	Bidder should have partnership with OEM of the proposed solutions and its components.		MAF from OEM of the Solution and all its components
6	The bidder must have a turnover of minimum Rs.10 Crores during any three of last four financial years.		Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years
7	The Bidder should be profitable organization (based on Operating Profit) for at least 3 out of last 5 financial years.		Copy of the audited balance sheet and / or Certificate of the Chartered Accountant

S.N.	Eligibility Criteria	Compliance	Documents to be submitted
8	Technical Project Team and Project Management Methodologies		Profile of Tech and project Team and their previous assignments of similar nature along with detailed project plan to be submitted
9	Deployment Methodologies		Documents on deployment framework, tools, techniques and procedures & utilities

### 3. Cost of Bidding:

- The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Company will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

## B. THE BIDDING DOCUMENTS

### 1. Documents constituting the Bid

- The Bidding Documents include:
  - PART 1 - Invitation to Bid (ITB)
  - PART 2 - Disclaimer
  - PART 3 - Instruction for Bidders (IFB)
  - PART 4 - Terms and Conditions of Contract (TCC)
  - PART 5 - Roles & Responsibilities of Stakeholders
  - PART 6 - Bid Forms, Technical & Compliance Bid, Price Schedules, and other forms (BF)
- The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

### 2. Clarification / Amendment of Bidding Document

- A bidder requiring any clarification of the Bidding Document may notify the Company in writing by e-mail indicated in Schedule of Dates on or before (time) on (date) indicated therein.
- A pre-bid meeting is scheduled as per the details mentioned.
- Text of queries raised (without identifying source of query) and response of the Company together with amendment to the bidding document, if any will be sent to the email ids shared by the participating bidders in the pre-bid meeting or from the bidder who has submitted pre-bid queries.
- Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be informed to all the Bidders.
- All bidders must ensure that such clarifications / amendments have been considered by them before submitting the bid. The company will not take responsibility for any omissions by the bidder.
- At any time prior to the deadline for submission of Bids, the Company, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

- g. To enable bidders' reasonable time in which to take amendments into account in preparing the bids, the Company, at its discretion, may extend the deadline for submission of bids.

## **C. PREPARATION OF BIDS**

### **1. Language of Bid**

- The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Company and supporting documents and printed literature shall be submitted in English.

### **2. Documents Constituting the Bid**

- a. Documents comprising the Technical Proposal Envelope should contain the following documents completed in accordance with the clauses in the bid and duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder.
- i. Bid Form as per Annexure-6.1
  - ii. Tech Spec & Compliances - Annexure-6.2
  - iii. Service Level Agreement (SLA) Annexure 6.4
  - iv. Price Bid listing all the components as per Price Breakup Schedule (Annexure-5.2.3) without indicating any prices.
- b. Any Technical Proposal **not containing** the above will be rejected.
- c. The Technical Proposal should **NOT** contain any price information. Such proposal, if received, will be rejected.
- d. The **Price Bid Email** should contain a single sheet as per Annexure-5.2.2 on the Bidder's letter head wherein the "**All Inclusive Price**" with the breakup of all applicable taxes under the signature and seal of the Bidder. The Price Bid must include all the components mentioned in Annexure-5.2.2 and password protected and the password to be shared during the bid-opening meeting only.

### **3. Bid Form**

- The Bidder shall complete both (Technical & Price Bid ) the set of documents of the Bid Form furnished in the Bidding Document separately and submit them simultaneously to the Company over the email specified. Bids are liable to be rejected if only one (i.e., Technical Bid or Price Bid) is received.

### **4. Bid Prices**

- a. Prices are to be quoted in **Indian Rupees** only.
- b. The prices quoted should be inclusive of all costs of incidental services such as transportation, insurance etc. but exclusive of all applicable taxes.
- c. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and shall not be subject to variation on any account, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.



## 5. Delivery Schedule

- a. Delivery schedule to be established based on the successful selection and the exercise to kick start by 1wk of June 2025.
- b. The Company also reserves the right to cancel the Purchase Order in case of a delay in delivery. In the event of such cancellation, the vendor is not entitled to any compensation. PLEASE NOTE THE DELIVERY SCHEDULE SHALL BE FOLLOWED STRICTLY AS STIPULATED.

## 6. Documentary Evidence Establishing Bidder's Eligibility and Qualifications

- The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall establish to the Company's satisfaction:
  - i. that, in the case of a Bidder offering to supply services
  - ii. that adequate, specialized expertise are available to ensure that the support services are responsive, and the Bidder will assume total responsibility for a seamless delivery of the assessments.

## 7. Documentary Evidence Establishing Eligibility and Conformity to Bidding Documents

- a. The Bidder shall submit point by point compliance to the technical specifications and it should be included in the Bid.
- b. Any deviations from specifications should be clearly brought out in the bid.
- c. The Bidder should quote for the entire requirement on a single responsibility basis service and other support it proposes.

## 8. Period of Validity of Bids

- a. Bids shall remain valid for a period of 45 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Company as non-responsive.
- b. In exceptional circumstances, the Company may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- c. The Company reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

## 9. Format of Bid

- a. Each bid shall be in two parts: -
  - i. **Part I- Technical Proposal.**
  - ii. **Part II- Price Proposal.**
- b. The two parts should be in two separate Zip Files file in PDF format .
  - i. **Part I- Technical Proposal – Without Password**
  - ii. **Part II- Price Proposal – Password Protected and only share the password during the bid opening meeting**
- c. The Company reserves the right to reject bids not conforming to the above.

## **D. SUBMISSION OF BIDS**

### **1. Bids Documents:**

- a. The Bidders shall send the bid documents in separate zip files.
  - a. Technical Bid - SBI-SG can go through this document.
  - b. Commercial / Price Bid - The bidder to password protect.

### **2. Deadline for Submission of Bids**

- a. Bids must be received no later than the date & time specified in the “Schedule of Events” in Invitation to Bid.
- b. In the event of the specified date for submission of bids being declared a holiday for the Company, the bids will be received up to the appointed time on the next working day.
- c. The Company may, at its discretion, extend the deadline for submission of bids by amending the bid documents, in which case, all rights and obligations of the Company and bidders previously subject to the deadline will thereafter be subject to the extended deadline.
- d. Any Bid received after the deadline for submission of Bids prescribed, will be rejected, and returned unopened to the bidder.

### **3. Modification and Withdrawal of Bids:**

- a. The Bidder may modify or withdraw its Bid after submission of bids, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Company, prior to the deadline prescribed for submission of Bids.
- b. The Bidder's modification or withdrawal notice shall be prepared and share on designated email. A withdrawal notice may also be sent Email, not later than the deadline for submission of Bids.
- c. No Bid may be modified after the deadline for submission of Bids.
- d. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

## **E. OPENING AND EVALUATION OF BIDS**

### **1. Opening of Technical Bids by the Company**

- a. The Bidders' names, bid modifications or withdrawals and such other details as the Company, at its discretion, may consider appropriate, will be announced at the time of technical Bid opening.
- b. Bids and modifications sent, if any, that are not opened at Bid Opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

### **2. Preliminary Examination**

- a. The Company will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
- b. Prior to the detailed evaluation, the Company will determine the responsiveness of each Bid to the Bidding Document. For the purposes of these Clauses, a responsive Bid is one which conforms to all the terms and conditions of the Bidding Document without any deviations.

- c. The Company's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- d. If a Bid is not responsive; it will be rejected by the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

### **3. Technical Evaluation**

- a. Only those Bidders and Bids who have been found to be in conformity with the eligibility terms and conditions during the preliminary evaluation would be taken up by the Company for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.
- b. The Company reserves the right to evaluate the bids on technical & functional parameters including visits and witness demos of the system, response times, etc.
- c. During evaluation and comparison of bids, the Company may, at its discretion, ask the bidders for clarification of its bid. The request for clarification shall be in writing and no change in prices or the substance of the bid shall be sought, offered, or permitted. No post bid clarification at the initiative of the bidder shall be entertained.

### **4. Evaluation of Price Bids and Finalization**

- a. Only those Bidders who qualify in pre-qualification and technical evaluation would be shortlisted for commercial evaluation.
- b. The L1 Bidder will be selected based on the Total Cost of Ownership quoted in the Price Bid.
- c. Arithmetic errors, if any, in the price bid will be rectified as under:
  - i. 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.
  - ii. If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words which corresponds to the total bid price for the bid shall be taken as correct.
  - iii. If the vendor 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.
  - iv. A company may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or affect the relative ranking of any bidder.

### **5. Contacting the Company**

- a. No Bidder shall contact the Company on any matter relating to its Bid, from the time of opening of the Price Bid to the time the Contract is awarded.
- b. Any effort by a Bidder to influence the Company in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of the Bidder's Bid.

### **6. Award Criteria**

- a. The Company will award the Contract to the successful L1 Bidder who qualify for the Technical Parameters to perform the Contract satisfactorily.

- b. The Company reserves the right at the time of award of contract to increase or decrease the quantity of services or change in location.

#### **7. Company's right To Accept Any Bid and to reject any or All Bids**

- The Company 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, 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 Company's action.

#### **8. Notification of Award**

- a. Prior to expiration of the period of Bid validity, the Company will notify the successful Bidder in by e-mail that his Bid has been accepted.
- b. The notification of award will constitute the formation of the Contract. The selected Bidder should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication.
- c. Upon notification of award to the L1 Bidder, the Company may notify each unsuccessful Bidder. This may be closed during the Bid opening meeting or post that.

#### **9. Signing of Contract:**

- a. In the absence of a formal contract, the Bid document, together with the Company's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Company and the successful Bidder.
- b. Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award.
- c. The Company reserves the right to cancel the purchase order or both if the Bidder fails to meet the terms of this RFP or contracts entered into with them.

#### **10. Miscellaneous**

- a. The selected Bidder should carry out all the tasks in coordination with the designated officials of the Risk & IT Department, depending on the Company's requirements.
- b. The selected Bidder should undertake to support to remediation of the observations / recommendations of the assessment performed.

**Note:** Notwithstanding anything said above, the Company reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.

## **PART 4: TERMS AND CONDITIONS OF CONTRACT**

**1. Definitions:** In this Contract, the following terms shall be interpreted as indicated in case of a difference of opinion on the part of the Bidder in comprehending and/or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by the Company shall be binding and final on the Bidder.

- a. "The Company" means SBI-SG Global Securities Services Pvt Ltd with its office located at Santacruz West, Mumbai and its datacenters located at Mhape and Hyderabad.
- b. "The Contract" means the agreement entered between the Company and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- c. "Vendor" is the successful Bidder whose technical bid has been accepted and whose price as per the commercial bid is the lowest and to whom notification of award has been given by Company.
- d. "The Contract Price" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- e. "The Services" means those services ancillary to the red-teaming assessment, such as defined in the scope of service.
- f. "TCC" means the Terms and Conditions of Contract contained in this section.
- g. "The Project" means – CART Solution implementation and execution for SBI-SG as per the SEBI CSCR Circular dated August 20, 2025.
- h. "The Project Site" means the SBI-SG office

## **2. Use of Contract Documents and Information**

- a. The Supplier shall not, without the Company's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Company in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for the purposes of such performance.
- b. The Supplier will treat as confidential all data and information about the Company, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Company.

## **3. Patent Rights**

- In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the Company is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Company will give notice to the Vendor of such a claim, if it is made, without delay. The Vendor shall indemnify the Company against all third-party claims.

#### **4. Inspection and Quality Control Tests**

- a. The Company reserves the right to carry out inspection by a team of Company officials or demand a demonstration of the solution proposed on a representative model in Bidder's office.
- b. In the event of the implementation fails to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, the Company reserves the right to cancel the Purchase Order.
- c. Nothing stated herein above shall in any way release the Vendor from any warranty or other obligations under this contract.
- d. The Company's right to inspect, test the product/ solution after delivery of the same to the Company and where necessary reject the products/solution which does not meet the specification provided by the Company. This shall in no way be limited or waived by reason of the products/ solution having previously being inspected, tested and passed by the Company or its representative prior to the products/ solution shipment from the place of origin by the Company or its representative prior to the installation and commissioning.
- e. Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.
- f. System integration testing and User Acceptance testing will be carried out as per requirement of the Company.

#### **5. Acceptance Testing Criteria**

The acceptance / performance test will be performed within 1 to 4 weeks after completion of installation and commissioning of all the components of the solution at the sites of installation as per schedule of requirement. Complete hardware and/or Software, as specified in the Purchase Order must have been supplied, installed and commissioned properly by the Bidder prior to commencement of the tests. The acceptance test will be conducted by the SBI-SG. The acceptance will involve trouble-free operation/s/test of use cases. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to the SBI-SG. No malfunction, partial or complete failure of any part of hardware or software is expected to occur. The Bidder shall maintain necessary log in respect of the result of the test to establish to the entire satisfaction of the SBI-SG, the successful completion of the test specified. In case of any discrepancy in the hardware & associated software supplied, the SBI-SG reserves the right to terminate the entire agreement in case the Bidder does not rectify or replace the supplied hardware/software, and the Bidder shall take back Bidder equipment /Software at Bidders' cost and risk. The Bidder shall ensure that all costs associated with insurance from the date of transfer of title till the final acceptance by the SBI-SG will be borne by the Bidder and the asset insured in the name of the SBI-SG. The Bidder shall provide the insurance certificates for insurance of the 'Bidder Supplied Equipment' to the SBI-SG along with supply of Equipment.

The Installation cum Acceptance Test/Sign-off and Check certificates jointly signed by representative of the Bidder and official of the SBI-SG

In all cases, the Bidder shall have the sole responsibility for bearing all additional charges, costs or expenses incurred in correcting, reworking or repairing the defective or non-conforming hardware/software, unless such failure is due to reasons entirely attributable to SBI-SG.

In the event of hardware and software failing to pass the acceptance tests, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance tests, failing which the

SBI-SG reserves the right to get the equipment replaced by the Bidder at no extra cost to the SBI-SG or to cancel the order and recall all the payments with interest at 15% per annum from the date of the respective payments till the time of actual receipt of refund.

**Performance Criteria for the Components are as follows.**

- a. After integration, implementation of the proposed solution, the bidder shall be required to perform User Acceptance Test and demonstrate all the functionalities, required as per this RFP and contract document of the proposed solution.
- b. SBI-SG shall conduct Security Vulnerability audit on proposed software, accordingly the Bidder shall close the observations before Production.
- c. The solution provided by the selected bidder must meet all the technical and other specifications at a minimum, as envisaged in this document. The Bidder shall demonstrate the capabilities and perform complete testing of equipment, features, configuration of all the equipment
- d. The SBI-SG will accept the “Stabilization” of the solution only on satisfactory completion of Security Audit, Validation & Certification by respective OEM. The solution will not be accepted as complete if any facility /service as required is not available or not up to the standards projected by the Bidder in their response and the requirement of this RFP. No additional cost will be paid by SBI-SG.
- e. SBI-SG may also take up third party review of proposed feature /Functionality verification at any time during the contract period for which selected bidder has to facilitate such third-party review without any additional cost to the SBI-SG.

## 6. Payment Terms

### *Payment milestones*

Milestone	Payment Terms
Advance Payment	10% advance on selection of Bidder
UAT	50% on Successful UAT
Production	40% after Production
2 <sup>nd</sup> Year and 3 <sup>rd</sup> Year Payment towards Software and Service subscription cost	Half-yearly in advance

- a. Further payment terms will be stipulated in the Purchase Order

## 7. Prices

- a. Prices payable to the Vendor 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, changes in taxes, duties, levies, charges etc., except applicable taxes.
- b. The Bidder will pass on to the Company, all fiscal benefits arising out of reductions, if any, in Government levies viz. sales tax, excise duty, custom duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
- c. The Company reserves the right to re-negotiate the prices in the event of a change in the international market prices of both the software and hardware.

## **8. Contract Amendments**

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

## **9. Assignment**

- The Vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Company's prior written consent.

## **10. Delays in the Vendor's Performance**

- a. Delivery of services and performance of services shall be made by the Vendor within the timelines prescribed.
- b. If at any time during performance of the Contract, the Vendor encounter conditions impeding timely delivery of the services and performance, the Vendor shall promptly notify the Company in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Company shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- c. Except as provided in the above clause, a delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to bear SEBI regulatory penalties, unless an extension of time is agreed upon without the application.

## **11. Conflict of Interest**

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 an event of disqualification, the Company shall be entitled to forfeit and appropriate Performance Security (Performance Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Company and not by way of penalty for, inter alia, the time, cost and effort of the Company, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Company under the Bidding Documents and/ or the Concession Agreement or otherwise. 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 4A of the Companies Act, 1956. For the



purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- i 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 considered for computing the shareholding of such controlling person in the Subject Person; and
  - ii subject always to sub-clause (i) 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 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 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 Associate thereof has participated as a consultant to the Company in the preparation of any documents, design, or technical specifications of the Project.

## 12. Fraud & Corrupt Practices

- a. 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 Company shall reject an Application 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.
- b. Without prejudice to the rights of the Company hereinabove, if a Bidder is found by the Company 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 Company during a period of 2 (two) years from the date if such Bidder is found by the Company to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.
- c. For the purposes of this Clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
  - i **"corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected

with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Company who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Company, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Company in relation to any matter concerning the Project;

- ii **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, to influence the Bidding Process.
- iii **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process.
- iv **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Company with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- v **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

### 13. Termination for Default

- a. The Company, without prejudice to any other remedy for breach of Contract, by a written notice of default with a cure period of 30 days sent to the Vendor, may terminate the Contract in whole or in part:
  - i. If the Vendor fails to deliver any or all the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Company.

Or

- ii. If the Vendor fails to perform any other obligation(s) under the Contract.
- b. In the event the Company terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, Products and Services like those undelivered, and the Vendor shall be liable to the Company for any excess costs for such similar Products or Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.

### 14. Force Majeure

- a. Notwithstanding the provisions of TCC, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent

that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- b. For purposes of this clause, “Force Majeure” means an event beyond the control of the Vendor and not involving the Vendor’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Company in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c. If a Force Majeure situation arises, the Vendor shall promptly notify the Company in writing of such condition and the cause thereof. Unless otherwise directed by the Company in writing, the Vendor 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.

#### **15. Termination for Insolvency**

- The Company may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Company.

#### **16. Termination for Convenience**

- The Company, by written notice sent to the Vendor, with a cure period of 30 days, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company’s convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

#### **17. Resolution of Disputes**

- a. The Company and the Vendor shall make every effort to resolve this amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
- b. If, the Company and the Vendor have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.
- c. The dispute resolution mechanism to be applied shall be as follows:
  - i. In case of Dispute or difference arising between the Company and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by the Purchaser and the Vendor. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the Vendor. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to a Sole Arbitrator who shall be appointed by agreement between the parties.

- ii Arbitration proceedings shall be held at Mumbai and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- iii The decision of most arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

## 18. Applicable Law

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

## 19. Addresses for Notices

- A notice shall be effective when delivered or on the effective date of the notice, whichever is later. The following shall be the address of the Company and Vendor.

### **Company's address for notice purposes:**

**The Chief Financial Officer,**  
SBI-SG Global Securities Services Private Limited  
Jeewan Sewa Annex (LIC) building,  
Opp Santacruz Bus depo,  
S.V. Road, Santacruz (West),  
Mumbai - 400 054

### **Vendor's address for notice purposes**

<To be filled in by the Vendor>

## 20. Taxes and Duties

- a. The Vendor will be entirely responsible for all applicable taxes levied by the Central / State Government in connection with delivery of products at site including incidental services and commissioning.
- b. Income / Corporate Taxes in India: The Vendor 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 Vendor shall include all such taxes in the contract price.
- c. Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, the Company shall affect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Company as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.
- d. The Vendor's staff, personnel and labor 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 the Vendor shall perform such duties regarding such deductions thereof as may be imposed on him by such laws and regulations.

## **21. Vendor's obligations**

- a. The Vendor 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.
- b. The Vendor is obliged to work closely with the Company's staff, act within its own authority and abide by directives issued by the Company and activities.
- c. The Vendor will abide by the job safety measures prevalent in India and will free the Company from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Company responsible or obligated.
- d. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.
- e. The Vendor will treat as confidential all data and information about the Company, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Company.

### **Technical Documentation**

The Vendor shall deliver the following documents to the Company - User manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ CBTs, system configuration documents, system/ debugging/diagnostics documents, etc.

## **22. Patent Rights/Intellectual Property Rights**

- In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial design rights arising from the use of the Products or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the Company is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Company will give notice to the Vendor of such a claim, if it is made, without delay.

## **23. Limitation of Liability**

- For breach of any obligation mentioned in this agreement, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Company arising under or in connection with this agreement for an amount exceeding the total cost of the project. The service provider will ensure Company's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Company's related information to the extent of loss so caused. The limitations set forth herein shall not apply with respect to:
  - i. claims that are the subject of indemnification pursuant to IPR infringement,
  - ii. damage(s) occasioned by the gross negligence, fraud, or willful misconduct of Service Provider,
  - iii. damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,

- iv. When a dispute is settled by the Court of Law in India.
- v. Loss occasioned by Non-compliance of Statutory or Regulatory Guidelines.

#### **24. Delivery and Implementation**

- Successful Bidder shall implement the solution withing 1 week from the date of Purchase Order.
- SBI-SG also reserves the right to cancel the Purchase at its own discretion without assigning any reason to selected vendor. In the event of such cancellation, the Bidder is not entitled to any compensation.

#### **25. Hardware and Software Requirements**

- The Bidder shall precisely mention the Software and Hardware requirement in Technical Bid.

## **Part 5: Roles & Responsibilities of Stakeholders**

### **1. Responsibilities of SBI-SG**

The role of the Owner in the successful implementation of project includes discharging the following responsibilities:

- Mobilize appropriate personnel from the Owner organization in the project team.
- Facilitate the training programs when conducted in the Owner's premises by the bidder and other agencies to the extent of providing the venue for training, projection/viewing of training material.
- In order to facilitate the smooth functioning and able administration of the initiative, the Owner shall on a reasonable effort basis, provide support for the infrastructure and material inputs required from the Owner (directly required under the project/initiative).
- Owner will provide the following facilities to the successful bidder: Office seating space, Network connectivity, Internet, PCs for Project Team.
- For all types of technical support services/premium support/platinum support & SLA where involvement of OEM is required, there should be a back-to-back arrangement between the finally selected bidder & OEM.

### **2. Scope of Work (SOW)**

The selected bidder shall complete the proof of concept for the proposed solutions for minimum 15-30 days. On successful demonstration and completion of used cases and findings, SBI-SG shall issue the Purchase Order to selected Bidder

- The solution should be proposed as a Services; however, the proposed software should have provision for on-premises deployment.
- With Proposed Cloud, the data should reside withing India territory.
- The service should be deployable in the following infrastructure setups: on-premises, private cloud, public cloud, hybrid cloud.
- The simulation agent / sensor should be installed on limited/minimum number of endpoint/servers.
- The simulation agent / sensor should be compatible on Windows, Non-Windows, Enterprise Linux (All Flavors including but not limited to Ubuntu, RHEL, Cent OS), Apple's MAC OS etc.
- Simulation agent / sensor should be updated either from the device on which it is installed automatically or via manual updates if required
- Installed agent / sensor should have capabilities to execute simulation as local user and admin user privileges.
- Bidder shall provide the memory usage (RAM, Disk Space), network usage and other relevant KPIs of system where simulation agent has been deployed.
- Bidder shall provide architectural, network and data-flow diagrams and any other supportive artifacts for the deployment as when required by SBI-SG.
- The bidder must submit Standard Operating Process (SOP) documents related to installation and configuration of the Services.
- The proposed solution OEM should provide confirmation to SBI-SG about security audits, penetration testing, software code review is being conducted from OEM on proposed solution on a periodic basis and observations are being closed in timely manner. Audit and RFP for

CART core Review Summary Report may be shared with SBI-SG as and when required by SBI-SG.

- The Bidder shall include the present Threat Vectors such as EDR, SIEM, Firewalls, WAF, Public Facing Systems, Email gateway (Office 365), Proxy Servers, DLP, etc. The Bidder shall also include all future Security and IT Infrastructure Technology implementations (Attack Vectors) in the scope during the contract period without any additional cost.
- The Bidder should also cover the IT Assets & Applications deployed in Cloud such as Oracle Cloud Infrastructure.

**Onsite / Offsite Resource -**

- The bidder shall supply onsite / offsite resource with 4-5 years' experience in managing Security Solutions such as Enterprise Firewall, Web Application Firewall, SIEM Solution, End Point Detection and Response etc.
- The bidder resource should be at least 2 years of experience in managing the proposed CART tool.
- The resource shall actively support to close all the Finding from CART Tool and also co-ordinate with all SBI-SG Technology Partner as and when required.
- Service Window will be 10.00 am to 07.00 pm from Monday to Friday. The resource shall provide support outside of SBI-SG business hours and in weekly off in case of any emergency.
- The bidder shall provide trained resource in the event of absence.



## **PART 6: BID FORM, PRICE SCHEDULES, AND OTHER FORMATS**

### **INDEX**

#### **ANNEXURE NUMBERS**

##### **7.1 Bid Forms**

###### **7.1.1 Bid Form (Technical)**

###### **7.1.2 Price Bid Form**

##### **7.2 Tech & Compliance Specs (Attached separately)**

##### **7.3 NDA**

**ANNEXURE – 6.1.1**  
**BID FORM (TECHNICAL BID)**  
**(To be included in Technical Bid)**

Date: \_\_\_\_\_

To,

**The Chief Financial Officer,**  
SBI-SG Global Securities Services Private Limited  
Jeewan Sewa Annexe (LIC) building,  
Opp. Santacruz Bus depo,  
S.V. Road, Santacruz (West),  
Mumbai 400 054

Dear Sir,

**Ref: RFP No. SBISGGSS/R&L/25-26/64**

We have examined the RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Company and we offer to perform the scope of work detailed in this document, as per the terms and conditions spelt out in the RFP. We shall participate and submit the commercial bid in a sealed window envelope, on the date advised to us.

2. While submitting this bid, we certify that:

- The undersigned is authorized to sign on behalf of the VENDOR 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.
- The rate quoted in the indicative price bids for the MCU are as per the RFP and subsequent pre-bid clarifications/modifications/ revisions furnished by the Company, without any exception.

3. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Company up to the period prescribed in the Bid, which shall remain binding upon us.
4. Until a formal PO is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. 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".
6. We certify that we have not made any changes to the contents of the RFP/EOI document read with its amendments/clarifications provided by the Company submitted by us in our Bid document. It is further certified that the contents of our bid are factually correct. We also

accept that in the event of any information / data / particulars proving to be incorrect, the Company will have the right to disqualify us from the bid.

8. The vendor hereby undertakes that its name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.

Dated this ..... day of ..... 2025

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*(Signature)*

*(Name)*

*(In the capacity of)*

Duly authorized to sign Bid for and on behalf of

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## ANNEXURE – 6.1.2

### Price Bid - for SUPPLY, IMPLEMENTATION of BREACH ATTACK SIMULATION

S/N	Price Bid Line Item	Qty	Year 1	Year 2	Year 3
1	<b>Breach Attack Simulation Services – Unlimited Assessment Scans per security controls with all scenarios &amp; Continuous Automated Red Teaming Services</b>	1	(a)	(b)	(c)
2	One Time Implementation Charges	1	(d)		
3	Onsite / Office Support / Resource Cost	1	(e)	(f)	(g)
4	<b>Total Price</b>		(a+b+c+d+e+f+g)		
	Payment Terms & Conditions				

**ANNEXURE - 6.3**

**NDA Agreement**  
***(TO BE STAMPED AS AN AGREEMENT)***

This Non-disclosure agreement has to be signed between SBI-SG and L1 vendor. Will be shared post vendor qualification.

## ANNEXURE - 6.4

### SERVICE LEVEL AGREEMENT

*(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)*

#### EXPECTED SERVICE DELIVERY

Priority	Response Time	Resolution Time	Definition	Penalty
<b>Level 1 (P1) - Critical</b>	1 hour	2 Hours	Absence of Onsite /Offsite Support Resource, The issue is severe in nature and prevents users from making operational use of the solution,	Per Day Charges will be deducted from quarterly billing
<b>Level -2</b>	2 hours	8 hours	The issue is severe in nature, but with some manageable workarounds The issue is severe in nature, but with some manageable workarounds.	Rs. 2000 per every 4 hours
<b>Level 2 (P2) - High</b>	4 hours	1 Day	Delay in Observation Report Submission along with mitigation beyond 1 Day	1000 per Day
<b>Level 3 (P3) - Medium</b>	3 Hours	24 Hours	High Severity Security Vulnerabilities Points / Penetration Testing points closure related to OEMs software, version upgrade, Patch upgrade related issues	Rs 2000 per open observation. Rs. 1000 per day

The penalty for a year shall not exceed 5% of Annual Bidders Subscription cost. The penalty charges will be adjusted from Quarterly Resource Billing.

Further, SBI-SG shall be entitled to make adjustment in the payment of Contract price in the event of levying penalty in Bank Guarantee.

1. The bidder shall propose subscription licenses and support/subscription services from the OEM with unlimited number of support requests, remote support, and access to product updates/upgrades and 24x7 support.
2. In case SBI-SG is not satisfied with the maintenance services provided by the Bidder and/or its employees etc. at any point of time, the Contract is liable to be terminated by giving 60 days' notice. Any decision in this regard of SBI-SG shall be final, conclusive and binding on the Bidder.
3. The vendor shall warrant software against defects arising out of faulty design, materials, and media workmanship etc. for a period of seven years from the date of sign off.
4. During the term of the contract, the VENDOR shall maintain the software/equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
5. Free maintenance services during the period of warranty and contracted period. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.

## **SUPPORT AND MAINTENANCE FOR THE PROPOSED SOLUTION – 1 YEARS**

- a. All the hardware and software components supplied under these RFP, should be under direct support and warranty with respective OEM.
- b. SBI-SG should be in position to raise trouble ticket with OEMs
- c. The Bidder and its OEM is required to provide end to end support which will be applicable from the date of sign-off the project.
- d. SBI-SG shall reserves the rights to Audit the CART Software/Infrastructure platform. The reported Vulnerabilities shall be closed by Software OEM within 1 weeks of time. In case Audit Right is not permitted to SBI-SG external consultant, Software OEM should conduct the VA&PT of their software and infrastructure on quarterly basis and shall provide necessary reports to SBI-SG as and when required.
- e. The service window for SBI-SG is from 10.00 am to 6.45 pm from Monday to Friday and on at emergency situations, the Vendor shall support on Public Holidays and Sundays.

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## **CART Platform - Tech & Compliance Specs - Annexure-7.2 (PTO)**



S.N.	Requirement for CART	Compliance (Yes/No/Partially)	Bidders Remark for Partial or Non Compliance
<b>Continuous Automated Red Teaming</b>			
1	Ability to run automated multi-stage attacks		
2	Automated attack library without requirement for human intervention		
3	Launch attacks On Demand any time		
4	Launch Attacks Daily, Weekly, Monthly		
5	Launch attacks in real time based on specific trigger events		
6	Create custom attack sequences		
7	See real time progress of attacks and it's path		
8	Provide real time visibility of attacks being successful or unsuccessful		
<b>Internal Breach &amp; Attack Simulation</b>			
9	ESC4 ADCS Attack to Modify Certificate Template		
10	Internal Network Discovery		
11	Internal Network Exploitation		
12	Internal Application Exploitation		
13	Internal Cloud Attacks		
14	Lateral movement attacks		
15	ESC1 ADCS Attack to Obtain AD Certificates and Administrator Privileges		
16	Internal Database Exploitation		
17	Domain Controller Synchronisation Attack		
18	Active Directory GPP Abuse		
19	ESC7 ADCS Attack to Obtain Administrator Privileges		
20	Privilege Escalation		
<b>Automated Recon / Attack Surface Discovery</b>			
21	Discover Domains and related Subdomains with Zero Knowledge		
22	Discover IPs, IP Ranges, geo-tags & open ports/services		
23	Discover Web Applications		
24	Discovering APIs		
25	Discovering DNS Records		
26	Option to scan all 65K ports for broad detection (TCP, UDP, ICMP)		
27	Discover expired or erroneous SSL certificates.		
28	Enumerate tech stack of each applications with the ability to filter by technology type		
29	Discover vulnerabilities and misconfigurations without active scanning		
30	Platform should categorized discovered assets based on organizational business units		
31	Discover Leaked creds from Deep & Dark web		
32	Platform should be able to score web application based on web & ssl scores		
33	<b>Custom tagging and labeling of assets to align with organizational structure and requirements</b>		
34	Adding or deleting an asset shall have a cascading affect on the entire attack surface		
35	<b>Automatically tag assets which a hacker might target</b>		
36	Automatically tag all assets by just providing labelled seed data		
<b>Testing, Validation &amp; Multi-Stage Attacks</b>			
37	Application Pentesting (DAST) Including OWASP Top 10 vulnerability check		

S.N.	Requirement for CART	Compliance (Yes/No/Partially)	Bidders Remark for Partial or Non Compliance
38	<b>Multi Stage Attack Chaining for Web Application Vulnerabilities</b>		
39	<b>Automated multi stage attacks combining different attack vectors</b>		
40	<b>Automated validation of application attacks (ex: sql injection)</b>		
41	<b>Cloud based lateral movement attack automation</b>		
42	<b>Active directory lateral movement attack automation</b>		
43	<b>Automatic validation of leaked creds</b>		
44	Automated credential stuffing attacks		
45	Automatic triggering of initial access attack vectors		
46	Automatic triggering of data exfiltration attack vectors		
47	Automated Kubernetes Attack		
48	Automated attacks for AWS		
49	Automated attacks for Azure		
50	<b>Automatic triggering of attack vectors to gain initial access</b>		
51	<b>Automated critical services detection &amp; exploitation</b>		
52	Automated supply chain attack exploitation		
53	Automated brute forcing Attacks		
54	<b>Emulate various TTPs of various Threat Actors ( Nations State, Ransomware etc)</b>		
55	<b>Build custom playbooks for custom requirements</b>		
56	<b>Run automated exploits to confirm vulnerabilities</b>		
<b>False Positive Removal &amp; Risk Prioritization</b>			
57	<b>Provide results which has zero or minimal false positives</b>		
58	Provide prioritize risks based on exploitability or business impact		
59	Prioritization of vulnerabilities based on severity and potential impact on organization		
60	Ability to define workflow or rules based on context of vulnerabilities		
61	Risks should display remediation steps, Business impact, Evidences in form of screenshots, scanner request/responses and more		
62	Ability to search and filter risks by Status, Severity, Title, Asset, Description, Asset Labels / Tags, Risk Type and Created / Closed Date		
63	Group risks by Assets to easily identify most vulnerable assets		
<b>Managed Services</b>			
64	Set and configure all scanners		
65	Triage vulnerabilities and remove false positives		
66	Business logic testing for web applications		
67	Provide Proof of Concept screenshots		
68	Prioritize risks which need urgent attention		
69	Conduct lateral movement with human supervision		
70	Create and configure rules for triaging, labeling of assets etc		
71	Deeper analysis of critical issues and provide more details		
72	Provide hand-holding for fixing issues		
73	Provide Product Training		
<b>Reports, Dashboard &amp; Alerts*</b>			
74	Provide dashboards for attack surface and risks		

S.N.	Requirement for CART	Compliance (Yes/No/Partially)	Bidders Remark for Partial or Non Compliance
75	Provide CXO dashboards		
76	Provide dashboard with security maturity score		
77	Support for exporting reports in common formats ex. PDF, CSV for sharing and analysis		
78	Solution shall report the date/time of scan results, along with the GeoIP/Geo Location and Common Vulnerabilities and Exposures (CVE) data.		
79	Automatic real-time email notification on new risks to specific person as selected by users		
80	Automatic real-time email notification on risks for specific assets or group of assets.		
81	Automatic email notification on asset exposures for zero days within 24 hours of CVEs being published		
82	Instant email notifications when scans are complete		
<b>Configuration, Custom Rules &amp; Custom Search</b>			
83	Add/delete assets for custom training of Attack Surface Management		
84	Configure scan frequency (daily/weekly/monthly) for each type of scans		
85	Configure specific attacks on specific targets on Demand		
86	Configure specific type of attacks or scans based on specific rules/conditions		
87	Configure label assets by custom groups including business units and subsidiary		
88	Configure rules for specific type of alerts for specific actions		
89	<b>Automatically Configure attack surface segregation between clients/units/partners etc.</b>		
90	Create custom sequences of testing for specific objectives		
91	Provide ability to search for custom strings in asset banners		
92	Search for Web Application end points and APIs for specific strings		
<b>Integrations</b>			
93	Platform must support Federated SSO implementation		
94	Enterprise applications integration (Ex: Ticketing system)		
95	Enterprise security system integration (Ex: SOC, SOAR)		
96	Integrations with threat intelligence feeds and services to correlate external vulnerabilities.		
97	Solution shall support API based integration for the use of data appearing in the UI.		
98	The system must use rest API integration		