RFP / SBISG GSS /26-27 /010 DATED 13-08-2026

PART 1: INVITATION TO BID

SBI-SG Global Securities Services Private Limited (hereinafter referred to as Company) is having its Corporate Office at Santacruz (West), Mumbai. The Company proposes to invite tenders (Eligibility, Technical Bid and Commercial Bid) from authorized partners / System Integrators of OEM “Forcepoint” for Supply, Installation and Support of “DLP Software, CASB and Web-Security/Proxy” (Refer Forcepoint Modules Below) for 250 Users (hereinafter referred to as “Bidder”) as per Technical Specifications mentioned in Annexure 5.1.1 in a hybrid environment with OnPrem and Dual Cloud Environment with VDI, VPN etc.

Forcepoint Modules

SN.	Description	Control
1	Forcepoint DLP Endpoint (IP Protection)	Data Security
2	Forcepoint DLP Discover (IP Protection)	Data Security
3	Forcepoint DLP Network (IP Protection)	Data Security
4	Forcepoint DLP for Cloud Email	Data Security
5	Forcepoint CASB API for DLP On-Premises	Data Security
6	Forcepoint ONE Data Security for Cloud Apps and Web	Data Security
7	Forcepoint Web Security	Web Security + Data Security
8	Forcepoint ONE - CASB Cloud App Security	Web Security
9	Forcepoint ONE - CASB API App scanning	Web Security + Data Security

Note: Bidder to propose if any other module(s) as required to be mutually discussed and agreed to deliver the technical scope placed under Annexure 5.1.1.

The Bid should be submitted to the office of:

The Chief Financial Officer,
SBI-SG Global Securities Services Private
LimitedGround Floor, B-Wing, Jeevan
Sewa Annex (LIC) building, Opp.
Santacruz Bus depo, S.V. P Road,
Santacruz (West), Mumbai - 400 054

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 mentionedin 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 tothe bidders, and such amendments will be binding on them.

SCHEDULE OF EVENTS & DETAILS

S.N.	Event Description	Dates
1	Date of commencement of Bidding Process (Publication of Tender)	**13-08-2026**
2	Last date and time for receipt of written queries for clarification from bidders.	**13-08-2026 06:30 pm**
3	Pre-Bid Meeting (If Required)	**14-08-2026 03:00 pm**
4	Last Date and Time for Bid Submission	**18-08-2026 11:30 pm**
5	Date of Technical Bid Opening	**20-08-2026 (Schedule will be communicated)**
6	Date of Opening of Commercial bids	

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. 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 Bidding Process.

PART-3: Instructions for Bidders

Clause No.	**Topic**	**Clause No.**	**Topic**
	A. Introduction		**D. Submission of Bids**
1	Broad 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. Bidding Documents	4	Modification & Withdrawal of bids
1	Documents constituting the Bid		**E. Bid Opening and Evaluation**
2	Clarification of Bidding Documents	1	Opening of Technical Bids by the Company
	C. Preparation of Bids	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	Delayed Schedule & Penalty for delayed deliveries	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	Documentary evidence establishing eligibility of products & conformity to Bid documents	9	Performance Guarantee
8	Period of Validity of Bids	10	Signing of Contract
9	Format & Signing of Bid	11	Miscellaneous

A. INTRODUCTION

1. Broad Scope of Work:

Scope of Work for supply, Installation and Support of “Forcepoint End Point DLP Software” for 250 Users.

Bidders are required to Supply, Install and provide support for following software for Forcepoint End Point DLP software as per technical specifications mentioned in Annexure 5.1.1

2. Eligibility Criteria:

a. The standard MAF (Manufacturer Authorization Form) as per the Company's format should be submitted by all Bidders.
b. 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:

INSTRUCTIONS

For each criterion, indicate Compliant / Partially Compliant / Not Compliant in the Compliance column, along with a brief remark and reference to the supporting document or annexure enclosed. Section A is a mandatory pass/fail gate. Non-compliance with any Section A item may render the proposal ineligible for technical evaluation. A consolidated PDF must be made available to verify and score compliance with reference to the Sr. No. of the Section A – Legal and Organizational Requirements below.

SECTION A – LEGAL AND ORGANIZATIONAL REQUIREMENTS

This section is a mandatory pass/fail gate. All items must be marked Compliant for the proposal to proceed to technical evaluation.

Sr. No.	Criteria	Details	Supporting Documents	Compliance
A.1	**Indian Incorporated Company**	The bidder must be a company or LLP incorporated in India under the relevant laws.	Certificate of Incorporation, PAN Card, GSTIN Certificate	
A.2	**Authorized Forcepoint Partner**	The bidder must be a valid manufacturer authorized reseller or channel partner of Forcepoint for at least three years.	Valid Forcepoint Partner Authorization Letter (current year) along with evidence of continuous partnership for a minimum of three years	
A.3	**Annual Turnover**	Average annual turnover of at least INR 80 Crore during the last three financial years, with positive net worth in all three years.	Audited Financial Statements for the last three financial years	
A.4	**No Adverse Regulatory History**	Bidder must not have been blacklisted, debarred or penalized by any Government, PSU or Regulator in the last three years.	Self-declaration on company letterhead	
A.5	**Information Security / Data Privacy Compliance**	The bidder's organization shall maintain a valid information security management certification (ISO/IEC 27001 or equivalent) and shall comply with applicable Indian data protection regulations, including the Digital Personal Data Protection Act, 2023, while handling SBI-SG data during the engagement.	Valid ISO/IEC 27001 Certificate and Data Handling / NDA Undertaking on letterhead covering DPDP Act obligations	

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

a. The Bidding Documents include:
   i. PART 1 - Invitation to Bid (ITB)
   ii. PART 2 - Disclaimer
   iii. PART 3 - Instruction for Bidders (IFB)
   iv. PART 4 - Terms and Conditions of Contract (TCC)
   v. PART 5 - Bid Forms, Price Schedules, and other forms (BF)

b. 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.
b. A pre-bid meeting is scheduled as per details mentioned.
c. 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.
d. 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.
e. All bidders must ensure that such clarifications / amendments have been considered by them before submitting the bid. Company will not take responsibility for any omissions by bidder.
f. At any time prior to the deadline for submission of Bids, the Company, for any reason, whether, on 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 Comprising the Bid

a. Documents comprising the Technical Proposal Envelope should contain 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-5.2.1
   ii. BOM & Compliances - Annexure-5.1.2
   iii. Undertaking of Authenticity - Annexure-5.1.3
   iv. SLA T&C – Annexure-5.3
   v. MAF – Annexure-5.5
   vi. Price Bid listing all the components as per Price Breakup Schedule (Annexure-5.2.3) without indicating any prices.

b. segregated and kept together in one section / lot. The other papers should form the main section and should be submitted in one lot, separate from the section containing literature.

c. Any Technical Proposal **not containing** the above will be rejected.

d. The Technical Proposal should **NOT** contain any price information. Such proposal, if received, will be rejected.

e. The **Price Bid Envelope** 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.

3. Bid Form

- The Bidder shall complete both the Envelopes of the Bid Form furnished in the Bidding Document separately and submit them simultaneously to the Company. 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. 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 & Penalty for Delayed Deliveries

a. Delivery, Installation, and commissioning within 4 to 8 weeks from the date of purchase order.
b. In the event of the equipment not being delivered, installed and commissioned within a period of 4 to 8 weeks from date of Purchase Order, a penalty at rate of 0.5 percent per week or part thereof of contract price subject to maximum deduction of 5% of the delivered price of the delayed Products or unperformed services for each week or part thereof of delay, until actual delivery or performance or for any loss is suffered by the Company due to Acts attributable to the Service Provider as provided under clause for Liquidated damages.
c. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of software.
d. The Company also reserves the right to cancel the Purchase Order in case of 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. ANY DELAY SHALL BE VIEWED SERIOUSLY AND PENALTIES LEVIED.

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 products and/or Systems under the Contract which the Bidder did not produce, the Bidder has been duly authorized as per authorization letter (Annexure-5.5)
  ii. that adequate, specialized expertise is available to ensure that the support services are responsive, and the Bidder will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and provide necessary maintenance services.

7. Documentary Evidence Establishing Eligibility of Products 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 package on a single responsibility basis for / software /support & other services it proposes to supply.

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 and Signing of Bid

a. Each bid shall be in two parts: -
   i. **<u>Part I- Technical Proposal.</u>**
   ii. **<u>Part II- Price Proposal</u>**.
b. The two parts should be in two separate sealed NON-WINDOW envelopes, each super scribed with **"Supply, Installation and Support of Forcepoint End Point DLP Software" for SBI-SG Global Securities Services Private Limited"** <u>as well as</u> **"Technical Proposal"** and **"Price Proposal"** as the case may be.
c. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or person(s) signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
d. Any inter-lineation, erasures or overwriting shall be valid **only** if they are initialed by the person signing the Bids. The Company reserves the right to reject bids not conforming to above.

<u>D. SUBMISSION OF BIDS</u>

1. Sealing and Marking of Bids

a. The Bidders shall seal the NON-WINDOW envelopes containing one copy of "Technical Bid" and one copy of "Price Bid" separately and the two NON-WINDOW envelopes shall be **enclosed and sealed in an outer NON-WINDOW envelope**.
b. The inner envelopes shall be addressed to the Company at the address given in Part-I above and marked as described above.
c. The outer envelope shall:
   i be addressed to the Company at the address given in Part-I; and
   ii bear the Project Name **"Supply, Installation and Support of Forcepoint End Point DLP Software" for SBI-SG Global securities Services Private Limited"**
d. All envelopes should indicate the name and address of the Bidder on the cover.
e. If the envelope is not sealed and marked, the Company will assume no responsibility for the bid's misplacement or its premature opening.

2. Deadline for Submission of Bids

a. Bids must be received by the Company at the address specified, 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, sealed, marked, and dispatched. A withdrawal notice may also be sent by Fax/Email, but followed by a signed confirmation copy, postmarked, 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 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 will 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 factory visit and witness demos of the system and verify functionalities, response times, etc.

c. Company will evaluate the technical and functional specifications of all the equipment quoted by the Bidder.
d. 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 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 short listed for commercial evaluation.
b. The L1 Bidder will be selected based on the Total Cost of Ownership.
c. Arithmetic errors, if there are 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. 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 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 has been determined to qualify to perform the Contract satisfactorily, and whose Total Score = Bid score as per technical bid parameter evaluation + Bid score as per commercial bid has been determined as the highest. Weightage of Technical Bid Score and Commercial Bid score will be 70% and 30% respectively.
b. The Company reserves the right at the time of award of contract to increase or decrease the quantity of goods and / or services or change in location where equipment is to be supplied from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.

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 writing or 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 Bidder, the Company may notify each unsuccessful Bidder.

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 with them

10. Miscellaneous

a. The selected Bidder should carry out all installation tasks in coordination with the designated officials of the IT SBISG, depending on the Company's requirement.
b. The selected Bidder should undertake, during the period of contract, if required by the Company, the relocation / shifting of the equipment without any cost to the Company.
c. The selected Bidder should undertake to implement the observations / recommendations of the Company's IS-Audit, Security Audit Team or any other audit conducted by the Company or external agencies and any escalation in cost on this account will not be accepted by the Company.

Note: Notwithstanding anything said above, the Company reserves the right to reject the contractor 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 Equipment" means all the / software and / or services which the Vendor is required to supply to the Company under the Contract.
f. "The Services" means those services ancillary to the supply of the Products, such as transportation, insurance, installation, commissioning, customization, provision of technical assistance, training, maintenance, and other such obligations of the Vendor covered under the Contract.
g. "TCC" means the Terms and Conditions of Contract contained in this section.
h. "The Project" means supply, installation, testing and commissioning of and software with 36 months Warranty tenure and Premier Support.
i. "The Project Site" means the datacenters and office where the equipment is to be supplied, installed, and commissioned.

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 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.
c.

3. Use of Contract Documents and Information

a. The Vendor 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 Vendor 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 purposes of such performance.
b. The Vendor shall not, without the Company's prior written consent, make use of any document or information except for purposes of performing the Contract.
c. Any document, other than the Contract itself, shall remain the property of the Company and shall be returned (in all copies) to the Company on completion of the Vendor'sperformance

under the Contract, if so, required by the Company.

4. 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 claim, if it is made, without delay. The Vendor shall indemnify the Company against all third-party claims.

5. Inspection and Quality Control Tests

a. The Company reserves the right to carry out pre- shipment factory / godown inspection by a team of Company officials or demand a demonstration of the solution proposed on a representative model in Bidder's office
b. The Inspection and Quality Control tests before evaluation, prior to shipment of Goods and at the time of final acceptance would be as follows:

   i. Inspection/Pre-shipment Acceptance Testing of Goods as per quality control formats including functional testing, burn-in tests and mains fluctuation test at full load, facilities etc., as per the standards / specifications may be done at factory site of the Supplier before dispatch of goods, by the Company / Company's Consultants / Testing Agency.
   ii. The supplier should intimate the Company before dispatching the goods to various locations for conduct of pre-shipment testing. Successful conduct and conclusion of pre-dispatch inspection shall be the sole responsibility of the Supplier.
   iii. Provided that the Company may, at its sole discretion, waive inspection of goods having regard to the value of the order and/or the nature of the goods and/or any other such basis as may be decided at the sole discretion of the Company meriting waiver of such inspection of goods .
   iv. In the event of the and software failing 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 Companyreserves the right to cancel the Purchase Order.

v. The inspection and quality control tests may be conducted on the premises of the Supplier, at point of delivery and / or at the goods' destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Company. If the testing is conducted at the point of delivery or at the destination, due to failure by the vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental Expenses of the Company's representatives to be borne by the vendor.

vi. Nothing stated herein above shall in any way release the Supplier from any warranty or other obligations under this Contract.

vii. The Supplier shall provide complete and legal documentation of Systems, all subsystems, operating systems, compiler, system software and the other software. The Supplier shall also provide licensed software for all software products, whether developed by it or acquired from others. The Supplier shall also indemnify the Company against any levies/penalties on account of any default in this regard.

viii. On successful completion of acceptability test, receipt of deliverables, etc., and after the Company is satisfied with the working on the system, the acceptance certificate will be signed by the representative of the Company.

c. The Company's right to inspect, test and where necessary reject the products after the products arrival at the destination shall in no way be limited or waived by reason of the products having previously being inspected, tested, and passed by the Company or its representative prior to the products shipment from the place of origin by the Company or its representative prior to the installation and commissioning.

d. Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.

6. Delivery & Documentation

a. The Vendor should provide such packing of the products as is required to prevent their damage or deterioration during transit to their destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open Back-up Solution. Size and weights of packing case shall take into consideration, where appropriate, the remoteness of the Products destination and the absence of heavy handling facilities at all transit points.

b. Delivery of the equipment shall be made by the Vendor in accordance with the system approved / ordered. The details of the documents to be furnished by the Vendor are specified hereunder: -

i. 2 copies of Vendor's Invoice showing Contract number, Products description, quantity, unit price and Total amount.

ii. Delivery Note or acknowledgement of receipt of Products from the Consignee or in case of products from abroad original and two copies of the negotiable clean Airway Bill

iii. 2 copies of packing list identifying contents of each package.

iv. Insurance Certificate.

v. Manufacturer's / Vendor's warranty certificate.

c. The above documents shall be received by the Company before arrival of Products (except where it is handed over to the Consignee with all documents) and if not received the Vendor will be responsible for any consequent expenses.

d. Delivery, Installation, and commissioning of the equipment shall be made by the vendor in accordance with the system approved / ordered.
e. For the System & other Software, the following will apply:

    i. The vendor shall supply standard software packages published by third parties in or out of India in their original publisher-packed status only and should have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.
    ii. The Vendor should provide complete and legal documentation of all subsystems, **licensed operating systems, licensed system software, licensed utility software and other licensed software**. The Vendor should also provide **licensed software** for all software products whether developed by it or acquired from others. There shall not be any default in this regard.
    iii. In case the Vendor is providing software which is not his proprietary software then the Vendor must submit evidence in the form of agreement he has entered with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Company.
    iv. The vendor shall explicitly absolve the Company of any responsibility / liability for use of system / application software delivered along with the equipment, (i.e., the vendor shall absolve the Company in all cases of possible litigation / claims arising out of any copyright / license violation) for software(s) published either by third parties, or by themselves.

7. Acceptance Procedure

- On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the acceptance certificate (Annexure-5.6) signed by the Vendor and the representative of the Company will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

8. Insurance:

a. The insurance shall be in an amount equal to 110 percent of the value of the Products from “Warehouse to final destination” on “All Risks” basis, valid for a period not less than one week after installation and commissioning and issue of acceptance certificate by the Company.
b. Should any loss or damage occur, the Vendor should:

    i initiate and pursue claim till settlement and
    ii promptly decide for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.

9. Payment Terms

a. Payment shall be made in Indian Rupees as under:

   i. 100% of the Total amount due on Delivery and installation. Payment will be released within 30 days and receipt of Invoice and Installation & Commissioning Certificate duly signed by the Company. As already stated, for reasons of delays in installation and commissioning not attributable to the Company the liquidated damages may be levied as stated.

b. Payments will not be released for any part-shipment or short-shipments.

10. 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.

11. Change Orders

a. The Company may, at any time, by a written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:
   i Method of shipment or packing.
   ii Place of delivery.
   iii Quantities to be supplied subject to 25% above or below the originally declared.
b. If any such change causes an increase or decrease in the cost of, or the time required for the Vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Vendor for adjustment under this clause must be asserted within thirty (30) days of the date of Vendor's receipt of Company's change order.

12. Contract Amendments

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

13. 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.

14. Delays in the Vendor's Performance

a. Delivery installation, commissioning of the Products/Solution 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 or its subcontractor(s) should encounter conditions impeding timely delivery of the Products and performance of Services, 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 the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

15. Liquidated Damages

- If the Vendor fails to deliver any or all of the Products or perform the Services within the time period(s) specified in the Contract, the Company may, without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages as mentioned above, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of contract price subject to maximum deduction of 5% of the delivered price of the delayed Products or unperformed services for each week or part thereof of delay, until actual delivery or performance or for any loss is suffered by the Company due to Acts attributable to the Service Provider. Once the maximum deduction is reached, the Company may consider termination of the Contract.

16. 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 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.

17. 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.

18. 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 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.

19. 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 fulfil 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.

20. 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.

21. 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.

22. Resolution of Disputes

a. The Company and the Vendor shall make every effort to resolve 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, suchdisputes 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, thearbitral 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 discussionbetween 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 as 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.

23. 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.

24. Addresses for Notices

- A notice shall be effective when delivered or on 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
Jeevan Sewa Annex (LIC) building,
Opp Santacruz Bus Depot,
S.V.P Road, Santacruz
(West),Mumbai - 400 054

Vendor's address for notice purposes

<To be filled in by the Vendor>

25. Taxes and Duties

a. The Vendor will be entirely responsible for all applicable taxes levied by 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 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.

26. 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 will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where installation is to be done. The Company would only provide necessary letters for enabling procurement of the same.
c. 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 implementation activities.
d. 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.
e. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.
f. 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.

27. 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 claim, if it is made, without delay.

28. Right to use defective product

- If after delivery, acceptance, and installation and within the guarantee and warranty period, the operation or use of the product is found to be unsatisfactory, the Company shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with the Company’s operation.

29. 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. 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 SBISG/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.

PART 5: BID FORM, PRICE SCHEDULES AND OTHER FORMATS

INDEX

ANNEXURE NUMBERS

ANNEXURE – 5.1.1 -A- Technical Specifications

A consolidated PDF must be made available to verify and score compliance with reference to the Sections below along with Eligibility Criteria (Section A).

Sr. No.	Criteria	Details	Supporting Documents	Compliance
B.1	**Forcepoint DLP Implementation Experience**	Proven experience in designing, implementing, integrating and supporting enterprise-grade DLP solutions covering Endpoint, Email, Network, Web, Web Security and Data Discovery. Experience must include policy tuning, content inspection (keywords, dictionaries, regex, fingerprinting, EDM, ML classification) and incident/forensic workflows at enterprise scale.	Minimum two completed DLP implementation projects for BFSI or regulatory clients in the last five years (minimum 2,000 users). Work orders or completion certificates.	
B.2	**Forcepoint Web Security Experience**	Proven experience in designing, implementing and integrating Hybrid Secure Web Gateway solutions across on-premises, cloud and hybrid environments, including URL filtering, SSL inspection, proxy architecture, identity provider integration and migration from legacy platforms.	At least two similar engagements in the last five years for organizations with 1,000 or more users. Purchase orders, work orders, completion certificates or reference letters.	
B.3	**Post-Implementation Support Experience**	Proven experience providing post-implementation support for Forcepoint Data Security and Web Security, covering incident monitoring, policy tuning, false-positive reduction, health monitoring, troubleshooting, patch and upgrade coordination, OEM escalation and SLA-based support.	Customer purchase order / work order / completion certificate, customer reference, resource profiles, certifications, SLA and escalation matrix, sample reports	
B.4	**Certified Technical Resources**	A minimum of two engineers holding valid Forcepoint product certifications.	Copies of current Forcepoint certifications	
B.5	**Data Security Consultancy Experience**	Proven expertise in enterprise data security strategy and roadmap, data discovery, classification and governance, data flow mapping, DLP strategy and architecture, and regulatory-aligned risk assessment.	At least two similar engagements completed in the last five years. Customer references, completion certificates, work orders or project summaries.	
B.6	**Cloud DLP / CASB Implementation Experience**	Demonstrated experience extending DLP and data protection controls to SaaS and cloud platforms (including Microsoft 365 and Google Workspace) with CASB-based visibility and control for sanctioned and unsanctioned applications.	Work orders, completion certificates or project summaries evidencing Cloud DLP or CASB engagements in the last three years	

Sr. No.	Criteria	Details	Supporting Documents	Compliance
B.7	**SIEM / SOC & Incident Response Integration**	Experience integrating Forcepoint DLP and Web Security alerts and logs with SIEM/SOC platforms and existing incident response processes for centralized monitoring and escalation.	Reference letters, integration architecture documents or completion certificates	
B.8	**Knowledge Transfer Experience**	Experience in providing solution-related knowledge transfer and operational guidance as part of DLP or Web Security engagements is preferred.	Relevant project summaries, KT documents, client acknowledgements, work orders, completion certificates or bidder self-declaration	

TECHNICAL QUALIFICATION CRITERIA

Total weightage: 100%

Sr. No.	Criteria	Details / Supporting Documents	Compliance	Weight
C.1	Authorized Forcepoint Partner Status	Submit a valid current-year Forcepoint partner authorisation letter.		**8**
C.2	DLP Implementation Experience	Submit work orders or completion certificates for a minimum of one Forcepoint DLP implementation in the BFSI or regulatory sector in the last five years.		**20**
C.3	Web Security Implementation Experience	Submit work orders or completion certificates for a minimum of one Forcepoint Web Security implementation in the BFSI or regulatory sector in the last five years.		**20**
C.4	Certified Technical Resources	Provide CVs and certificates for at least two engineers with Forcepoint product certifications.		**16**
C.5	Implementation Methodology & Project Plan	Submit a detailed implementation plan covering design, configuration, testing and stabilisation phases with clear timelines.		**8**
C.6	Design Capability	Submit a sample DLP policy framework or a redacted policy design document. Alignment with Indian PII guidelines is preferred.		**8**
C.7	Post-Implementation Support Capability	Describe the support model, escalation matrix and onsite/remote support availability. Minimum 8×5 support is required.		**8**

Sr. No.	Criteria	Details / Supporting Documents	Compliance	Weight
C.8	Client References	Submit contact details of at least one BFSI, government or regulatory sector client from the last five years.		**6**
C.9	Cloud / CASB implementation Capability	Describe the proposed approach and prior capability for integrating Web Security with CASB controls for sanctioned cloud applications.		**6**
	GRAND TOTAL			**100%**

SCOPE OF WORK COMPLIANCE

The bidder shall indicate compliance against each line item as Compliant, Partially Compliant or Not Compliant, with remarks where applicable.

Summary: The proposed Forcepoint DLP and Hybrid Web Security solution shall be implemented in tight integration with SBI-SG's existing Microsoft Information Protection (MIP) framework, current email infrastructure and overall SBISG ecosystem and tools, and the hybrid (on-premises and cloud) environment. All design, deployment, configuration, policy integration and testing activities shall be executed by the System Integrator (or under direct Forcepoint OEM supervision and accountability). Post-implementation support, including policy tuning, incident handling support, platform maintenance and OEM escalation, shall be provided for a minimum period of twelve (12) months from the date of successful go-live, co-terminus with the license term.

Product Supply

Scope	Details	Compliance	Remarks
Product Supply	Procurement of valid, manufacturer-authorised Forcepoint DLP license subscriptions.		
Product Supply	Procurement of valid, manufacturer-authorised Forcepoint Hybrid Web Security license subscriptions.		
Product Supply	Procurement of OEM Enhanced Support for the supplied licenses.		

Data Security Scope (Forcepoint DLP)

Scope	Details	Compliance	Remarks
Data Security Scope	Conduct requirement gathering and understand SBI-SG's data protection use cases.		
Data Security Scope	Review existing IT, security, endpoint, email, web, and network environment for Forcepoint DLP deployment readiness.		
Data Security Scope	Prepare solution architecture and deployment approach for Forcepoint DLP.		
Data Security Scope	Install and configure Forcepoint DLP management server and required solution components.		
Data Security Scope	Configure & Implement Forcepoint DLP Endpoint (IP Protection)		
Data Security Scope	Configure & Implement Forcepoint DLP Discover (IP Protection)		

Scope	Details	Compliance	Remarks
Data Security Scope	Configure & Implement Forcepoint DLP Network (IP Protection)		
Data Security Scope	Configure & Implement Forcepoint DLP for Cloud Email		
Data Security Scope	Configure & Implement Forcepoint CASB API for DLP On-Premises		
Data Security Scope	Configure & Implement Forcepoint ONE Data Security for Cloud Apps and Web		
Data Security Scope	Configure & Implement Forcepoint Web Security		
Data Security Scope	Configure & Implement Forcepoint ONE - CASB Cloud App Security		
Data Security Scope	Configure & Implement Forcepoint ONE - CASB API App scanning		
Data Security Scope	Integrate Forcepoint with existing data classification solution and design policies and implement		
Data Security Scope	Integrate Forcepoint DLP with Active Directory.		
Data Security Scope	Integrate Forcepoint DLP with the email platform.		
Data Security Scope	Integrate Forcepoint DLP with the web/proxy solution.		
Data Security Scope	Integrate Forcepoint DLP with the endpoint environment.		
Data Security Scope	Integrate Forcepoint DLP with network components.		
Data Security Scope	Configure user, group, role-based access, and administrator privileges.		
Data Security Scope	Design and configure DLP policies based on SBI-SG-defined sensitive data types, regulatory requirements, and business use cases		
Data Security Scope	Configure data identifiers, classifiers, dictionaries, regular expressions, fingerprinting, and custom rules as required.		
Data Security Scope	Configure DLP incident workflow, severity, notification, alerting, and escalation rules as per policy.		
Data Security Scope	Provide Forcepoint endpoint agent deployment approach using GPO / SCCM / Intune as applicable.		
Data Security Scope	Configure out-of-the-box reporting templates, dashboards, and scheduled reports.		
Data Security Scope	Perform policy testing and validation prior to production rollout.		
Data Security Scope	Conduct UAT with SBI-SG teams.		
Data Security Scope	Perform production rollout as per the approved implementation plan.		
Data Security Scope	Prepare and submit the Design Document.		
Data Security Scope	Prepare and submit the Implementation and Configuration Document.		
Data Security Scope	Prepare and submit the Policy Configuration Document.		
Data Security Scope	Prepare and submit Test Cases and UAT Sign-off.		
Data Security Scope	Prepare and submit the SOP / Handover Document.		

Scope	Details	Compliance	Remarks
Data Security Scope	Provide knowledge transfer to SBI-SG teams.		
Data Security Scope	Coordinate with Forcepoint OEM for technical dependencies, product issues, and implementation-related clarifications, wherever required.		

Web Security Scope (Forcepoint Hybrid Web Security)

Scope	Details	Compliance	Remarks
Web Security Scope	Conduct requirement gathering and understand SBI-SG's web security, internet access, cloud application, and compliance use cases.		
Web Security Scope	Review existing IT, network, internet gateway, endpoint, identity, and cloud application environments for deployment readiness.		
Web Security Scope	Prepare solution architecture and deployment approach for Forcepoint Web Security.		
Web Security Scope	Install and configure Forcepoint Web Security management and required solution components.		
Web Security Scope	Configure URL filtering policy.		
Web Security Scope	Configure category-based access control.		
Web Security Scope	Configure malware protection.		
Web Security Scope	Configure file upload/download control.		
Web Security Scope	Configure user/group-based access policy.		
Web Security Scope	Configure SSL/TLS inspection policy.		
Web Security Scope	Configure application control, wherever applicable.		
Web Security Scope	Integrate Forcepoint Web Security with Active Directory.		
Web Security Scope	Integrate Forcepoint Web Security with the endpoint environment.		
Web Security Scope	Integrate Forcepoint Web Security with the network gateway.		
Web Security Scope	Integrate Forcepoint Web Security with SIEM/SOC platforms.		
Web Security Scope	Integrate Forcepoint Web Security with reporting systems.		
Web Security Scope	Configure user, group, and role-based access and administrator privileges.		
Web Security Scope	Configure web access policies for users, groups, departments, locations, and business requirements.		
Web Security Scope	Configure secure web access for roaming users, remote users, and branch users as per approved design.		
Web Security Scope	Configure SSL decryption/inspection policy based on SBI-SG-approved categories, exclusions, and compliance requirements.		
Web Security Scope	Configure threat protection policies for malicious websites, phishing URLs, command-and-control traffic, malware downloads, and risky web activity.		

Scope	Details	Compliance	Remarks
Web Security Scope	Configure acceptable use policies for internet access, including allowed, blocked, monitored, and time-based web categories.		
Web Security Scope	Configure out-of-the-box reporting templates, dashboards, and scheduled reports for web usage, blocked access, threats, policy violations, and user activity.		
Web Security Scope	Configure integration with Forcepoint DLP / Data Security for Web DLP use cases, wherever applicable.		
Web Security Scope	Configure CASB-related controls for cloud application visibility and access control, wherever applicable.		
Web Security Scope	Identify and classify sanctioned and unsanctioned cloud applications based on risk, usage, and business requirements.		
Web Security Scope	Configure cloud application access policies for selected cloud apps such as Microsoft 365, Google Workspace and other SBI-SG-approved applications.		
Web Security Scope	Configure policy controls for cloud application activities such as login, upload, download, sharing, and access from unmanaged devices, wherever supported and applicable.		
Web Security Scope	Conduct UAT with the SBI-SG IT team.		
Web Security Scope	Perform policy testing and validation prior to production rollout.		
Web Security Scope	Perform production rollout as per the approved implementation plan.		
Web Security Scope	Prepare and submit the Design Document.		
Web Security Scope	Prepare and submit the Implementation and Configuration Document.		
Web Security Scope	Prepare and submit the Policy Configuration Document.		
Web Security Scope	Prepare and submit Test Cases and UAT Sign-off.		
Web Security Scope	Prepare and submit the SOP / Handover Document.		
Web Security Scope	Provide knowledge transfer to SBI-SG IT and security teams.		
Web Security Scope	Coordinate with Forcepoint OEM for technical dependencies, product issues, and implementation-related clarifications, wherever required.		

BACKUP, HIGH AVAILABILITY AND DISASTER RECOVERY

The bidder shall design, implement and document backup, high-availability and disaster-recovery arrangements for the complete Forcepoint DLP and Hybrid Web Security deployment. All backup data, configuration stores, logs and related artefacts shall remain within India. Any transfer outside India shall require prior written approval from SBI-SG.

Common Requirements

Scope	Details	Compliance	Remarks
Backup & Restore	Configure backup and restore procedures for all DLP and Web Security policy data, configuration stores, fingerprint		

Scope	Details	Compliance	Remarks
	repositories, dictionaries and incident records. Backups shall be encrypted and stored within India.		
High Availability	Design and implement High Availability for the DLP management server and the Web Security management components in accordance with the capabilities supported by the product. The design (active-passive or active-active) shall be documented.		

Disaster Recovery – Forcepoint DLP

The bidder shall design and document a disaster recovery approach covering the complete Forcepoint DLP stack, including the management server, Endpoint, Discover, Network, Cloud Email and CASB / Forcepoint ONE components, together with fingerprint repositories and policy databases.

Scope	Details	Compliance	Remarks
DR Design – DLP	Document the recovery approach for the full DLP environment. Define Recovery Time Objective (RTO) and Recovery Point Objective (RPO) targets. Indicative targets for planning purposes are RTO of four hours or better for the management plane and RPO of one hour or better, subject to product capabilities and SBI-SG requirements.		
Recovery Procedures – DLP	Provide detailed recovery procedures covering restoration of the management server from backup, re-synchronisation of endpoint agents, recovery of fingerprint and EDM databases, validation of policy enforcement after recovery, and the associated communication and escalation steps.		
Continuity of Protection	Ensure the DR design supports continued DLP protection on critical channels (endpoint, email, network and cloud) during and after recovery. Any temporary reduction in coverage shall be documented together with compensating controls.		
DR Runbook & Validation	Include a DLP disaster recovery runbook as part of the SOP and Handover Document. Conduct at least one tabletop or simulated recovery walkthrough with SBI-SG teams during the engagement.		

Disaster Recovery – Forcepoint Hybrid Web Security

The bidder shall design and document a disaster recovery approach for Forcepoint Hybrid Web Security covering management components, proxy and gateway instances (on-premises and cloud), policy stores, SSL inspection certificates and CASB integration points.

Scope	Details	Compliance	Remarks
DR Design – Web Security	Document the recovery approach for the Web Security environment. Define RTO and RPO targets. Indicative targets for planning purposes are RTO of four hours or better for the management plane and one hour or better for the critical proxy path where the architecture permits, with RPO of one hour or better.		
Recovery Procedures – Web Security	Provide detailed recovery procedures covering restoration of the management server, recovery or re-deployment of proxy and gateway instances, re-establishment of SSL inspection trust, re-synchronisation with identity providers and SIEM,		

Scope	Details	Compliance	Remarks
	and validation of URL filtering, threat protection and CASB controls after recovery.		
Continuity of Access	Ensure the DR design maintains a secure internet access path, or a clearly defined fallback, for critical users during recovery. Any temporary loss of SSL inspection or CASB visibility shall be documented together with compensating controls.		
DR Runbook & Validation	Include a Web Security disaster recovery runbook as part of the SOP and Handover Document. Conduct at least one tabletop or simulated recovery walkthrough with SBI-SG teams during the engagement.		

POST-IMPLEMENTATION SUPPORT

Scope	Details	Compliance	Remarks
Analyst Support (DLP)	Provide one dedicated onsite resource for the support duration, co-terminus with the license expiry date, Monday to Friday, 09:00 to 18:00. Responsibilities include reduction of false-positive incidents, creation and modification of policies for sensitive data types (including Aadhaar, PAN, financial data and business-specific keywords), validation of policy behaviour, incident handling, reporting and progressive reduction of false positives.		
Platform Support	Provide remote support for the support duration, co-terminus with the license expiry date, Monday to Saturday, 09:00 to 18:00, with ad-hoc support for high-severity incidents. Scope includes incident escalation, root-cause analysis, coordination with Forcepoint OEM, planned maintenance, upgrades and hotfixes.		

PROJECT GOVERNANCE, COMPLIANCE AND ADDITIONAL REQUIREMENTS

Scope	Details	Compliance	Remarks
Project Governance	Conduct a formal project kick-off meeting. Submit a detailed project plan with milestones, dependencies and timelines. Define and share a RACI matrix. Provide periodic status reporting and participate in steering committee or governance review meetings.		
Compliance & Regulatory Alignment	Demonstrate how the proposed solution addresses applicable RBI and SEBI cybersecurity requirements relevant to data security and web security. Ensure compliance with data localisation requirements. All logs, incident data, metadata, policy configurations and related data generated by the solution shall remain within India.		
Sizing & Environment Assessment	Provide recommended sizing for DLP and Web Security infrastructure based on the defined endpoint, user and server counts. Provide bandwidth and throughput sizing recommendations for Web Security gateway components. Provide the supported operating system matrix for		

Scope	Details	Compliance	Remarks
	Forcepoint endpoint agents together with recommended deployment methods.		
Testing & Acceptance	Vulnerability Assessment and Penetration Testing shall be conducted by the SBI-SG security team. The bidder shall provide reasonable assistance with OEM coordination to address findings. Define formal go-live acceptance criteria in consultation with SBI-SG. Prepare and maintain a rollback plan for each implementation phase. Include performance validation of DLP and Web Security components during UAT.		
Support SLA & Resourcing	Define a severity-based OEM SLA matrix specifying response and resolution times for each incident severity level. Provide complete implementation and support to stabilise the solution. Provide an escalation matrix with named contacts for L1, L2, L3 support and OEM escalation.		
Change Management	Provide support during the implementation of patches and version upgrades by testing and confirming readiness for production. Follow a formal change management process, including change request, approval and rollback provisions, for all production changes.		
License & Renewal Management	Provide periodic license utilisation tracking and reporting. Provide advance renewal alerts and support for license renewal prior to expiry.		
Exit Management	Provide transition-out assistance and knowledge documentation handover in the event of a vendor change at the end of the contract. Ensure all configuration, policy and design documentation is handed over in a usable format.		
Knowledge Transfer	Conduct knowledge transfer sessions for SBI-SG technical users covering applicable DLP and Web Security policies, controls and user responsibilities. Conduct formal administrator training. A minimum of two full-day knowledge transfer and administrator training sessions shall be provided, covering solution administration, policy management and operational procedures.		
Additional Requirements	Multi-factor authentication shall be enforced for access to Forcepoint management consoles. Reporting capabilities shall support generation of reports useful for internal compliance and regulatory review. Basic incident response guidance for high and critical DLP events shall be prepared and shared as part of the handover documentation. Microsoft 365 and Google Workspace shall be prioritised for CASB visibility and control configuration.		

ANNEXURE – 5.1.3
Undertaking of Authenticity

To:

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

Sub: Undertaking of Authenticity for Supplies Ref: RFP No. SBISG GSS /26-27 /010 DATED 12-08-2026

With reference to the equipment being quoted to you vide our Reference No: dated _, we hereby confirm that all the components /parts /assembly etc. used in the equipment to be supplied shall be original new components / parts / assembly only, from respective OEMs of the products and that no refurbished / duplicate / secondhand components /parts/ assembly / shall be supplied or shall be used. We also undertake to produce certificate from the Original Equipment Manufacturers (if required by you) in support of the above statement at the time of delivery / installation

2. In case of default and the Company finds that the above conditions are not complied with, we agree to take back the equipment supplied and return the money paid by you, in full within seven days of intimation of the same by the Company, without demur or any reference to a third party and without prejudice to any remedies the Company may deem fit.

3. In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT already billed, we agree to take back the without demur, ifalready supplied and return the money if any paid to us by you in this regard.

4. We also take full responsibility for both parts & Service SLA as per the content even if there is any defect with our authorized Service Centre / Reseller / SI etc.

Dated this .... day of 2026

____

(Signature) (Name) (In the capacity of)
Duly authorized to sign Bid for and on behalf of

____

ANNEXURE –5.2.1
BID FORM (TECHNICAL BID)
(To be included in Technical Bid Envelope)

Date: _

To,

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

Dear Sir,

Ref: RFP No. SBISG GSS /26-27 /010 DATED 12-08-2026

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 supply, Install, test, commission and maintain the equipment's detailed in Annexure-5.1.1 and 5.1.2, as per the terms and conditions spelt out in the RFP. We shall participate and submit the commercial bid in 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 with 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. If our offer is accepted, we undertake to complete the formalities for supply, installation, testing, and commissioning of the equipment within a period of weeks from date of Purchase Order.
4. 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.
5. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

6. 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”.
7. 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. We understand that you are not bound to accept the lowest or any Bid you may receive.
9. The vendor herby 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 2026

____

(Signature) (Name) (In the capacity of)

Duly authorized to sign Bid for and on behalf of

____

ANNEXURE -5.3

SLA Terms & Conditions for Software & Maintenance Services

The Bidder shall be responsible for providing 24*7*365 days' support for all Category type asset Working hours (8AM to 8PM) support for all software modules which have been delivered by successful bidders from the date of issuance of operational acceptance by SBI-SG.

Also, Bidders should be providing onsite support in case got faulty and then change the same as per SLA (NBD) for working Hours (8AM to 8PM). The maintenance and support will include following activities:

i. Maintenance of the system: -

The Bidder will maintain all software modules which are installed by successful bidders for a period of 1 year starting from commissioning of the respective software (i.e. after acceptance of implementation). During the Maintenance period, the Bidder should offer services from Software OEM / OEM certified service providers of the highest service standards. The Bidder should ensure that experienced, certified and qualified service engineers are present in their call center on the basis of 24X7 and Arrange Engineer ONSITE in case they are faulty.

ii. Service Window: -

The Successful bidder will assign a service manager for the duration of the Contract – this resource should be the "Single point of contact" for all service-related matters for SBI-SG and should be able to respond within the designated service window. The proposed "Service manager" should be a multi-skilled professional and supported by back-end L2-L3 support as required.

Bidder should arrange to repair / replace the defective software as per below **Response and Resolution** times of placing a call.

Software equipment's divided into following groups/levels.

Sr.	Description	Severity Level
1	Type I – Software not accessible by all users	1
2	Type II – Software functionality issue	2

ii) Response and Resolution times

Sr. No.	Severity Level	Response Time (In Business Hour)	Resolution Time Excluding Response Time (In Business Hour)
1	1	4	24
2	2	8	48

Note: Business hours are considered to be all official working days. Government Holidays will not be considered for above timelines. For example: If any software stopped working on Saturday evening, then Response time and Resolution time will vary accordingly (Count will start from Monday).

Support and Help Desk Requirements:

a. Escalation process should be in place for of call request, and escalation details should be provided to SBI-SG IT Helpdesk team.

b. Bidder support staff should be well trained to effectively handle queries raised by the SBI-SG employees.

c. Bidder should have ability to generate MIS reports periodically for example: Volume of calls / per month, resolution % per month etc.

2) Performance Requirements: System uptime should be greater than 99 %.
3) Regulatory / Compliance Requirements: To comply with SBI-SG's and SEBI's relevant policies in this regard.

4) Security Requirements: The solution should follow the latest Industry Standards for all aspects viz architecture of solution, platforms, etc. The solution will be subject to Comprehensive Security Review (CSR) of the SBI-SG regularly and any observations/vulnerabilities will have to be closed by the bidder within 1 month from the date of intimation without any additional cost

5) Project Management: Industry best project management practices to be implemented during deployment and roll-out. Bidder may suggest these policies/practices, however final decision on this shall be taken by SBI-SG.
6) .

ANNEXURE - 5.4

PERFORMANCE BANK GUARANTEE FORMAT – NOT APPLICABLE

(TO BE STAMPED AS AN AGREEMENT)

THIS PERFORMANCE BANK GUARANTEE AGREEMENT executed at ……. this……. day of 2026 by ……………. (Name of the Bank) ………. having its Registered Office at and its Branch at ………………………………………….. (Hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF** SBI-SG Global Securities Services Private Limited, having its Corporate Centre at Jeevan Sewa Annexe, S.V. Road, Santacruz (West), Mumbai Herein, after referred to as "**the Company**" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS

The SBI-SG Global Securities Services Private Limited, having its Corporate Office at Jeevan Sewa Annexe, S.V. Road, Santacruz (West), Mumbai - 400 054 (hereinafter called the 'Company') has invited quotations for supply of , software, and services,

1. It is one of the terms of invitation of applications that the applicant shall furnish a Performance Bank Guarantee for a sum of Rs /- (Rupees …………………… only) as a Bid Security Performance Bank Guarantee.
2. M/s., our constituent, intends to submit the Bid Security Performance Bank Guarantee for the said empanelment and requested us to furnishguarantee to the 'Company' in respect of the said sum of Rs /- (Rupees …………………… only)

NOW THIS GUARANTEE WITNESSETH AS FOLLOWS WITHOUT ANY DEMUR

1. We (bank), the Guarantors, do hereby irrevocably & unconditionally agree anundertake to the SBI-SG Global Securities Services Private Limited, their Successors, Assigns that in the event of the SBI-SG Global Securities Services Private Limited coming to the conclusion that the vendor (pl. mention the name in bracket) have not adhered to the terms and conditions of the 'Company' or committed a breach thereof, which conclusion shall be binding on us as well as the said vendor, we shall on demand by the SBI-SG Global Securities Services Private Limited, pay without demur to the SBI-SG Global Securities Services Private Limited, a sum of Rs… /- (Rupees …………………… only) or any lower amount that may be demanded by the SBI-SG Global Securities Services Private Limited. Our guarantee shall be treated as equivalent to the Security Deposit for the due performance of the obligations of the vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs… /- (Rupees …………………… only)

2. We also agree to undertake to and confirm that the sum not exceeding Rs /- (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the SBI-SG Global Securities Services Private Limited on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence in this regard. The notice from the SBI-SG Global Securities Services Private Limited shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the SBI-SG Global

Securities Services Private Limited within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the SBI-SG Global Securities Services Private Limited under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI-SG Global Securities Services Private Limited and the vendor.

This guarantee shall not be revoked by us without prior consent in writing of the SBI-SG Global Securities Services Private Limited. We hereby further agree that-

(a) Any forbearance or omission on the part of the SBI-SG Global Securities Services Private Limited in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and / or hereunder or granting of any time or showing of any indulgence by the Bank of India to the vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the vendor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs………………/- (Rupees only)

(b) Our liability under these presents shall not exceed the sum of Rs……….
………/- (Rupees only)

(c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

(d) This guarantee shall remain in force up to <expiry date> provided that if so desired by the SBI-SG Global Securities Services Private Limited, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

(e) Our liability under these presents/guarantee shall remain in force till <expiry date> unless these presents are renewed as provided hereinabove on the <expiry date> or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the SBI-SG Global Securities Services Private Limited alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within four months from the date or any extended period, all the rights of the SBI-SG Global Securities Services Private Limited against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

(f)The liability of the Guarantor under this Security Performance Bank Guarantee shall not be affected by -

- (i) Insolvency or winding up of the Bidder or absorption, merger, acquisition, or amalgamation of the Bidder with any other Company, Corporation, or concern; or
- (ii) Insolvency or winding up of the Guarantor or absorption, merger, acquisition, or amalgamation of the Guarantor with any other Company, Corporation, or concern; or change in the constitution structure or management of the Guarantor
- (iii) any change in the management of the Bidder by takeover of the management of the Bidder by the Central or State Government or by any other authority; or
- (iv) any change in the constitution/structure or management of the Bank

  or

- (v) any dispute between the Bidder and the Company.

(g) This guarantee shall be governed by Indian Laws and the Courts at Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein:

(a) Our liability under this Bank Guarantee shall not exceed Rs /- (Rupees …………………… only)

(b) This Bank Guarantee shall be valid up to ……………………….

(c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before (date which is 3 months after date mentioned at (b) above.

Yours faithfully,

For and on behalf of Bank.

Authorized official

ANNEXURE- 5.5

MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM

No. Date:

To:

Dear Sir:

Ref: RFP No. SBISG GSS /26-27 /010 DATED 12-08-2026

We who are established and reputable manufacturers / producers of _having factories / development facilities at (*address of factory / facility)*do hereby authorize M/s *(Name and address of Agent)* to submit a Bid andsign the contract with you against the above Bid Invitation.

2. We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

3. We also undertake to provide any or all the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Vendor:

(a) Such Products as the Company may opt to purchase from the Vendor, provided, that this option shall not relieve the Vendor of any warranty obligations under the Contract; and

(b) in the event of termination of production of such Products:

(i) advance notification to the Company of the pending termination, in sufficient time to permit the Company to procure needed requirements; and

(ii) following such termination, furnishing at no cost to the Company, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

4. We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name of Manufacturer / Producer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

ANNEXURE - 5.6

PROFORMA OF CERTIFICATE TO BE ISSUED BY THE COMPANY AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE OF THE / SOFTWARE / SERVICES

Date:

M/s.

Ref: RFP No. SBISG GSS /26-27 /010 DATED 12-08-2026

Sub: Certificate of commissioning of Solution

1. This is to certify that the products / equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

   a) RFP No. dated _
   b) Description of the Solution _
   c) Quantity__
   d) Date of commissioning _
   e) Date of acceptance test _

2. Details of products not yet supplied and recoveries to be made on that account:

   Sr.No. Description Amount to be recovered

3. The acceptance test has been done to our entire satisfaction and Staff have been trainedto operate the Product.

4. The Vendor has fulfilled his contractual obligations satisfactorily*

   or

   The Vendor has failed to fulfill his contractual obligations about the following:

   (a)
   (b)
   (c)

5. The amount of recovery on account of non-supply of Products is given under Para No. 2.

6. The amount of recovery on account of failure of the Vendor to meet his contractual obligations is as indicated in endorsement of the letter.

Signature _

Name _

Designation with stamp _

____

* <u>Explanatory notes for filling up the certificates:</u>

(a) The Vendor has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.

(b) The Vendor has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.

(c) Training of personnel has been done by the Vendor as specified in the contract.

(d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Vendor, the extent of delay should always be mentioned.

ANNEXURE - 5.7

TENTATIVE LIST OF DELIVERY LOCATIONS

The bidder must deliver and install the above-mentioned Software /Hardware at following locations as mentioned under as per the requirements of product implementation and coverage of SBISG infrastructure ecosystem.

Full addresses will be provide on request.

1. SBISG HO – Santacruz, Mumbai
2. SBISG Branch – GiftCity
3. DC, DR, BCP – Data-Centre addresses will be provided on request
4. Dual Cloud Environment – Details will be provided on request

ANNEXURE - 5.2.2

COMMERCIAL PROPOSAL

The commercial Bid needs to contain the information listed hereunder in an online commercialbid bearing the identification – "Commercial Bid for Procurement of Force Point DLP Software".

SN.	Description	Control	No- Of Users	*Unit Subscription Cost Per Annum
1	Forcepoint DLP Endpoint (IP Protection)	Data Security	250	
2	Forcepoint DLP Discover (IP Protection)	Data Security	250	
3	Forcepoint DLP Network (IP Protection)	Data Security	250	
4	Forcepoint DLP for Cloud Email	Data Security	250	
5	Forcepoint CASB API for DLP On-Premises	Data Security	250	
6	Forcepoint ONE Data Security for Cloud Apps and Web	Data Security	250	
7	Forcepoint Web Security	Web Security + Data Security	250	
8	Forcepoint ONE - CASB Cloud App Security	Web Security	250	
9	Forcepoint ONE - CASB API App scanning	Web Security + Data Security	250	
10	One time Installation and Configuration Cost			
11	Remote Support Cost for One Year			
****Total Cost to Company – Excluding all Taxes**				

*Unit Cost and **Total Cost is in INR and Excluding all Government Taxes and Duties.

-----End of RFP Document-----