

**Response to Queries by Bidders for RFP**

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
1	33	Appendix-E (Scope of Work) 1) Risk-Based Internal Audit Model Development	b) Design a comprehensive RBIA model incorporating:	We understand that IA Risk Assessment model / framework is to be developed. The expectation is not to conduct an annual Risk assessment. Please confirm	Yes, annual risk assessment is not expected to be conducted.
2	33	Appendix-E (Scope of Work) 1) Risk-Based Internal Audit Model Development	c) Develop audit methodology and standard operating procedures aligned with:	We understand that SBI Life already has a Internal Audit SOP / Manual and expectation is to enhance this with IA Risk Assessment framework. Please confirm.	Yes
3	33	Appendix-E (Scope of Work) 1) Risk-Based Internal Audit Model Development	d) Define audit coverage for all key areas including but not limited to:	a) Please confirm on whether the scope of work is required to be defined separately for each audit area listed in the RFP (currently 15 areas).  b) Additionally, please confirm the total number of areas/processes to be considered while developing the detailed scope. For example, "Policy Servicing and Claims" is mentioned as a single area, however the scope may need to be developed separately for each sub-area (e.g., Policy Servicing, Individual Claims, and Group Claims).	Yes all 15 areas and sub ares. List of 15 areas in inclusive, any other critical area identified during the process can be included
4	35	Appendix-E (Scope of Work) 3) Audit Reporting Framework Redesign	(ii) Design a risk-based grading/rating system for: • Audit observations (e.g., Critical/High/Medium/Low) • Overall entity/process risk ratings • Control effectiveness assessment	With respect to developing the risk-based rating system, please confirm whether the requirement is limited to designing the methodology for rating audit observations, or if it also includes building a comprehensive rating framework within the Risk Register i.e., assigning inherent risk ratings, evaluating control effectiveness, determining residual risk ratings for each control, and ultimately deriving an overall risk rating for each auditable area. Please confirm	Comprehensive rating framework needs to be developed

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
5	36	Appendix-E (Scope of Work) 5) Internal Audit Charter and Value Proposition	(i) Revise Internal Audit Charter incorporating: <ul style="list-style-type: none"> <li>• Updated mission, vision, and objectives aligned with strategic goals</li> <li>• Scope of authority, independence, and reporting lines</li> <li>• Integration of assurance and advisory roles</li> <li>• Ethical values, objectivity, and professional standards</li> <li>• Alignment with Company's risk appetite statement</li> </ul>	Please confirm the detail expected to be documented in the Internal Audit Charter regarding its alignment with the Company's Risk Appetite Statement	As per IIA & ICAI standard and best practices across industry
6	36	Appendix-E (Scope of Work) 5) Internal Audit Charter and Value Proposition	(ii) Develop value proposition statement emphasizing: <ul style="list-style-type: none"> <li>• Risk-based assurance and insights</li> <li>• Continuous improvement and value addition</li> <li>• Strategic partnering with management</li> <li>• Proactive identification of emerging risks</li> </ul>	Please clarify the expectation in developing the Value Proposition Statement. We understand that expectation is to describe how Internal Audit will provide risk-based assurance, value addition, strategic partnership, and emerging risk insights. And the expectation is not to develop a framework or measurable indicators to demonstrate how these will be delivered. Please confirm	Expectation includes development of framework

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
7	36	Appendix-E (Scope of Work) 6) Audit Committee and Board Presentation Framework	Design enhanced presentation formats featuring: <ul style="list-style-type: none"> <li>• Dashboard-based visualization of audit results</li> <li>• Key themes, trends, and emerging risks</li> <li>• Heat maps showing risk concentration by process/location</li> <li>• Systemic issues requiring strategic attention</li> <li>• ATR closure status and aged items</li> <li>• Audit effectiveness metrics and value additions</li> <li>• Year-on-year comparisons and benchmarking</li> </ul>	Please confirm if the Audit Committee and Board Presentation formats are to be built in system	Yes editable formats are to be built in system for the ACB presentations
8	37	Appendix-E (Scope of Work) 7) Change Management and Training	(ii) Conduct workshops and training programs for the Internal audit team on new methodology / tool usage and Auditees on their roles in the enhanced framework	We understand that one workshop / training is to be conducted for the IA team members. Please confirm.	Training as and when required during transation period agreed mutually post go-live
9	2	Schedule of Events 6) Last date and time for Bid submission	Last date and time for Bid submission Up to 6:25 PM on 12th December 2025	The scope involves both Development of RBIA framework and Automation Tool i.e. both Functional and technical team is involved.  Further, we are unable to open the 'Service Agreement Template.doc'. This will also require approval from our legal team.  We request if bid submission date can be extended to 19 Dec.	Extended upto 22 December 2025

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
10	34	Appendix F: 2(a)	Independent data extraction capabilities from core systems (policy administration, claims, finance, channel management system, HR, etc.)	Which internal systems other than the mentioned does SBI intend to integrate with the Digital Internal Audit Platform? Additionally, do these systems support direct data extraction via APIs or other interfaces, or will need to establish a data lake or data warehouse to facilitate data ingestion into the Digital Internal Audit Platform ?	Will be intimated to selected bidder
11	34	Appendix F: 2(a)	Automated exception identification and anomaly detection	What specific types of exceptions and anomalies do you want the tool to identify automatically, and what data sources or systems should it monitor for these detections	Will be intimated to selected bidder
12	34	Appendix F: 2(a)	Continuous monitoring capabilities for critical controls and transactions	What will be approximate numbers of critical controls and transaction that SBI Life will monitor on an ongoing basis	Will be intimated to selected bidder
13	34	Appendix F: 2(a)	Trend analysis, pattern recognition, and predictive risk indicators	What historical data sets and key risk indicators (KRIs) should the tool analyse to identify trends and patterns, and how do you envision predictive insights being used for proactive mitigation	Historical audit findings
14	34	Appendix F: 2(a)	Income leakage detection and financial recovery tracking mechanisms	Which income streams and billing processes do you want monitored for leakage, and how should the tool quantify, classify, and track recovery from detection through resolution	Income leakages identified during audits
15	25	Appendix F: 2(d)	Scalable architecture supporting multi-location operations	What level of scalability do you require for the platform to support multi-location operations—should it handle real-time data synchronization across sites, centralized control with local autonomy, and what are your expectations for performance under peak loads? All mention the number of locational coverage that SBI Life is looking for?	Accessible on multiple locations / platform. Able to handle real time date / synchronisation across sites
16				Number and name of entities across which the tool will be implemented.	one entity- SBI Life.
17				Number of observation being considered across each entity as a part of one-time implementation	Single entity- SBI Life- as per value statements/risk statements for each process
18				Tentative number of users to be mapped across each entity on the tool (both users and admin)	Single entity- SBI Life- Approx 75 Auditors
19				If the tool needs to be implemented for more than one entity, will it be a single instance deployment or multiple instance deployment?	NA

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
20	40	Appendix G	Contract / Service Agreement (Template)	We are unable to open the "Service Agreement Template.doc". Please share the same.	Will be provided
21	41	Appendix J	Format for Submission of Client References	We understand that for demonstrating the experience across other clients we need to provide the details as per the format in Appendix J. We understand that the engagement letters or documentary evidence is not required to be submitted. Please confirm.	self declaration
22	33	Appendix E- Scope of Work	(1) Risk - Based Internal Audit Model Development : (b) Design a comprehensive RBIA model incorporating: - Risk universe mapping covering all functions, processes, and locations - Risk-based audit planning and prioritization approach	Is there an existing risk universe or risk register that can be leveraged, or should it be developed from scratch? And are there any specific pain points or gaps identified in the current audit framework that should be prioritized?	RCSA Document developed by Risk Management Dept are available. Current framework may not be aligned to IIA/ICAI standards. Hence fresh look is required.
23	33	Appendix E- Scope of Work	(1) Risk - Based Internal Audit Model Development : (d) Define audit coverage for all key areas including but not limited to: - Sales and distribution (agency,	Should the RBIA model include coverage for outsourced vendors and third-party service providers?	Model to cover vendors who are covered in audit.
24				Should the RBIA framework also incorporate ESG-related risks or sustainability audits?	No
25	34	Appendix E- Scope of Work	(2) Audit Automation Platform/Tool : (a) Data Analytics and Exception Reporting - Pre-configured audit tests and rule-based analytics for key risk areas	Is any pre-defined number expected for audit test and RBA defined?	No
26	35	Appendix E- Scope of Work	(3) Audit Reporting Framework Redesign : (ii) Design a risk-based grading/rating system for: - Audit observations (e.g., Critical/High/Medium/Low)	Should the grading system follow any specific IRDAI or industry-prescribed scale, or can we propose a proprietary model?	Grading system should be aligned with industry wide best practices, IIA/ICAI standards
27				Is there an expectation for quantitative scoring (e.g., weighted risk scores) or qualitative ratings only?	Yes

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
28	36	Appendix E- Scope of Work	(4) Closure & Monitoring System : (i) Digitized Action Taken Report (ATR) tracking mechanism with: - Automated notification to auditees upon report issuance - Online submission of action plans with timelines - Evidence upload and verification workflow - Escalation matrix for overdue items (Branch → Region → Head Office → Audit Committee)	Is there an existing ATR tracking mechanism that needs to be enhanced, or should a new system be developed?	New system will be as per developed framework. Existing ATR tracking system needs to be evaluated in line with developed risk based internal audit framework and accordingly new system may be developed.
29	36	Appendix E- Scope of Work	(5) Internal Audit Charter & Value Proposition : (ii) Develop value proposition statement emphasizing: - Risk-based assurance and insights - Continuous improvement and value addition - Strategic partnering with management - Proactive identification of emerging risk	Are there specific KPIs or metrics that the company uses to measure audit value addition?	No

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
30	37	Appendix E- Scope of Work	8) Knowledge Transfer and Sustainability : - Document all processes, methodologies, and system configurations - Train internal team to independently manage and update the framework - Provide guidelines for periodic review and refinement of risk assessment and audit universe - Ensure sustainability through modular design and scalability	Are there any preferred documentation standards (e.g., ISO, internal templates)?	IAD is ISO 9001 certified
31	-	-	-	What are the specific timelines or milestones for the audit project?	Will be discussed with selected bidder
32	-	-	-	Will the project be conducted on-site, remotely or in a hybrid manner?	On-site
33	34-35	Appendix-E §2(a) & §2(b)(iv)	"Independent data extraction capabilities from core systems (policy administration, claims, finance, channel management system, HR, etc.)... Integration capabilities with existing systems (policy admin system, finance ERP, etc.)."	What are the source systems to be integrated?	multiple source systems of SBI Life
34	34-35	Appendix-E §2(a)	"Independent data extraction capabilities... Automated exception identification... Continuous monitoring capabilities..."	What are the database types used in these systems? (Oracle, SQL Server, MySQL, etc.)	multiple.

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
35	34–35	Appendix-E §2(a)	"Independent data extraction capabilities... Automated exception identification... Continuous monitoring capabilities..."	Is there an existing Data Warehouse? Or will we need to create one?	Existing data warehouse can be used, but need to be enhanced
36	34–35	Appendix-E §2(a)	"Independent data extraction capabilities... Automated exception identification... Continuous monitoring capabilities..."	Are there any specific data source connection methods required? (Direct DB, SFTP, REST APIs)	Will be discussed with selected bidder
37	34–35	Appendix-E §2(a)	"Independent data extraction capabilities... Automated exception identification... Continuous monitoring capabilities..."	What type of data sources are involved? (Databases, File-based, APIs, Cloud Storage, Other)	Will be discussed with selected bidder
38	34	Appendix-E §2(a)	"Continuous monitoring capabilities for critical controls and transactions."	What is the expected data volume (per day/month)?	Will be discussed with selected bidder
39	35	Appendix-E §2(b)(i)	"Digital workflow covering complete audit lifecycle: Risk-based audit planning... Fieldwork... Report generation... ATR tracking and closure."	What is the daily data load frequency? (Real-time, batch, hourly?)	Will be discussed with selected bidder
40	34–35	Appendix-E §2(a)	"Independent data extraction capabilities... Automated exception identification... Continuous monitoring capabilities..."	What is the data refresh frequency required for monitoring? (Real-time, near real-time, daily, weekly)	Will be discussed with selected bidder



Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
41	36	Appendix-E §4(ii)	"Real-time monitoring dashboards displaying: Open vs closed... Overdue ATRs... Repeat findings... Compliance trends... Aging analysis..."	What is the historical data volume?	Will be discussed with selected bidder
42	35	Appendix-E §2(b)(v)	"Document repository with version control and audit trail."	What are the data formats? (Structured, semi-structured, unstructured)	structured
43	35	Appendix-E §2(d)	"Integration APIs for existing and future systems."	Are APIs available for integration? If yes, what type? (REST, SOAP)	Will be discussed with selected bidder
44	45–57	Appendix-K (IS & Privacy)	"Data Encryption/Protection... DPDP Act 2023... IRDAI Info & Cyber Security 2023... Data hosted only within India... DLP/EDR/XDR... MFA... SBOM... VAPT."	Do you require data masking or anonymization for sensitive fields?	Vendor is required to adhere to specified information security guidelines. Also, Vendor will be using SBI Life systems
45	35	Appendix-E §2(d)	"Scalable architecture supporting multi-location operations... Regular updates and maintenance support."	Any data volume growth projections for the next 3–5 years?	Will be discussed with selected bidder
46	34	Appendix-E §2(a)	"Pre-configured audit tests and rule-based analytics... Continuous monitoring... Trend analysis, pattern recognition..."	Do we need to perform any data quality checks before running analytics?	Yes basic data validation required
47	35	Appendix-E §2(d)	"Cloud-based or on-premise deployment (to be proposed with justification)."	Preferred deployment model: On-premise or Cloud?	On premise. Will be discussed with selected bidder
48	35	Appendix-E §2(d)	"Cloud-based or on-premise deployment (to be proposed with justification)."	Expected number of environments (Dev, UAT, Prod)?	all 3 environments

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
49	35	Appendix-E §2(d)	"Scalable architecture supporting multi-location operations..."	Where will the application be deployed? (Client-side, vendor environment, Hybrid)	client side
50	35	Appendix-E §2(c)(ii)	"Role-based views for auditors, audit management, Audit Committee, and senior leadership."	How many total users will access the system? How many concurrent users will access the system?	70-100 users Auditors
51	36	Appendix-E §4(i) & §4(ii)	"Evidence upload and verification workflow... Escalation matrix... Repeat findings... Compliance trends... Aging analysis and auto-escalation triggers."	What type of workflows are needed? (Approval-based, Automated notifications)	Hybrid
52	34	Appendix-E §2(a)	"Automated exception identification and anomaly detection... Continuous monitoring capabilities for critical controls and transactions."	How many KPIs need to be implemented?	Will be discussed with selected bidder
53	34	Appendix-E §2(a)	"Automated exception identification and anomaly detection... Continuous monitoring capabilities for critical controls and transactions."	Should the system support near real-time anomaly alerts?	Yes
54	35	Appendix-E §2(c)(ii)	"Role-based views for auditors, audit management, Audit Committee, and senior leadership."	How many dashboards are required?	Will be discussed with selected bidder

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
55	36-37	Appendix-E §7 & §8	"Support during transition period (minimum [3/6] months post go-live)... workshops and training... user manuals... knowledge transfer."	Do you require 24x7 support or business hours only?	Will be discussed with selected bidder
56	36-37	Appendix-E §7 & §8	"Support during transition period (minimum [3/6] months post go-live)... workshops and training... user manuals... knowledge transfer."	How will support be structured across L1, L2, and L3? How many team members are required at each level (L1, L2, L3)?	Will be discussed with selected bidder
57	17-18	Clause 24	As per scope of this RFP, sub-contracting is not permitted.	Can Vendor / Partner support be obtained for Tool implementation. Responsibility shall lie with Grant Thornton	Sub contracting is not permitted
58	50	Appendix K	Service Provider shall obtain SBI Life's written approval before engaging subcontractors and ensure subcontractors are bound by the same security obligations. Evidence of subcontractor compliance shall be provided annually	This statement contradicts with Clause 24	Sub contracting is not permitted
59	41	Appendix H	NDA	NDA has already been executed in May 2025, hope there is no need to re-execute the same	It will be required for selected bidder at the time of SLA
60	11-12	Clause 9	Bid preparation - Power of Attorney	POA has already been submitted in May 2025 during earlier response, will the same be considered. This project will be managed by same partner whose POA has been submitted	This is a different process RFP. Fresh POA will be required.

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
61	19	Clause 28	If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP and/or Contract, SBIL may, without prejudice to its other remedies under the RFP and/or Contract, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, SBIL may consider termination of the Contract.	This needs to be mutually agreed with our Legal Team	Will be discussed with selected bidder
62	39	Appendix F	Commercial Bid- No other reimbursement of expenses for travel / stay / OPE whatsoever will be paid by SBI Life.	Can this be considered seperately and billed on actual	No
63	27	Appendix -B: Eligibility Criteria	<p>The engagement team should have at least 2 resources with experience in <b>insurance business</b>. The engagement team should also have subject matter experts as required for the scope.</p> <p><b>Documents to be Submitted:</b> Name of the insurance sector resource personnel &amp; subject matter experts with their Curriculum Vitae to be attached.</p>	<p>We request you to please amend the clause as below:</p> <p>The engagement team should have at least 2 resources with experience in <b>insurance/banking business</b>. The engagement team should also have subject matter experts as required for the scope.</p> <p><b>Documents to be Submitted:</b> Name of the resource personnel &amp; subject matter experts with their Curriculum Vitae to be attached.</p>	We need expertise in insurnace domain

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
64	29	Appendix-C: Technical Eligibility Criteria	2) Technical Expertise - Minimum [3] similar projects completed for insurance companies, banks, or large NBFCs in the <b>last [5] years</b>	We request you to please amend the clause as below:  2) Technical Expertise - Minimum [3] similar projects completed for insurance companies, banks, or large NBFCs.	We need relevant expertise in insurnace domain
65	29	Appendix-C: Technical Eligibility Criteria	Team with certified professionals: - Risk management certifications (FRM/PRM/CRM) preferred - Insurance domain expertise mandatory- Technology partner/capability to deliver integrated audit management tool: - Proven audit automation platform with reference implementations - OR ability to develop custom solution with demonstrated technology credentials	We request you to please amend the clause as below:  Team with certified professionals: - Risk management certifications (FRM/PRM/CRM) preferred <b>OR</b> - Insurance domain expertise - Technology partner/capability to deliver integrated audit management tool: <b>OR</b> - Proven audit automation platform with reference implementations <b>OR</b> - OR ability to develop custom solution with demonstrated technology credentials	We need relevant expertise in insurnace domain
66	General	General	General	We understand that SBI Life will provide the required Infrastructure i.e Operating System, Databse & Hardware. Please confirm	Yes SBI Life will provide required infrastructure i.e. relevant to the assignment
67	17	22. PENALTIES:	As mentioned in Appendix-E of this RFP.	Penalties are not mentioned in the Appendix E	Will be part of SLA with selected bidder
68	General	General	General	Please mention the expected Project Timeline for Development/ Customisation and Implementation	Will be discussed with selected bidder
69	27	Appendix-B- Bidders Eligibility Criteria	The Bidder must have a minimum turnover of at least Rs.50.00 Crores p.a, in the past three years as on 31st March 2023, 31st March 2024, and 31st March 2025 for its Indian operations.	We, NCS SoftSolutions, are the OEM of the eTHIC – Audit and Compliance Management Application. Our solution has been successfully implemented across more than 50+ BFSI clients in India, including eleven Public Sector Banks and thirteen Private Sector Banks.  <b>we request you to kindly relax the turnover criteria from ₹50 crore to ₹10 crore and enable us to participate in the RFP. you may kindly note PSU banks tenders, normally have the eligibility of the turnover as 10 crores only.(for example - tenders from BOB.PSB etc..)</b>	It's an eligibility criteria for bidder as decided by company management

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
70	29	Appendix- C	- Office presence in [Mumbai] with minimum team size of 50.	<p>Our head office and development centre is in Chennai and “As such, we do not have an office at Mumbai. However, our 20+ support resources in Mumbai operate from respective client locations or remotely, as required. In summary, while we don't have office in premises in Mumbai, we do have more than 20 resources locally available at Mumbai.</p> <p><b>We kindly request you to consider the minimum team size of 20 with the above criteria in the technical eligibility criteria.</b></p>	It's a eligibility criteria for bidder as decided by company management
71	36	Appendix -E Internal Audit Charter and Value Proposition	<div>(i)Revise Internal Audit Charter incorporating:</div> <ul style="list-style-type: none"> <li>•Updated mission, vision, and objectives aligned with strategic goals</li> <li>•Scope of authority, independence, and reporting lines</li> <li>•Integration of assurance and advisory roles</li> <li>•Ethical values, objectivity, and professional standards</li> <li>•Alignment with Company's risk appetite statement</li> </ul> <div>(ii)Develop value proposition statement emphasizing:</div> <ul style="list-style-type: none"> <li>•Risk-based assurance and insights</li> <li>•Continuous improvement and value addition</li> <li>•Strategic partnering with management</li> <li>•Proactive identification of emerging risks</li> </ul>	With our modular approach, checklist based and also tightly integrated <b>solution</b> , measuring the Mission, Vision and objective aligned with strategic goals <b>can be incorporated</b> . However we need more details on this to ascertain the right way of customization.'	Assignment is not just for automation tool. Primary objective of the assignment is evaluation of existing Internal audit framework and provide recommendation for development of Risk based Internal Audit Framework and aligned automation tool as per best practices across industry, IRDAI Guidelines and ICAI/IIA Internal Audit standard.

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
72	33	Appendix E	<p>Scope of Work</p> <p>d) Define audit coverage for all key areas including but not limited to:</p> <ol style="list-style-type: none"> <li>1.Sales and distribution (agency, bancassurance, corporate agents, brokers, online channels)</li> <li>2.Underwriting and risk selection</li> <li>3.Policy servicing and claims management</li> <li>4.Investment management and asset-liability management</li> <li>5.Actuarial functions</li> <li>6.Reinsurance operations</li> <li>7.Customer service and grievance redressal</li> <li>8.IT systems, cybersecurity, and data privacy</li> <li>9.Finance, accounts, and regulatory reporting</li> <li>10.Human resources and training</li> <li>11.Compliance and legal</li> <li>12.Procurement and vendor management</li> <li>13.Risk Management</li> <li>14.Secretarial</li> <li>15.Business continuity and disaster recovery</li> </ol>	Please provide clarification on the deliverables. Do we need to provide a customized audit program or a checklist for each area?	Scope coverage each area and sub area

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
73	29	Appendix C	<p>3) Compliance and References</p> <ul style="list-style-type: none"> <li>-No adverse regulatory actions or litigation involving fraud/malpractice</li> <li>-Minimum [3] reference letters from clients for similar engagements</li> <li>-To sign Non-Disclosure Agreement (NDA) and confidentiality undertakings</li> <li>-Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of SBIL)</li> <li>-Bidders should not be blacklisted or penalized or punished for breach of contract/fraud/corrupt practices by any commercial establishments / public or private insurance companies / Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.</li> <li>-The Bidder should not have any service agreement pending to be signed with SBIL for more than 6 months</li> </ul>	<p>1. Will a self-declaration on the bidder's letterhead be sufficient to meet the following eligibility requirements:</p> <ul style="list-style-type: none"> <li>a. No adverse regulatory actions or litigation involving fraud/malpractice.</li> <li>b. Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of SBIL)</li> <li>c. Bidders should not be blacklisted or penalized or punished for breach of contract/fraud/corrupt practices by any commercial establishments / public or private insurance companies / Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.</li> </ul> <p>2. If a specific format or template is mandated for the self-declaration, please share the same.</p> <p>3. Will a client engagement letter/agreement be accepted as proof of client reference in lieu of a reference letter?</p>	Self declaration is okay



Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
74	29	Appendix C	<p>2) Technical Expertise - Demonstrated experience in developing/implementing Risk-Based Internal Audit frameworks for financial services sector (preferably insurance) - Minimum [3] similar projects completed for insurance companies, banks, or large NBFCs in the last [5] years - Team with certified professionals:</p> <ul style="list-style-type: none"> <li>- Minimum [2] Certified Internal Auditors (CIA) or equivalent</li> <li>- Minimum [1] Certified Information Systems Auditor (CISA) or equivalent</li> <li>- Risk management certifications (FRM/PRM/CRM) preferred</li> <li>- Insurance domain expertise mandatory- Technology partner/capability to deliver integrated audit management tool:</li> <li>- Proven audit automation platform with reference implementations</li> <li>- OR ability to develop custom solution with demonstrated</li> </ul>	Can Chartered Accountants (CA) be considered “equivalent” to Certified Internal Auditors (CIA) for meeting the requirement of a minimum of two (2) CIAs or equivalent?	Yes

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
75	31	Appendix E	(c) Technical Proposal - Understanding of requirements and proposed approach/methodology - Project execution plan with timeline and milestones - Proposed Risk-Based Audit model framework (high-level design) - Technology solution proposed: - Product name, version, and vendor details (if off-the-shelf) - OR technical architecture (if custom development) - Key features and capabilities mapped to requirements - System integration approach - Data security and compliance measures - Hosting model (cloud/on-premise) with justification - Scalability and future enhancements roadmap - Implementation methodology and project governance structure - Change management and training approach - Post-implementation support model - Quality assurance and project management framework	Pls clarify if the following aspects : 1. Approximate number of concurrent users for the tool 2. Is 3 tier architecture mandatory for deployment of the tool (Dev/Test/Prod) 3. Is there a requirement to set up HA / DR instance as well ? 4. Are there any data analysis capability requirements required in the tool ? 5. Does SBIL has the defined BRD for development or customisation of the tool or BRD is required to be prepared by the Bidder ? 6. Is SBIL IA / IT team using any existing ETL tool for data extraction from source system , can that be leveraged for the purpose of this tool ? 7. Is SBIL using any cloud platform or has set up data lake on cloud platform which integrates data from various source systems ? 8. For data analysis and continuous monitoring, how many analysis approximately are expected to be developed ? 9. Are outcomes of analysis expected to be integrated into the Internal Audit tool ?	This requirement is in Bid submission requirements- 1. Approximate number of concurrent users for the tool - 70-100 users 2. Is 3 tier architecture mandatory for deployment of the tool (Dev/Test/Prod)- Dev/Test/Prod is mandatory 3. Is there a requirement to set up HA / DR instance as well ?- Yes 4. Are there any data analysis capability requirements required in the tool ?- Yes 5. Does SBIL has the defined BRD for development or customisation of the tool or BRD is required to be prepared by the Bidder ?- Need to be prepared by the bidder 6. Is SBIL IA / IT team using any existing ETL tool for data extraction from source system , can that be leveraged for the purpose of this tool ?- Yes existing data extraction tool is

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
76	45	Appendix J	Security logs shall be enabled by means of SIEM/alternate logging tool/software on all infrastructure components used for the Customer systems / applications / database. Database Activity Monitoring tools shall be deployed for the Customer systems/applications and the logs & alerts shall be sent to the Customer, upon request. Logs shall be retained as per the Customer requirement (minimum of 6 months)	Is the security logs generation requirement applicable to this RFP requirement. ?	Yes
77	46	Appendix J	The service provider shall Deploy a Web Application Firewall (WAF), Domain Name System (DNS) Security measures (e.g., Akamai or equivalent), Perimeter Firewall, Distributed Denial of Service (DDoS) Protection, Cloud-Native Application Protection Platform (CNAPP) including Cloud Workload Protection Platform (CWPP) , Cloud Security Posture Management (CSPM) , Endpoint Detection and Response (EDR) and Extended Detection and Response (XDR), Data Loss Prevention (DLP), Identity and Access Management (IAM), Privileged Access Management (PAM) and Operate a Security Operations Center (SOC) with 24x7 monitoring capabilities.	Is the network security and SOC establishment applicable to this RFP requirement. ?	Yes

Sr No	RFP Page No.	RFP Clause No.	Relevant extracts of respective clause	Query / suggestions	Response
78	47	Appendix J	The service provider shall establish automated SBOM generation and management processes, including vulnerability tracking, license compliance checks, and dependency analysis. SBOM submissions must align with CERT-In guidelines ( Technical Guidelines on   SBOM   QBOM & CBOM   AIBOM   HBOM   Version 2.0, 09.07.2025) and form part of compliance documentation during procurement, audits, and incident response.	Is the applicable to this RFP requirement. ?	Yes