

Sl. No	RFP	RFP	Existing Clause	Query/Suggestions	Response
	Page No	Clause No.			
1	9	5.1.b	Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.	Relaxing this clause to include both the principal and the OEM to bid will benefit SBI greatly and will also result in competitive pricing.	No change
2	22	25	Service Provider should integrate the software with the existing systems as per requirement of the Bank and carry out thorough system integration testing.	Please provide list of systems to which the integration is required and what type of integration is required. Will the costing for integration has to be part of the bid ?	Bank shall provide the test systems for demonstrating / establishing the functional requirements of the software (like ST / UAT). There is no separate / additional software or application integration required. Integration means Integration with the Bank's IS Monitoring Systems
3	23	26.viii	Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract	Is Hardware supply part of this bid? If bank is providing the hardware, is bidder expected to support that bank hardware?	Server infrastructure for the solution shall be provided by the Bank
4	23	26.viii	Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract	Who is responsible to maintain system integration and UAT environment for this software at Bank premises?	Bank shall maintain the hardware infrastructure. The bidder shall be responsible to maintain the solution (application software including all the components) across all the infrastructure environments (ST/UAT/Prod/DR)
5	54	Annexure E 2.2	Server (PR, DR and UAT) and agent Licenses for the software/solution for minimum 80000 computers. License requirement may increase up to 300000 computers as per the future needs of bank.	Should pricing be for 80,000 licenses or 300,000 licenses?	Price discovery shall be for 300000 systems / licenses
6	55	Annexure E.6	Integration of proposed solution with the Bank's current security and operations management systems like SOC, PIMS, DLP, AD, ITAM, Centralized Key Management System, NAC etc. whichever is applicable	Should integration cost be added as part of pricing? Kindly provide details of these solutions for scope of our work.	Integration means Integration with the Bank's IS Monitoring Systems
7	48	Annexure B.7	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least ____ client references are required)	Please specify how many client references are required	At least 3 client references required for the projects executed in India (Other than SBI).
8	66	Annexure J	Vendor shall ensure that the software services are available to the Bank in proper working	Provision for planned downtime is a must and should be made. It should not be counted as SLA breach. And this planned downtime can	Planned downtime shall not be considered for calculation of penalty. Planned downtime shall be maintained separately as per the internal policies.

			condition viz. uptime of 99.9% of the time on a 24 x7 x 365 basis.	be used for routing maintenance, project upgrades and updates	
9	71	Definitions	Definition of Project Cost	Please clarify if the Project Cost is inclusive of taxes or exclusive of taxes.	Project Cost is exclusive of taxes. Taxes shall be reimbursed by the Bank, at actuals, on submission of the original receipts.
10	47	#5	Bidder should have experience of minimum 5 years in providing the Software Solution/services. Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	The eligibility criteria and supporting documents do not match. Completion certificate may not be 5 years old, but an Auditor certificate or self certificate that the company is in business for 5 years can be provided. Please consider modifying the supporting document requirement	Potential bidder should have at least 5 years experience in providing solution / services.
11	47	#1	Supporting Documents - Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed.	the MOA and Articles are usually very lengthy documents and already available in public domain with RoC. Can this clause be modified to include only certificate of Inc since others are in public domain to reduce bid response package size?	No Change
12	57	NA	The price quoted should be inclusive as a single license cost covering all the deliverables in the SOW.	The example price bid shown has many line items. The template given also has many line items. Should we consolidate all price into one line item or we can separate it like "Onsite support cost, license cost etc" as separate line items? Please clarify	Price discovery shall be for single license inclusive of all cost line items in a proportional manner
13	66	Section 2	In case software solution is unable to save the desired power savings above 20% on any particular PC/Desktop in a month, no license or subscription fee will be paid for corresponding number of desktops meeting such criteria	Individual machines may have varying savings levels due to specific branch / location level requirements to avoid taking any power saving action on specific systems. Sustainability claims are always made at corporate level. Hence kindly consider modifying this clause to make it overall average 20% or above savings across the organization. For example, Some machines may have 18% and some may have 38% savings. Since payment is not linear w.r.t savings % (No higher payment for higher savings) - please modify this clause to make it "overall average 20% across all machines across organization"	No change
14	50	Appendix C	Technical & Functional Specifications : Point No 1 - Capability of power savings in all versions of Windows OS with minimum 20% power savings on actual power consumption	Depending on usage of machines for specific purpose during certain times of the day, it is possible that energy saving is less than 20% on such machines. Request to reduce this to 10% .	No Change