

Sr. No.	EOI Page No.	EOI Chapter	EOI Clause No.	Existing Clause	Query/ Suggestions	Final Response
1	1	Schedule of Events	1. SCHEDULE OF EVENTS: Point 6	Last date and time for Bid submission Up to 4.00 PM on 05/10/2023	We request the Bank to please grant us an extension of one week for bid submission	Timeline extended as under: Last date and time for submission of bid: 15.11.2023 up to 4:00 PM Date and time of opening of bid: 16.11.2023 at 3:00 PM Corrigendum published on our e-tendering website https://etender.sbi/SBI/
2	1	Schedule of Events	1. SCHEDULE OF EVENTS: Point 9	Last date and time for Bid submission Up to 4.00 PM on 05/10/2026	Is there any thought on timelines	It's tentatively one year. Limited RFP Document to contain more details.
3	1	Schedule of Events	1. SCHEDULE OF EVENTS: Point 8	Last date and time for Bid submission: Up to 4.00 PM on 05/10/2023	We request the bank to extend bid submission date by two weeks. We propose revised timelines: Last date and time for Bid submission Up to 4 pm on 12.10.2023	Timeline extended as under: Last date and time for submission of bid: 15.11.2023 up to 4:00 PM Date and time of opening of bid: 16.11.2023 at 3:00 PM Corrigendum published on our e-tendering website https://etender.sbi/SBI/
4	1	Schedule of Events	1. SCHEDULE OF EVENTS: Point 7	Last date and time for Bid submission: Up to 4.00 PM on 05/10/2023	Given the clarification of queries are to be submitted by 30/09; we request an extension of 2 weeks for submission of Bids	Timeline extended as under: Last date and time for submission of bid: 15.11.2023 up to 4:00 PM Date and time of opening of bid: 16.11.2023 at 3:00 PM Corrigendum published on our e-tendering website https://etender.sbi/SBI/
5	6	Definitions	Clause no.5. Definitions	"Bid" means the written reply or submission of response to this EOI	Is the EOI expected in word format or even ppt/google slides will work?	Bids are to be submitted online through the portal specified in the EOI document.
6	6	Invitation to Bid	2- Invitation to Bid	Consortium bidding is not permitted under this EOI	Please allow for consortium as the turnover criteria is relatively very high and its challenging for any Start-up to meet the Turnover criteria.	No change permitted in EOI Terms.
7	7	Bidder's Eligibility Criteria	6 (i) (a)	If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the EOI. Bid submitted with options of multiple OEMs shall also be considered Bid submitted on behalf of multiple OEMs.	The first sentence seems to be contradictory to the second one. Is bidding with multiple OEMs allowed?	There is no contradiction. For the purpose of clarification, please note that a bidder cannot submit bid on behalf of one Principal/OEM only. Bids submitted on behalf of multiple OEMs shall not be entertained.
8	9	Bid Preparation and Submission	Bid Preparation and Submission: Clause 11 (i) d.	Specific response with supporting documents in respect of Eligibility Criteria & Technical Criteria, as mentioned in Appendix-B: & Appendix-C: , and scope of work on the lines of Appendix-E: .	Request the bank to provide details on relevant document evidences for criteria mentioned in Appendix C. Request the bank to allow self-certification by the bidder as an acceptable document for the criteria called out under Appendix C	Project completion certificate from the clients of the vendor on their letterhead is required. Self certification is not acceptable.
9	10	Bidding Process/Opening of Technical Bids	Clause No. 11.ii. e. Bid preparation and submission	The Bidder may also be asked to give presentation for the purpose of clarification of the Bid	Please clarify this? Are we expecting Approach and methodologies to be included or anything specific to be covered in the presentation?	Yes. Approach, methodologies etc. to be covered specifically. Anything the bidder would like to highlight to showcase their capability can be included in th presentation.
10	11	Bidding Process/Opening of Technical Bids	14 (vi)	Bank may issue a Request for Proposal (RFP) to shortlisted Bidder for next process of procurement. However, please note that short listing of Bidders should not be treated as a contract for the proposed work.	Will there be another round of technical and commercial evaluation during the RFP phase?	Yes. This EOI is for shortlisting of vendors for floating limited RFP.
11	12	Conflict of Interest	Clause No. 15.i. 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 without prejudice to any other right or remedy that may be available to the Bank under the EOI and/ or the subsequent RFP or otherwise.	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	No change permitted in EOI Terms.

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12	17	Disclaimer	Other Terms & Conditions	Other Terms & Conditions	Request the Bank to include the below mentioned clause on the Limitation of Liability for the Bidders: "In accordance with standard industry practice, the Bidder's aggregate liability under any RFP issued under this EOI and in connection with any work order/agreement and in connection with the services shall be for direct damages only and shall, in all circumstances and events, be limited to one time the fees paid to the Bidder under the engagement. The Bidder shall not be liable for any indirect or consequential losses"	No change permitted in EOI Terms.
13	18	Other Terms & Conditions	21 (vii to xi)	viii. Services contemplated are no longer required. ix. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments. x. The project is not in the best interest of the Bank. xi. Any other reason.	These points should be sub points of point no 21 (vi) and not part of original section	No change permitted in EOI Terms.
14	23	Bidder's Eligibility Criteria	Appendix-B: (5)	Eligibility criteria: Bidder should have experience of minimum 05 years in providing the required products/services/solution. Document to be submitted: Copy of the order and / or Certificate of completion of the work.	We have strong confidentiality clauses with regards to the engagements that we undertake for our clients. As a result, it may not be feasible to share the copy of the order and/ or Certificate of completion of the work. Request the bank to allow submission of a Self-Declaration for the Eligibility Criteria on Bidder's letter head as an acceptable supporting document to confirm the same	No change permitted in EOI Terms.
15	23	Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria 4	The Bidder should be profitable organization on the basis of profit before tax (PBT) for all the three years. mentioned in para 3 above.	request removal of this clause or make it purely revenue based. Kyndryl is a spinoff from IBM since the last 2 yrs	Some changes made in the Eligibility Criteria. Published as corrigendum.
16	23	Bidder's Eligibility Criteria	Appendix-B: 7. Eligibility criteria	Past / present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)	We request the client to consider that we ("the Company") has long standing operations in India and it would be unusual for a company of this stature to not be party in certain litigations in its ordinary course of business. However, we believe that if these litigations are adversely determined, the same will not impact the Company's ability to perform the services under this RFP. Hence, we request the client to modify the undertaking/ qualification criteria to the effect that there should only be a declaration (without litigation history) regarding the pending litigation and their impact on the ability of the Bidder to perform services under the proposed tender. Further, we request if these declarations can be provided by the authorised signatories of the Bidder.	No change permitted in EOI Terms.
17	23	Bidder's Eligibility Criteria	Appendix-B: 6. Eligibility criteria	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 3 client references are required)	Given the confidential nature of work with our clients, we cannot provide the contact details/ documents. Please allow us to submit CA certificated letter as a proof of our experience	No change permitted in EOI Terms.
18	23	Bidder's Eligibility Criteria	Appendix-B: Bidder's eligibility criteria	Client References	Will the consultant be marked for this	Yes. As per evaluation matrix.

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19	23	Bidder's Eligibility Criteria	Appendix-B: Bidder's eligibility criteria	The bidder should not have any service level agreements pending to be signed with the bank for more than 6 months from the date of issue of purchase order	Can we get further clarifications on this	The bidder should not have any SLA to be signed with SBI, pending for more than six months after a purchase order has been issued by the Bank.
20	23	Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria	The Bidder must have an average turnover of minimum Rs.50 crore (rupees fifty crore) during last 03 (three) financial year(s) i.e., FY 2020-21, FY 2021-22, FY 2022-23.	Due to internal policy norms; we will not be able to share our financial statements. However, we will share a declaration certified by a CA/Auditor	No change permitted in EOI Terms.
21	23	Bidder's Eligibility Criteria	NA	NA	Request you to MSME /Startup Exemption for Years of Experience and Turnover as per the notification issued by Ministry of finance Department of expenditure.	Some changes made in the eligibility criteria and published as corrigendum.
22	24	Bidder's Eligibility Criteria	Appendix-B: - (5)	Eligibility criteria: Bidder should have experience of minimum 05 years in providing the required products/ services/ solution. Document to be submitted: Copy of the order and / or Certificate of completion of the work. The Bidder	Request the bank to elaborate on the "user acceptance report" to be furnished by Bidders and clarify on the content for the same	Some changes made in the Eligibility Criteria and published as corrigendum.
23	24	Bidder's Eligibility Criteria	Appendix-B: (6)	Eligibility criteria: 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 3 client references are required) Document to be submitted: Bidder should specifically confirm on their letter head in this regard as per Appendix-H.	We have strong confidentiality clauses with regards to the engagements that we undertake for our clients. As a result, it may not be feasible to share the Client Information mentioned in Appendix-H: Format for submission of client references. Request the bank to allow submission of a Self-Declaration for the Eligibility criteria on the Bidder's letter head as an acceptable supporting document. Request the bank to allow the bidder to schedule the client reference checks to ensure that clients are informed and are available during the reference calls to avoid any delay/confusion	No change permitted in EOI Terms.
24	24	Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria	Bidder should specifically confirm on their letter head in this regard as per Appendix-H.	Due to client confidentiality agreements, we may not be able to submit the contracts / letters on client letter head/ etc. We shall be submitting a CA / auditor certified list of engagements	No change permitted in EOI Terms.
25	25	Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria Sr. No. 3	The Bidder must have an average turnover of minimum Rs.50 crore (rupees fifty crore) during last 03 (three) financial year(s) i.e., FY 2020-21, FY 2021-22, FY 2022-23	As per Govt. of India guidelines for promoting SME & Start up Organization, we request you to amend the clause and give exemption related to Turnover for Startups/SME.	Some changes made in the Eligibility Criteria and published as corrigendum.
26	25	Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria Sr. No. 5	Bidder should have experience of minimum 05 years in providing the required products/services/solution.	As per Govt. of India guidelines for promoting SME & Start up Organization, we request you to amend the clause and give exemption related to Experience for Startups/SME.	Some changes made in the Eligibility Criteria. To be published as corrigendum.

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27	25	Technical Eligibility Criteria	1. SCHEDULE OF EVENTS: Point 18	Last date and time for Bid submission Up to 4.00 PM on 05/10/2035	The consultant requirements define technology and business degrees rather than design degrees. Design consultants would hold B.Des/M.Des degrees rather than tech or MBA. Please clarify	Some changes made in the Educational Qualification and published as corrigendum.
28	25	Technical Eligibility Criteria	Appendix-C: (sub section ii) Availability of Key Personnel	The Key Personnel must fulfil the following conditions of Eligibility	Who will this team report into or closely work with? What will be the signoff process?	The team will report to DGM (Yono Business). Sign off process will be shared with the shortlisted bidders.
29	25	Technical Eligibility Criteria	Appendix-C: I & Appendix-D:	Appendix C: Technical Eligibility Criteria - Sr. No.1 - Experience & Capability: Experience and demonstrated capability in having handled at least one banking related consulting UI/UX projects in BFSI sector in India/Globally - Sr. No. 2 - Experience of the company / firm: Experience of handling consulting services for UI/UX/ Website Revamp for Banks and Financial Institutions in India - Experience of handling at least one similar assignment in last 3 years - Sr. No. 3 - Experience of the company / Firm: In the area of regulatory environment covering RBI, SEBI, IRDA, PFRDA, etc. and various ministries/ Government departments - Experience of handling at least one similar assignment in last five years Appendix D Technical Evaluation Metrics - Sr. No. 1 ii - UI/UX/Website related projects completed in India for BFSI sector along with their integration in banking application. - Sr. No. 2 - Experience of the company / Firm: In the area of regulatory environment covering RBI, SEBI, IRDA, PFRDA, etc. and various	The Eoi does not specify acceptable documentary evidence for showcasing the Experience of the Firm under Appendix C: Technical Eligibility Criteria Sr. No. 2 & 3 & under Appendix D Technical Evaluation Metrics Sr. No. 1 ii & Sr. No. 2. Request the bank to allow submission of Self-Declaration for the criteria on the Bidder's letter head as an acceptable supporting document.	Project/ Work completion certificates from the clients on their letterhead.
30	25	Technical Eligibility Criteria	Appendix-C: ii - (a)	Key Personnel: Senior Consultant No. of Resource: 01.	The section specifies No. of Resources as 1 for Senior Consultant Personnel role. Request the bank to confirm if the number of Senior Consultant resources will be limited to 1 or will it entail more resources based on the Scope of work	Limited to one senior consultant and one junior consultant.

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31	25	Technical Eligibility Criteria	Appendix-C: ii - (a)	Educational Qualifications: B. Tech/M. Tech. from IIT or Universities appearing in the top 50 ranked institutes as published by National Institutional Ranking Framework (NIRF) of Ministry of education and as available on https://www.nirfindia.org/2023/EngineeringRanking.html (for the year 2023). ii. Full time MBA from IIM or top 50 ranked institutes as published by National institutional Ranking framework (NIRF) of Ministry of education and as available on https://www.nirfindia.org/2023/ManagementRanking.html (for the year 2023).	The skillset required for the bank is in the areas of graphic designing, UI/UX design etc. which are also available with experienced professionals outside the Top 50 Engineering or Management Ranking institutes/ universities. Request the bank to remove the Educational qualification criteria and keep the eligibility conditions based on Experience & skill set.	Some changes made in Educational Qualifications and published as corrigendum.
32	25	Technical Eligibility Criteria	Appendix-C: (i)(1 and 2)	Experience & Capability	Sr No 1 and 2 in Appendix C (i) table: Both seem to be same criteria and can be combined into one single criterion	No change permitted in EOI Terms.
33	25	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria 2	Experience of the company / firm: Experience of handling consulting services for UI/UX/ Website Revamp for Banks and Financial Institutions in India.	Request change to accommodate all institutions	Changes made to include e-Commerce/ Digital Commerce. Published as corrigendum shortly.
34	25	Technical Eligibility Criteria	Appendix-C: .5. Technical criteria	Reference checks from clients of the consulting firms relating to projects related to UI/UX/ Website revamp.	Given the confidential nature of work with our clients, we cannot provide the contact details/ documents. Please allow us to submit CA certificated letter as a proof of our experience	No change permitted in EOI Terms.
35	25	Technical Eligibility Criteria	Appendix-C: .2. Technical Eligibility	Experience of the company / firm: Experience of handling consulting services for UI/UX/ Website Revamp for Banks and Financial Institutions in India	We request the Bank to consider ongoing as well as completed projects as most recent UI/UX programs have been awarded in 2022/23 and it will allow the Bidder to bring the latest trends, expertise and experience to the Bank.	No change permitted in EOI Terms.
36	25	Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria	The Bidder must have an average turnover of minimum Rs.50 crore (rupees fifty crore) during last 03 (three) financial year(s) i.e., FY 2020-21, FY 2021-22, FY 2022-23.	Request Bank to consider turnover of 150 crores.	No change permitted in EOI Terms.
37	25	Bidder's Eligibility Criteria	Appendix-B: Bidder's Eligibility Criteria	Bidder should have experience of minimum 05 years in providing the required products/ services/ solution.	Kindly explain the experience which needs to be showcased.	Experience in the related field as detailed in the EOI document.
38	25	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria ii. Availability of Key Personnel	Senior Consultant No. of Resource: 01.	a. Is SBI proposing fixed fee for one resource followed by T&M model b. A single resource may not be a UI/UX designer as well as a back-end tester, can this be split basis specialisation	We are looking for two consultants who can fulfil the requirement to the max. There is no T&M model. It will be a fixed cost project.
39	25	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria ii. Availability of Key Personnel	Junior Consultant (Garage Operations) No. of Resource: 01.	a. Is SBI proposing fixed fee for one resource followed by T&M model b. A single resource may not be a UI/UX designer as well as a back-end tester, can this be split basis specialisation	We are looking for two consultants who can fulfil the requirement to the max. There is no T&M model. It will be a fixed cost project.
40	25	Technical Eligibility Criteria	Appendix-C: Conditions of Eligibility for Key Personnel	i. B. Tech/M. Tech. from IIT or Universities appearing in the top 50 ranked institutes as published by National Institutional Ranking Framework (NIRF) of Ministry of education and as available on https://www.nirfindia.org/2023/EngineeringRanking.html (for the year 2023). ii. Full time MBA from IIM or top 50 ranked institutes as published by National institutional Ranking framework (NIRF) of Ministry of education and as available on https://www.nirfindia.org/2023/ManagementRanking.html (for the year 2023).	Are i. and ii. both needed on the CV or i. or ii	CV for both is required.

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41	25	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria	Full time MBA from IIM or top 50 ranked institutes as published by National institutional Ranking framework (NIRF) of Ministry of education and as available on https://www.nirfindia.org/2023/ManagementRanking.html (for the year 2023).	Some global colleges with 1 year programs like Indian School of Business (ISB) don't participate in NIRF ranking. Are colleagues from those colleges also eligible?	Some changes made Educational Qualifications. Published as corrigendum.
42	26	Technical Eligibility Criteria	Appendix-C: ii - (a)	Key Personnel: Junior Consultant No. of Resource: 01.	The section specifies No. of Resources as 1 for Junior Consultant Personnel role. Request the bank to confirm if the number of Junior Consultant resources will be limited to 1 or will it entail more resources based on the Scope of work	Limited to one senior consultant and one junior consultant.
43	26	Technical Eligibility Criteria	Appendix-C: ii. Availability of key personnel	<ul style="list-style-type: none"> • Experience in graphic designing. • Experience in scrum master role. • Familiarity with software development. • Excellent Knowledge of Scrum techniques and artifacts (Such as definition of user stories, automated testing, backlog refinement). • Good knowledge of other Agile frameworks. • Good understanding of mobile application development. 	We request the client to re-visit the skill set of an MBA graduate since an MBA graduate might not be an expert in graphic design, scrum role, and other design related work. We suggest the client to change the qualification to top design schools of India and the skill set to be design oriented with 4+ and 6+ of years of experience in designing apps/websites and user experience. Alternatively, a use case based evaluation criteria can be set to evaluate the design, UI/UX skilket.	Some changes made Educational Qualifications. Published as corrigendum.
44	27	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria Sr. No. 6	Proposed resources must have relevant experience in Global/ Indian UI/UX / website revamp related projects.	Proposed resources must have relevant experience in Global/ Indian UI/UX / website revamp related projects & should be on Bidders Payroll.	Proposed resources must have relevant experience in Indian UI/UX/ website revamp related projects and should be on Bidders Payroll.
45	27	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria	Reference checks from clients of the consulting firms relating to projects related to UI/UX/ Website revamp. At least one positive feedback/ recommendations from clients of the consulting firm.	what is the documentary proof which shall be needed.	feedback/ recommendations from the clients of the consulting firm on their letterhead.
46	27	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria ii. Availability Of Kep Personnel	Eligibility Criteria for Bidders	Are we looking at 100% on-site deployment of resources or a certain percentage	It will be a 100% on-site deployment.

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47	28	Bidding Process/Opening of Technical Bids	Clause 14: Bidding Process/Opening of Technical Bids	SBI may shortlist the Bidders who fulfil the eligibility and technical criteria specified in this EOI, have solution/services as per the requirement of the Bank and are agreeing to abide by the terms and conditions of the Bank	Request the bank to elaborate on the exact shortlisting criteria for this EOI in terms of the eligibility & cut-offs on the technical evaluation scores	Bank to take a decision after presentation by bidders, based on Technical Evaluation Matrix. There is no cut off marks. Top "N" bidders will be shortlisted.
48	28	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics 1	Experience and demonstrated capability in having handled banking related consulting UI/UX projects in BFSI sector	Request to include other sectors as well	Changes made to include e-Commerce/ Digital Commerce. To be published as corrigendum shortly.
49	28	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics, 1. ii	UI/UX/Website related projects completed in India for BFSI sector along with their integration in banking application.	Kindly modify the requirements for UI/UX projects across industries (including banking)	No change permitted in EOI Terms.
50	28	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics, 1. iii	Revenue earned from Management Consultation services to be provided and supported by relevant proof. a. If revenue from Management consulting assignments is more than or equal to INR 25 crore: 5 marks. b. If revenue from management consulting assignments is less than INR 25 crore but greater than or equal to 15 crore: 3 marks.	We recommend to add another clause to this that the consultant should have at least 100 design resources on their payroll. As design resources are critical for the success of the project	No change permitted in EOI Terms.
51	28	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics, 3. ii	Reference checks from clients of the consulting firms relating to projects related to UI/UX/ website revamp in BFSI sector	Kindly modify the requirements for UI/UX projects across industries (including banking)	No change permitted in EOI Terms.
52	28	Technical Evaluation Metrics	Appendix-D: (1.1)	Consultant to have fulltime manpower, engaged in consultancy assignments, based in India. Marks for permanent manpower engaged in consultancy assignments in India are as under: a. More than 50: 10 marks, b. 25 to 50: 5 marks c. Less than 25: Nil	What is the format of proof that is required to establish the number of consultants in India	Self Certification with documentary evidence is required.
53	28	Technical Evaluation Metrics	Appendix-D: (1.3)	If revenue from Management consulting assignments is more than or equal to INR 25 crore: 5 marks.	What is the format of proof that is required to submit for the same	Certificate from CA is required to be submitted.
54	28	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	ii. UI/UX/Website related projects completed in India for BFSI sector along with their integration in banking application.	Are we only looking for completed projects. Can we include ongoing projects.	Only completed projects are to be considered.
55	28	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	Revenue earned from Management Consultation services to be provided and supported by relevant proof.	Is there a specific definition of types of projects defined under management consulting	UI/UX/Website related projects completed in India for BFSI sector along with their integration in banking application.
56	29	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	Consultants proposed to be assigned to this project – Names/ experience / CV	Request the bank to specify the number of CVs for Senior Consultant role & Junior Consultant role to be shared as part of the EOI Submission	5 each
57	29	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	Parameter 2: Experience of the company / Firm: In the area of regulatory environment covering RBI, SEBI, IRDA, PFRDA, etc. and various ministries/ Government departments Indicative criteria: Experience of having similar assignments in last 5 years	Request the bank to clarify if the "Experience of having similar assignments in last 5 years" mentioned in the criteria implies that the Bidder needs to showcase their experience in the area of regulatory environment or on having done UI/UX/ Website related projects relevant to current scope with the entities mentioned. This will enable us to highlight the appropriate credentials to demonstrate our firm's experience	No change permitted in EOI Terms.
58	29	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics, 2	Experience of the company / Firm: In the area of regulatory environment covering RBI, SEBI, IRDA, PFRDA, etc. and various ministries/ Government departments	Kindly clarify if DFIs may be included under this requirement	No.
59	29	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics, 4	Consultants proposed to be assigned to this project – Names/ experience / CV	Kindly confirm if SBI has a particular format for the CVs needed	No.

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60	29	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria	Resource persons mentioned by the bidder at the time of technical evaluation must be on-boarded & deployed in the Project, without any deviation. Any change in the proposed team of resources should be done in unavoidable circumstances only and after obtaining necessary approval from the user department.	Request the bank to consider onboarding equivalent resources.	No change permitted in EOI Terms.
61	29	Technical Eligibility Criteria	Conditions of Eligibility for Key Personnel	Resource persons mentioned by the bidder at the time of technical evaluation must be on-boarded & deployed in the Project, without any deviation.	Are resources required on-site or hybrid model is also fine to deploy best resources across locations	Resources are required on-site.
62	30	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics 1 (iii)	Parameter: Consultation revenue in India during last year, Indicative Criteria: Revenue earned from Management Consultation services to be provided and supported by relevant proof. a. If revenue from Management consulting assignments is more than or equal to INR 25 crore: 5 marks. b. If revenue from management consulting assignments is less than INR 25 crore but greater than or equal to 15 crore: 3 marks.	The clause mentions that Revenue earned from Management Consultation services is to be provided and supported by relevant proof. However, the nature of the relevant proof is not specified. In this regard, request the bank to allow submission of self-declaration by the bidder on the Bidder's Letterhead as relevant proof for the same.	Revenue earned from consultation services to be provided and supported by CA Certificate.
63	30	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics, 5. b	Approach & Methodology, robustness of approach and quality of ideas/solutions proposed to address Bank's requirements: (10 Marks)	We recommend the bank provide a use case to all bidders in order to have uniform presentation of approach and methodology	Bidders are free to choose use cases.
64	30	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics, 5. c	Completeness of Work-plan, project planning, resources planning, effort estimate etc., with deliverables/milestones and time frame for completion of different activity: (10 Marks)	Can we replace this with something else. As effort estimate would be difficult to give it at this stage of EOI submission	No change permitted in EOI Terms.
65	30	Technical Evaluation Metrics	Appendix-D:	Reference checks from clients of the consulting firms relating to projects related to UI/UX/ website revamp in BFSI sector.	For Technical Scoring details to be submitted as per appendix - H or any other format, pls guide.	As per appendix-H only.
66	30	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	Experience & Capability - Experience and demonstrated capability in having handled banking related consulting UI/UX projects in BFSI sector in India/globally.	what is the documentary proof which shall be needed	Reference from clients on their letterhead as per Appendix-H.
67	30	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	UI/UX/Website related projects completed in India for BFSI sector along with their integration in banking application.	what is the documentary proof which shall be needed	Reference from clients on their letterhead as per Appendix-H.
68	30	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	Consultation revenue in India during last year,	what is the documentary proof which shall be needed	Revenue earned from consultation services to be provided and supported by CA Certificate.
69	31	Scope of Work	1. SCHEDULE OF EVENTS: Point 8	Last date and time for Bid submission Up to 4.00 PM on 05/10/2025	What is the expected scope of primary research - no. of participants, segments under consideration and geographic spread, journeys to be included	scope of primary research - no. of participants, segments under consideration and geographic spread etc. to be decided in consultation with the consultant onboarded. All journeys on Yono Business portal and App to be considered.
70	31	Scope of Work	1. SCHEDULE OF EVENTS: Point 10	Last date and time for Bid submission Up to 4.00 PM on 05/10/2027	Is the UX analysis and digital benchmarking required across all 500+ journeys	Yes. However, we would like to advise that the number has been arrived at by taking all the permutations and combinations of sub journeys of usual journeys into account. Bank may prioritise some journeys, based on business needs.
71	31	Scope of Work	1. SCHEDULE OF EVENTS: Point 11	Last date and time for Bid submission Up to 4.00 PM on 05/10/2028	Are there predefined Personas and would we need to validate/update the same or define as new?	No. There are no pre-defined personas. Consultants to suggest the same as per industry best practices.
72	31	Scope of Work	1. SCHEDULE OF EVENTS: Point 12	Last date and time for Bid submission Up to 4.00 PM on 05/10/2029	Are segments defined and if they are not defined do we need to include segmentation as a part of the project	All the business segments to be considered. Segmentation not required.

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73	31	Scope of Work	1. SCHEDULE OF EVENTS: Point 13	Last date and time for Bid submission Up to 4.00 PM on 05/10/2030	How much process re-engineering is expected and how will redesigned processes be handed over to the design team	Limited RFP Document to contain more details about it.
74	31	Scope of Work	1. SCHEDULE OF EVENTS: Point 14	Last date and time for Bid submission Up to 4.00 PM on 05/10/2031	Is front end development (development of HTML pages etc) a part of the scope	No HTML development required. However, the Consultants to handover Adobe XD / Figma links that specifies the CSS for each components in the UI designs.
75	31	Scope of Work	1. SCHEDULE OF EVENTS: Point 15	Last date and time for Bid submission Up to 4.00 PM on 05/10/2032	Is there a current state KPI measurement available to measure post design impact	Back-end team will assess the post design impact.
76	31	Scope of Work	Appendix-E: Scope of Work	Yono Business Portal/Mobile App covers more than 500 journeys of Corporate Internet Banking (CINB), e-Trade, e-Forex, Supply Chain Finance (SCF), Cash Management Product (CMP). All these journeys are required to be visited to improve overall customer experience.	Yono Business is extremely vast and 2 resources might be insufficient for a project of this scale.	The number (500) has been arrived at by taking all the permutations and combinations of sub journeys of usual journeys (Web + App) into account. Bank may prioritise some journeys, based on business needs. We are looking for two consultants who can fulfil the requirement to the max.
77	31	Scope of Work	Appendix-E: Scope of Work	Resource requirement Vs Scope of work	Is this staff augmentation or manged service kind of work? Will this be an independent design squad or will they augment an existing design squad? What are the reasons/objectives for this redesign? What are the KPIs that should be influenced/ improved with this redesign?	We have dedicted development and design team. The objective of the project is to enhance user experience. KPI will be defined and shared with shortlisted bidders.
78	31	Scope of Work	Appendix-E:	Services of consultants can be utilised by other garages of Digital Transformation and e-Commerce Department, if required.	Request the bank to elaborate on the scope of work that will be part of the coverage for the other garages as specified in the point.	There is no defined Scope of Work for utilisation of services by other garages.
79	31	Scope of Work	Appendix-E:	Services of consultants can be utilised by other garages of Digital Transformation and e-Commerce Department, if required.	These services can be taken up as a CR and not within the original SOW of this contract	No change permitted in EOI Terms.
80	31	Scope of Work	Appendix-E: (c)	Gap Analysis: Identify gaps across each process / journey.	Existing user journey - Service blueprint Required to identify the gaps	To be shared with the shortlisted bidders.
81	31	Scope of Work	Appendix-E: Scope of work	"Services of consultants can be utilised by other garages of Digital Transformation and e-Commerce Department, if required. "	Can you please elaborate on this clause?	Other garages of Digital transformation & e-Commerce Department can have consultations, if required.
82	31	Scope of Work	Appendix-E: .1.b. Scope of work	Assessment of current state of digital maturity in devices and channels	What all devices and channels are these?	All the digital devices, such as computers, mobiles, tabs etc.
83	31	Scope of Work	Appendix-E: .1.b. Scope of work	Assessment of current state of digital maturity in devices and channels	Any expectation/matrix to define digital maturity?	Apart from conducting Heuristic Evaluations of existing modules, consultant is expected to suggest industry-leading frameworks and jointly align with the bank's inhouse Business/IT/UX teams to conduct maturity analysis in a time-bound manner
84	31	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	Experience of the company / Firm: In the area of regulatory environment covering RBI, SEBI, IRDA, PFRDA, etc. and various ministries/ Government departments	what is the documentary proof which shall be needed	As per Appendix-B: Bidder's Eligibility Criteria.
85	31	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics	Reference checks from clients of the consulting firms relating to projects related to UI/UX/ website revamp in BFSI sector.	what is the documentary proof which shall be needed	Bidders to provide details as per Appendix-H. Bank may verify the details from the clients.
86	31	Technical Evaluation Metrics	Appendix-D: Technical Evaluation Metrics		what is the qualifying marks from 100	There is no qualifying marks. Top "N" bidders, as per Bank's descretion, will be shortlisted.
87	31	Scope of Work	Appendix-E: Scope of Work	Services of consultants can be utilised by other garages of Digital Transformation and e-Commerce Department, if required	What are the "other garages" that the consultant may be involved in.	Other garages of Digital transformation & e-Commerce Department.
88	31	Scope of Work	Appendix-E: Scope of Work	b. Assessment of current state of digital maturity in Devices and Channels	What all devices do we want to include - laptop, tab, mobiles	Yes.
89	31	Scope of Work	Appendix-E: Scope of Work	Form Factors	Are we looking at only web and mobile or there are other form factors.	Mobile, Tab & Web

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90	31	Scope of Work	Appendix-E: Scope of Work	Understand and analyse the Yono Business Portals/Mobile App's current maturity level and provide recommendations for enhanced user experience.	Will the bank provide user credentials and access to the latest version of the website and app? Or is it expected to be done in UAT? If in UAT, does it require bank's laptop / workstation to be leveraged to do the assessment as UAT may open in machines in SBI network.	Necessary support will be provided by the Bank.
91	31	Scope of Work	Appendix-E: Scope of Work	Identify gaps across each process journey.	i. What is the overall list of processes and journeys to be deep dived into? How many steps on an average per journey? This information would help do effective resource estimation. ii. Is "gap identification" in process also expected? Or is it just the UX of the journey that needs to be assessed?	i. To be shared with the shortlisted bidders. ii. Gap identification in UI/UX across each process/ journey to be identified.
92	31	Scope of Work	Appendix-E: Scope of Work	Devices and Channels	Which devices and form factors need to be looked into while doing this assessment?	Web, Mobile,Tab
93	31	Scope of Work	Appendix-E: Scope of Work	User Experience Maturity Analysis and Assessment:	Is there a defined framework by the bank that needs to be applied to do the UX maturity analysis? Or is the consultant expected to bring its framework and jointly align with the bank before kick starting the maturity analysis	While there is an existing design system, consultants are expected to suggest improvements and improvisations basis study of the existing design system
94	31	Scope of Work	Appendix-E: Scope of Work	User Experience Maturity Analysis and Assessment:	Is there an existing design system/ digital style guide for YONOBusiness	While there is an existing design system, consultants are expected to suggest improvements and improvisations basis study of the existing design system
95	32	Scope of Work	Appendix-Scope of Work - User Research	Conducting surveys, contextual enquiry, UI/UX auditing of current platform, review of Information Architecture and site map independently. Create a priority of problems to be solved and research on the latest design trends	i. Are we expected to conduct customer research? ii. Do we have existing user data or analytics that point to design pain points? iii. Is there any existing customer research that can help understand the points of friction?	i. Yes. Customer research is required to be conducted. There is no existing reference point. ii. We have user data. Consultants to analyse user data to find design pain points. iii. There is no such research available.
96	32	Scope of Work	Appendix-Scope of Work - User Experience Design (Persona Creation & User Group Research)	Create user groups and personas basis existing user behaviour patterns	How many personas we would need to cover as a part of this redesign?	To be detailed in limited RFP document and shared with shortlisted bidders.
97	32	Scope of Work	Appendix-Scope of Work - User Experience Maturity Analysis and Assessment (e: Competitive Analysis)	Review of competitor platforms across major public and private sector banks to identify industry leading practices and gaps in current UI/UX framework.	Have you conducted any ux benchmarking or competitive research which help provide a baseline for the design team?	No. We do not have any benchmarking or competitive research which can provide a baseline.
98	32	Scope of Work	Appendix-E: 2(a)	Define and recruit user group sample set to conduct research independently to understand concerns, needs and new requirements.	Request the bank to provide guidance in case the user sample group is outside of SBI. In such case would the vendor/partner be expected to bear the cost? Request the bank to consider the selection of sample group to be a joint decision between the Bank and the Bidder but the cost of recruitment should be borne by the Bank	Onboarded consultants to suggest the sample size. Sample size to be finalised by the Bank. Other details to be incorporated in limited RFP document and shared with shortlisted bidders.
99	32	Scope of Work	Appendix-E:	Review of competitor platforms across major public and private sector banks to identify industry leading practices and gaps in current UI/UX framework.	Is the scope limited to competitor corporate banking platforms only?	Scope to cover competitor Corporate Banking Retail Banking platforms (including web, mobile and Tab) across major public and private sector banks.

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100	32	Scope of Work	Appendix-E: 2.a. Scope of work	Define and recruit user group sample set to conduct research independently to understand concerns, needs and new requirements.	Kindly clarify if the bank will support with providing user groups who are existing users of YONO.	Yes, Bank will provide the necessary support
101	32	Scope of Work	Appendix-E: Scope of Work	d. Existing User Data Analysis Study and analyse website traffic, customer engagement time, average journeys time, final conversion, analysis of organic search, analysis of user data etc.	Bank will help to provide the relevant data wrt KPIs mentioend here for ananalysis to the consultants	As of now, any real time streaming/ website visit related data is not available with us. Consultants to deploy tools for such analysis.
102	32	Scope of Work	Appendix-E: Scope of Work	f. User research Primary research	Does bank have a sample size in mind	Onboarded consultants to suggest the same. Sample size to be finalised by the Bank.
103	32	Scope of Work	Appendix-E: Scope of Work	Journey	Do all 500 journeys need to be assessed	Yes. The number (500) has been arrived at by taking all the permutations and combinations of sub journeys of usual journeys (Web + App) into account. Bank may prioritise some journeys, based on business needs. We are looking for two consultants who can fulfil the requirement to the max.
104	32	Scope of Work	Appendix-E: Scope of Work	Duration	Tentative duration of the project envisaged	One year.
105	32	Scope of Work	Appendix-E: Scope of Work	Understand customer needs, pain points, feedback through direct interviews/online and offline surveys/Complaint management/Social Media feedback, product identification and analysis of user journeys, user terms & language, USPs etc.	We hope that the bank will provide access to its corporate customers and SME customers using the Yono Business website and app	Yes.
106	32	Scope of Work	Appendix-E: Scope of Work	Study and analyse website traffic, customer engagement time, average journeys time, final conversion, analysis of organic search, analysis of user data etc	We hope that the bank has necessary google analytics and other analytics tool integration built in that provide the necessary data to do this analysis. Typically historical analysis needs to be done while doing so and hence any tool deployment during the engagement and analysis basis that will be limited in terms of insights.	As of now, we do not have any engagement with Google or any other vendor for Google Analytics/Other digital analysis. Also, no real time data like conversion/ customer engagement (Logs report) is available at present.
107	32	Scope of Work	Appendix-E: Scope of Work	Ensure that designs are optimized to be mobile responsive, easy to navigate and user friendly. There should be quick tips and help available at relevant places to serve as easy customer guides.	Is Tablet responsiveness also expected in designs?	Yes.
108	33	Scope of Work	Appendix-E: Scope of Work, e-Wireframe designs	Copywriting, SEO, Development are mentioned in the EOI	Which if a designer is hired might not be possible (different skill sets will be needed for development, copywriting and SEO optimization)	The consultants should have a high-level understanding of SEO/ Content-writing/Copy-writing to provide constructive inputs and suggestions to SBI's Business Units / IT / UX / Digital Marketing teams.
109	33	Scope of Work	Appendix-E: 2 (e)	Yono Business Portal/Mobile App covers more than 500 journeys of Corporate Internet Banking (CINB), e-Trade, e-Forex, Supply Chain Finance (SCF), Cash Management Product (CMP). All these journeys are required to be visited to improve overall customer experience.	The Eoi specifies more than 500 journeys and all these journeys are in scope. Request the bank to clarify if they have identified a tentative timeline for revamp of all the 500 Journeys? If yes, request the bank to provide the estimated timeline for the same	The number (500) has been arrived at by taking all the permutations and combinations of sub journeys of usual journeys (Web + App) into account. Bank may prioritise some journeys, based on business needs. We are looking for two consultants who can fulfil the requirement to the max.
110	33	Scope of Work	Appendix-E: 2 (e)	Content writing, copy writing and SEO	Request the bank to elaborate on the scope of SEO and final output expected from the consultant on the Scope areas of Content Writing, Copy writing & SEO	The consultants should have a high-level understanding of SEO/ Content-writing/ Copy-writing to provide constructive inputs and suggestions to SBI's Business Units / IT / UX/ Digital Marketing teams.

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111	33	Scope of Work	Appendix-E: (d)	Existing User Data Analysis	Will SBI provide us the required data as we need & give us some controls to take out data as we would require ?	To be detailed in limited RFP document and shared with shortlisted bidders.
112	33	Scope of Work	Appendix-E: (d)	Existing User Data Analysis	Existing User Data Analysis Report Required to Study and analyse website traffic, customer engagement time, average journeys time, final conversion, analysis of organic search, analysis of user data etc. Google Analytics Access Required	As of now, we do not have any engagement with Google or any other vendor for Google Analytics/Other digital analysis. Also, no real time data like conversion/customer engagement (Logs report) is available at present.
113	33	Scope of Work	Appendix-E: .1.e. Scope of work	Content writing, copy writing and SEO	Can you please elaborate on this clause? We assume that content will be provided by the bank and we will repurpose it to make it effective and impactful. Kindly confirm the understanding?	Yes. Initial contents will be provided and the consultant will help in finalising as per industry best practices.
114	33	Scope of Work	Appendix-E: Scope of Work	Wireframe Design: Content writing, copy writing and SEO	Will Bank provide some pre-approved content (presently in use) or the entire content has to be re-written	Bank will provide some pre-approved contents.
115	34	Scope of Work	Appendix-E: 3 (a) & Appendix-E: 3 (b)	Identify digital touch points across channels for the value propositions and delivery. a. Pre-Design (Formative) End User Usability Testing: • Collaborate with the bank to identify & conduct end-user usability testing across channels & devices • Identify participant groups across personas and develop a formative testing plan. • Analyse and formulate testing results and provide recommendations. b. Post Design (Summative) End User Usability Testing: • Collaborate with the bank to identify channels and devices to be tested Identify participant group across personas and develop a summative testing plan. • Collaborate with the bank to create an on-premises lab for summative testing. • Analyse & Formulate testing results and provide recommendations.	Request to bank to kindly confirm if any separate testing team (inhouse, empanelled vendor or otherwise) would be carrying out the testing of the developed customer journeys. If yes, request the bank to elaborate on the role of the selected bidder for creation of the Formative and Summative Testing Report	To be detailed in limited RFP document and shared with shortlisted bidders.
116	34	Scope of Work	Appendix-E: 3 (a)	Pre-Design (Formative) End User Usability Testing:	Please advise if the Bank would provide/ invest in tools required for formative testing? Request the bank to provide necessary licenses (if necessary)	Mode of of formative/summative testing to be undertaken basis the module considered for design / redesign. (Tools may be suggested by onboarded consultants)
117	34	Scope of Work	Appendix-E: 3 (b)	Post Design (Summative) End User Usability Testing:	Please advise if the Bank would provide/ invest in tools required for summative testing? Request the bank to provide necessary licenses (if necessary)	Mode of of formative/summative testing to be undertaken basis the module considered for design / redesign. (Tools may be suggested by onboarded consultants)
118	34	Scope of Work	Appendix-E: (f)	User Research:	Will tools for user research such as google analytics, heat mapping etc. be provided by client? Also can we choose our tools for performing research ?	To be detailed in limited RFP document and shared with shortlisted bidders.
119	34	Scope of Work	Appendix-E: (d)	Understand customer needs, pain points, feedback through direct interviews/online and offline surveys/Complaint management/ Social Media feedback, product identification and analysis of user journeys, user terms & language, USPs etc.	Will customer details be shared with us ? Lab Environment will be provided by the Bank?	To be taken on a requirement basis for the module to be considered for redesign.
120	34	Scope of Work	Appendix-E: Scope of Work, 3-Usability Testing:	Post Design (Summative) End User Usability Testing:	Since there is no development of the portal/ app, what is the expectation here?	Please refer to the EOI document. It contains all the relevant details.
121	34	Scope of Work	Appendix-E: Scope of Work, 2-f -User Experience Design:	Adaptability for use of regional languages to be ensured	We will need a list of languages since it will impact UI decisions in the early project phases	To be detailed in limited RFP document and shared with shortlisted bidders.

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122	35	Scope of Work	Appendix-E: 4	Front end development	We envisage that the Front End development will be done by SBI's empanelled vendor basis the designs & wireframes created. Request the bank to elaborate on the role anticipated for the successful bidder as part of front end development	Front End development will be done by SBI's development team basis wireframes & UI/visual designs delivered. Post development, vendor to verify the screens and provide provisional sign-off for rollout
123	35	Scope of Work	Appendix-E: (e)	Wireframe Design:	What Software tool is preferred ? License Cost of tools will be beared by the bank? E.g Adobe Creative Cloud, Figma	Balsamiq / Adobe Creative Cloud/ Figma. Bank will provide license cost.
124	35	Scope of Work	Appendix-E: 6. Scope of work	Develop a change management plan.	1) What change management plan do you have in mind as application is for external users 2) Handover will include dev links etc...	Consultants to suggest on change management plan.
125	35	Scope of Work	3. Usability testing	Training and handover	Is only UI_UX changes handover expected? Change management is added as a sub point in this para. With designers as profile sought, having change management expectation may not be best-placed? Are you looking for non-design change managemeent experts, as a part of this project, along with 2 design profiles?	We are looking for two consultants who can fulfil the requirement to the max.
126	36	Scope of Work	Appendix-E: (f)	User Interface Design:	Which software is preferred and does it include animation/ video designs as well ?	Adobe Creative Cloud / Figma. Yes it includes animation/videos as well.
127	36	Scope of Work	Appendix-E: (3)	Usability Testing:	Do we have to use specific softwares for testing recommended by SBI and perform in a lab environment ?	To be taken on a requirement basis for the module to be considered for usability testing. Consultant may recommend industry leading softwares for usability testing
128	37	Scope of Work	Appendix-E: (4)	Deliverables (including, but not limited to following):	How will the deliverables be evaluated that are presented by the consultant ?	Bank's internal team will perform the review
129	37	Scope of Work		Front end development?	Our understanding is that only UI_UX gap assessment is needed as deliverable. Do you also expect front end development?	Only UI/UX gap & improvement assessment is required. No front end development required. Changes to be published in corrigendum.
130	39	Format for Submission of Client References	Appendix-H: Format for Submission of Client References	Value of Work Order (In Lakh) (only single work order)	We have strong confidentiality clauses with regards to the engagements that we undertake for our clients. As a result, it may not be feasible to share the value of the Work Order. Request the bank to remove the Clause from the Format specified in Appendix-H	No change permitted in EOI Terms.
131	25 and 26	Technical Eligibility Criteria	Appendix-C: (ii)(a)	Availability of key personnel	With respect to personnel, two resources have been proposed who are expected to handle graphic design, business analysis, daily scrums, PMO and governance. Its our suggestion to increase the number of requested resources to 4. a) Junior consultant (experience in graphic design and CX design) b) Senior consultant (experience in graphic design and CX design) c) Senior Consultant (experience in business analysis, coordinating with product owner regarding requirements, translating business requirements to technical deliverables, running design garages) d) Manager (experience in PMO, daily scrums and governance)	No change permitted in number of resources, however, the educational qualification criteria is being revised and will be published as corrigendum.

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132	25 and 26	Technical Eligibility Criteria	Appendix-C: (ii)(a)	Availability of key personnel	With respect to personnel, its our suggestion to relax the requirements of IIT/IIM and include education requirements related to Computer Science B.Tech and graphic design courses	Full time B.Des / M.Des degrees (with specialization in Interaction Design /Information Design/ Visual Design/ Web Design/ Graphics Design/ UI-UX Design) from IITs/NIDs/NIFTs and institutions listed in CEED & UCEED portals (please refer https://www.ceed.iitb.ac.in/2024/# and https://www.uceed.iitb.ac.in/2024/institutes.html)
133	25, 26, 27 & 31 to 35	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria ii & Appendix-E: Scope of Work	2 resources (Senior & Junior Consultant) with BTech Background and MBA from top 50 colleges in India	However the scope of work is completely UX related which might constitute designers from top colleges in India and Design colleges don't feature on the NIRF list	Full time B.Des / M.Des degrees (with specialization in Interaction Design /Information Design/ Visual Design/ Web Design/ Graphics Design/ UI-UX Design) from IITs/NIDs/NIFTs and institutions listed in CEED & UCEED portals (please refer https://www.ceed.iitb.ac.in/2024/# and https://www.uceed.iitb.ac.in/2024/institutes.html) Both the resources (senior and junior consultant) should be able to showcase their portfolio of previous work demonstrating excellent interaction and visual design skills. [Please note, part-time / distance learning / certification programs from the above-mentioned institutions/other institutions/agencies shall not be considered]
134	25,26,27 & 31 to 35	Technical Eligibility Criteria	Appendix-C: Technical Eligibility Criteria ii & Appendix-E: Scope of Work	Resource requirement Vs Scope of work	Not sure if the project is a loan staff engagement or a project engagement	It is an UI/UX enhancement project for Yono Business digital platforms, as clarified during pre-bid meeting.

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135	25-26	Technical Evaluation Metrics	Appendix-D: (2.a)	B. Tech/M. Tech. from IIT or Universities appearing in the top 50 ranked institutes as published by National Institutional Ranking Framework (NIRF) of Ministry of education and as available on https://www.nirfindia.org/2023/EngineeringRanking.html (for the year 2023). ii. Full time MBA from IIM or top 50 ranked institutes as published by National institutional Ranking framework (NIRF) of Ministry of education and as available on https://www.nirfindia.org/2023/ManagementRanking.html (for the year 2023). Senior Consultant with management consulting experience of 4 years or more and having handled at least 3 consultations, preferably in BFSI company of repute. Skill set: • Experience in graphic designing. • Experience in scrum master role. • Familiarity with software development. • Excellent Knowledge of Scrum techniques and artifacts (Such as definition of user stories, automated testing, backlog refinement). • Good knowledge of other Agile frameworks. • Good understanding of mobile application development. • Ability to work closely	We want more clarity on the necessary skill sets: It is a very challenging to find an associate with common skill-set including Management consulting, Graphic designing, Scrum master and software development along with education in B. Tech/M. Tech. and MBA from top 50 institutions. Basically the given profile should be broken into 3 different profiles.	No change in number of resources. However, educational qualification criteria is being revised and will be published as corrigendum.
136	33 & 34	Scope of Work	Appendix-Scope of Work - User Experience Design (Wireframe Design & User Interface Design)	Formulate an experience design strategy mapped to the business requirements, persona requirements, information design and formative test findings.	Is there an existing design system or is the expectation to build a new one?	While there is an existing design system, consultants are expected to suggest improvements and improvisations basis study of the existing design system
137	33, 34	Scope of Work	Appendix-E: Scope of Work	User Experience & User Interface Design	Is there a preference for any particular design tool, we at Deloitte use Figma for design	Balsamiq / Adobe Creative Cloud/ Figma to be preferred.
138	33, 35	Scope of Work	Appendix-E: Scope of Work	Scope Of Work	Is the SOW restricted only to design & FE or includes BE development by Deloitte also	Restricted to Front end only. No back end development is required.
139	Null	General	1. SCHEDULE OF EVENTS: Point 7	Last date and time for Bid submission Up to 4.00 PM on 05/10/2024	What all data is available with the bank for digital assessment	No data is available with the Bank for digital assesment.
140	Null	General	1. SCHEDULE OF EVENTS: Point 16	Last date and time for Bid submission Up to 4.00 PM on 05/10/2033	What will be the working model with other teams	The teams will work on garage model in agile methodology.
141	Null	General	1. SCHEDULE OF EVENTS: Point 17	Last date and time for Bid submission Up to 4.00 PM on 05/10/2034	How will interactions with technology vendor happen	Through various modes of communications, like physical & virtual meetings.
142	Null	General	1. SCHEDULE OF EVENTS: Point 19	Last date and time for Bid submission Up to 4.00 PM on 05/10/2036	The scope defines seems large and exhaustive requiring skills of data analysis, research, UX design and Governance. These are separate skill sets and require different consultants at different stages of the project	We are looking for two consultants who can fulfil the requirement to the max.
143	Null	General	1. SCHEDULE OF EVENTS: Point 20	Last date and time for Bid submission Up to 4.00 PM on 05/10/2037	Can we create a timeline and resource requirement basis the scope defined or is two consultants pre defined as the requirement	Only two resources are required. Timelines and other details to be shared with the shortlisted bidders.
144	Null	General	1. SCHEDULE OF EVENTS: Point 21	Last date and time for Bid submission Up to 4.00 PM on 05/10/2038	Is the Bidder expected to implement the proposed design?	No. We have a separate development team.