

REQUEST FOR PROPOSAL FOR PROCUREMENT OF SOFTWARE SOLUTION/ SERVICE FOR QUEUE MANAGEMENT SYSTEM

Ref: SBI/CC/RNWM/QMS/2024-25/001 dated 30/08/2024

RESPONSES TO PRE-BID QUERIES (Appendix-M)

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	BANK'S REPLY / CLARIFICATIONS
1	2	4	Presentation of RFP on QMS, with prospective Bidders	Request to change this to 9th September as we have some committed engagements	No change in terms of RFP.
2	3	Earnest Money Deposit-50.00 lakhs:Point no. 13	Rs. 50.00 Lakhs Amount should be deposited in A/c No: 10768099503 IFSC: SBIN0008586 Account Name: SBI CENTRAL OFFICE OAD ACCOUNT Or EMD should be in the form of a Bank Guarantee. EMD shall be valid upto 180 days from bid submission date. Bidder should deposit EMD and Tender Fee separately.	As a MSME registered company as traders, we request a waiver of the EMD amount of 50.00 lakhs.	Exemption of EMD and tender fees are not applicable for the traders. Please refer to RFP clause 53 (page 45-46) wherein it has already been clarified that "Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies". No change in RFP terms and conditions.
3	3	Bank Guarantee-50.00 lakhs:Point no. 14	Performance Security in form of BG should be valid for 6 year(s) and three months from the effective date of the Contract.	As a MSME registered company as traders, we request a waiver of the EMD amount of 50.00 lakhs.	No change in the terms and conditions of RFP.
4	7 & 8			Need this changes - Bidder/OEM	No change in terms of RFP.
5	16	10. iii . E	It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC)(in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).	We request bank to allow signing of bid document to the person to whom company issued POA for signing the bid document.	No change in the terms and conditions of RFP.
6	17	11. ii	Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre-Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as "Technical Bid". The said envelope shall clearly bear the name of the project and name and address of the Bidder. In addition, the last date for bid submission should be indicated on the right and corner of the envelope. The original documents should be submitted within the bid submission date and time for the RFP at the address mentioned in SI No 1 of Schedule of Events, failing which Bid will be treated as non-responsive.	We request bank to clarify our understanding - Only EMD and Pre-Contract Integrity Pact hard copy to be submitted , rest all document should be submitted On-line.	Hard copy of EMD (If submitted as BG), Pre-Contract Integrity Pact, and proof of having remitted the tender fee & EMD (if remitted in lieu of BG), is to be made available to the concerned department, on or before the close of bid submission time and date. Rest all documents to be uploaded on e-tendering portal in terms of the clause 11, page 17 of the RFP.
7	23	20	The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents.	This is an open ended clause. We would like to have a confirmation that this would be on paid basis at mutually agreed rates in the event the changes involve additional efforts at the end of the vendor.	No change in the terms and conditions of RFP.
8	26	26. SERVICES:	vi. Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc as and when released by Service Provider/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes.	Please confirm that only patches or upgrades for any bugs or issues in the software are to be provided by the bidder free of cost.	No change in terms & conditions of the RFP.
9	26	VIII	Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.	Kindly confirm that Hardware maintenance is not under the scope of this RFP	Hardware maintenance is not under the scope of this RFP.
10	26	26 (vi)	(Note : Hardware procurement is not included in the RFP. All patches or upgrades for any bugs or issues in the existing software are to be provided by the bidder free of cost.)	We request to clarify this point. Which is the existing software and what kind of efforts would be involved in this.	Existing software is the software provided by the Vendor under this project. Please refer para 26 (iv) on page 26 of the RFP.
11	26	26. Services	vi. Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc as and when released by Service Provider/ OEM or as per requirements of the Bank. Bidder should bring to notice of the Bank all releases/ version changes.	The RFP primarily focuses on the software component of the Queue Management System. However, in requirement, it mentions that the bidder is responsible for providing and implementing patches/upgrades for hardware. Could you please clarify if this requirement is intended to apply to hardware as well, or should it be limited to software only?	Requirement of patches / upgrades are for the QMS software only and not for any of the hardware.

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12	26	26. Services	viii. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.	The RFP primarily focuses on the software component of the Queue Management System. However, in requirement, it mentions that the bidder is responsible for providing maintenance support for hardware. Could you please clarify if this requirement is intended to apply to hardware as well, or should it be limited to software only?	The maintenance support is for the QMS software only and not for any of the hardware.
13	26	26. Services	ix. All product updates, upgrades & patches shall be provided by the Bidder/ Service Provider free of cost during warranty and AMC/ ATS/ S&S period.	In requirement ix, it states that all product updates, upgrades, and patches shall be provided by the Bidder/Service Provider free of cost during the warranty and AMC/ATS/S&S periods. While we understand that AMC refers to the Annual Maintenance Contract, could you please clarify the specific meanings of ATS and S&S in this context? Additionally, how do these terms differ from or relate to AMC in terms of the services and support expected from the Bidder?	As common in IT industry, ATS is the Annual Technical Support on providing comprehensive technical assistance and support for software application, while S&S refers to software maintenance & support.
14	27	27. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	vi. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified. (a) Diagnostics for identification of systems failures (b) Protection of data/ Configuration (c) Recovery/ restart facility (d) Backup of system software/ Configuration Note : Justification on System failure can be provided by the service provider but the diagnostics, protection, recovery and back up, as specified in RFP, is to be ensured by the vendor.	Please note that systems can fail due to non responsiveness of Bank furnished hardware, systems, third party integrations, network failure etc which cannot be part of Service Provider's scope. Hence need more clarity on this clause.	No change in RFP clause. As incorporated in the RFP, " Justification on System failure can be provided by the service provider but the diagnostics, protection, recovery and back up, as specified in RFP, is to be ensured by the vendor".
15	31	34(iii(d))	Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.	This is an onerous and open clause. Request to reword appropriately to make it justified and not single sided.	No change in the terms and conditions of the RFP. The regulatory and statutory guidelines will be brought to the notice of successful Service provider. The vendor needs to adhere to the guidelines. Please refer para 26 (iv) (d) on page 31 of the RFP.
16	35	40. LIQUIDATED DAMAGES:	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, 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, the Bank may consider termination of the Agreement.	Request the Bank to amend the penalty clause as the penalties applied are very high. The delivery of the product and/or perform any or all the Services within the stipulated time could be based on several factors including failure of Bank furnished equipment, Bank's backend systems, failure of Bank provided integration interfaces, network failure at server / branch end etc. Identifying the root cause of the problem itself may take time and hence the penalties should be reduced / modified accordingly.	No change in the terms and conditions of the RFP. Justification on System failure can be provided by the service provider but the diagnostics, protection, recovery and back up, as specified in RFP, is to be ensured by the vendor.
17	35	40	LIQUIDATED DAMAGES : 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	Though it is not intended to happen still looking at the size and efforts of the teams involved in the projects and challenges across 10000 branches and the integration and customization challenges we feel that penalties are on high side and we recommend that they should be 0.1% per week and max of 1% of total project cost.	No change in the terms and conditions of RFP.
18	35	40. LIQUIDATED DAMAGES:	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, 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, the Bank may consider termination of the Agreement.	The liquidated damages should be imposed maximum upto the cost of that particular branch for which there is service failure. Further, the bank may consider termination of the services for the said branch rather than terminating the entire contract.	No change in the terms and conditions of RFP.

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19	35	39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP	vi. Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, unlimited, perpetual license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code/object code/executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.	<p>Question 1: The requirement states that the Bank is asking for a "non-exclusive" and "unlimited" license. Could you please clarify what these terms specifically mean in technical terms, particularly in the context of the deployment of the Queue Management System (QMS) across 10,000 branches? Does "unlimited" refer to the number of installations, users, or something else?</p> <p>Question 2: The document mentions that the license is to be granted for use "throughout the territory of India or abroad." Could you please confirm if the Bank intends to deploy the Queue Management System (QMS) outside of India as well? If so, could you provide more details on the expected locations and scale of this deployment?</p>	<p>As per the Bank's requirement, we have to enroll 10000 branches with scalability upto 25%. The vendor has to advise as how many licences are required for the project.</p> <p>Deploying of the software in overseas branches can be thought of after successful run of the software in the country. Hence the clause is incorporated.</p>
20	40	43. TERMINATION FOR DEFAULT:	ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, software and Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Software Solution and/or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.	we propose the Bank to impose reasonable penalty rather than making the service provider liable for the entire cost of the alternate software and services. Or the limitation of liability to be fixed to 1% of the total project cost.	No change in the terms and conditions of RFP.
21	41	43. TERMINATION FOR DEFAULT:	vi. New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement.	Suitable raised compensation shall be provided by the bank to the service provider for its support provided to the new vendor beyond the term of the agreement . Please Confirm	No change in terms of RFP.
22	41	43. TERMINATION FOR DEFAULT:	vi. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	Further, Kindly reconsider the penalty of 10% of the Total Project Cost(which is on the higher side) being imposed in case of non co-opration by the service provider and also reason not attributed to the service provider	No change in the terms and conditions of RFP.
23	42	46. TERMINATION FOR CONVENIENCE:	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).	Since, the service provider would not be at default a reasonable compensation for the loss of business should be provided by the bank.	No change in the terms and conditions of RFP.
24	42	TERMINATION FOR CONVENIENCE:		termination right should also be provided to the service provider in case circumstances exist which in service provider's absolute discretion make it impossible or commercially unfeasible for service provider to provide any of the Services and service provider so notifies the Customer	No change in the terms and conditions of RFP.
25	52	Appendix - B - Bidder's Eligibility Criteria, point no.5	Bidder should have a minimum of 03 years of experience in providing Software Solutions/services. Note: The experience of the Bidder should be in providing software solutions/services in Queue Management.	<p>The eligibility criteria requiring us to have a minimum of 3 years of experience in providing software solutions/services specifically in Queue Management. While we may not have direct experience in queue management, we would like to highlight our extensive experience in deploying and managing IT projects for financial institutions across India. This experience in handling large-scale, complex IT projects demonstrates our ability to manage and deliver solutions effectively within the financial services sector.</p> <p>Furthermore, our channel partner, who is the OEM for the Queue Management System, has over 10 years of experience in deploying queue management systems in banks. Their expertise, combined with our experience in the financial industry, ensures that we can successfully deliver a comprehensive Queue Management Solution that aligns with the Bank's expectations.</p> <p>We kindly request the Bank to consider our combined experience and the strength of our partnership with the OEM, as it equips us to provide a highly effective Queue Management System.</p>	No changes in the eligibility criteria of the RFP.
26	52		Eligibility Criteria	Need Bidders/OEM Experience certificate	Documents to be submitted has been mentioned in Page 52 of the RFP.

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27	52	Eligibility Criteria-Point no. 5	Bidder should have experience of minimum 03 years in providing the Software Solution/services. Note : The experience of the Bidder should be in providing software solution / services in Queue Management.	We are AV System Integrators since 2008 and have successfully completed large projects for corporates for their facilities, NOC rooms / SOC centers, experience centers etc. where various solutions related to software services were implemented. We can share PO's related to these. We request that the point in the eligibility criteria which mentions The experience of the Bidder should be in providing software solution / services in Queue Management could also be extended to AV SI's with experience in AV installs for corporates facilities as well.	No changes in the eligibility criteria of the RFP.
28	52	Appendix- B . 5	Bidder should have experience of minimum 03 years in providing the Software Solution/services. Note : The experience of the Bidder should be in providing software solution / services in Queue Management.	We request bank to consider Bidder or it's OEM 3 years of experience if participating through Bidder. New Clause :- Bidder or it's OEM partner should have experience of minimum 3 years in providing the Software Solution/services that are connected with bank's CBS directly or through a middleware.	No changes in the eligibility criteria of the RFP.
29	52 of 205	3 of Appendix-B	Bidder should have minimum annual turnover of Rs.10.00 Crore during last 03 (three) financial year(s) i.e. F. Y. 2023-24, F. Y. 2022-23, and F.Y. 2021-22	A request to provide level playing field to MSME companies as per the Public Procurement Policy of Govt. http://dcmsme.gov.in/notification.pdf We are a MSME and perhaps the only Indian company with two large CQMS installations in banking sector, complying with all their security requirements. 1:- 500 branches of PNB/OBC for 4 yrs 2:- 100 branches of Axis Bank for the last 2 years. 3:- We wave 800 installations in SBI As we understand, your earlier RFP Ref. No. SBI/CC/BRNWM/QMS/2023-24/001 Dated 22/03/2024 was cancelled and this new RFP floated to allow MSMEs to participate but almost same RFP with same eligibility criteria has been floated. Please wave minimum turnover requirement to enable us to compete for your valued order	The criteria of minimum average turnover during the last 3 years has already been decreased, if compared to the earlier RFP. No change in terms of the current RFP.
30	53	Appendix-B Bidder's Eligibility Criteria	8. Certification Requirements The bidder will need to produce a valid certificate from any CERT-In empanelled vendor, for the solution proposed to be deployed at the Bank.	Generally this certification has to be provided post customization of the application. Is the bidder expected to provide this certification as part of the bid?	Yes, the bidder is to provide this certification as part of the Bid.

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31	53	Appendix - B - Bidder's Eligibility Criteria, point no.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 03 client references are required)	<p>We understand the requirement to provide client references for projects executed in India, specifically related to Queue Management. While we may not have direct references for similar projects, our channel partner, who is the OEM for the Queue Management System, has successfully deployed similar solutions in multiple banks and financial institutions across India. We will provide client references from the OEM, who has over 10 years of experience in this domain, including the required contact details and project timelines.</p> <p>We kindly request the Bank to consider these references from the OEM as part of our submission, given their extensive experience in deploying Queue Management Systems, which will complement our ability to deliver this project successfully.</p>	No changes in the eligibility criteria of the RFP.
32	53	EC.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 03 client references are required)	<p>We request bank to consider Bidder or it's OEM client reference for at-least 2 client.</p> <p>Revised Clause :- Client Reference to be provided by Bidder/OEM partner for Software solution or Service which is connected with Bank's CBS directly or through a middleware.</p>	No changes in the eligibility criteria of the RFP.
33	56	Line item no 1	3-tier Architecture in end to end setup of proposed QMS solution	Need to understand from this term.	As per RFP terms.
34	56	Appendix-C Technical & Functional Specifications	<p>3. Technology Platform</p> <p>Application must not have Dependency on Thick Client/EXE in setup</p> <p>(Note : Application expected to be hosted centrally in the server and end user should access the application via web browser.)</p>	<p>Please specify how does the bank intend to invoke the queing application every day. Will someone in the branch run it or should it be initiated on it's own?</p> <p>In such a case hope the Bank will make necessary provision to run the ticket generator application using web browser on machine startup.</p>	No change in RFP clause. As incorporated in the RFP, "Application expected to be hosted centrally in the server and end user should access the application via web browser".
35	56	Appendix-C Technical & Functional Specifications	<p>4. Technology Platform</p> <p>Encryption of PII/SPDI (Protection of personally identifiable information / Sensitive personal data and information) Data at rest, motion and in use</p> <p>("In use" means data which is in processing)</p>	Request the Bank to provide the required encryption algrithm.	No change in terms of the RFP.
36	57-60	Desirable Items	Sr no 41 to 65	Since these are Desirable items, this will attract additional cost at our end while implementation. So the bank needs to clarify if all these items specified from Sr no 41 to 65 will be required by the bank.	The evaluation will be done, based on the marks scored as per the availability of desirable items too. (Refer page 70 of the RFP)
37	58	Appendix-C Technical & Functional Specifications	11. Technology Platform General Data Protection Regulation related compliance requirement met in QMS solution	GDPR is a EU regulatory compliance. Why is this compliance required ? Who will bear the cost of this compliance and any certification required thereof ?	If any customer from EU region is utilizing the application, this clause would be applied. The Bidder is required to bear the cost.
38	59	15	Entire process of QMS should be automatic with no manual intervention. (Note: No CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically upon serving the previous customer. There should be no manual intervention or any backend updates at any level.)	The Next Token will be assigned to the respective counter automatically, but to call the customer "Next" button to be pressed. Clause may be modified	Please be guided by the functional scope of the RFP.
39	59	Appendix - C Point no. 15	The entire process of QMS should be automatic with no manual intervention. (Note: No CBS integration will be there in QMS. The next token will be assigned to the respective counter automatically upon serving the previous customer. There should be no manual intervention or any back-end updates at any level.)	QMS setup requires your staff to manually click a button on the QMS interface to call the next customer in line. Additionally, the staff will need to manually transfer tickets to another service based on customer needs, as these actions cannot be fully automated. Could you please clarify your statement that the "entire process of QMS should be automatic with no manual intervention"? It seems there may be a conflict between the manual steps required and the desired level of automation.	Please be guided by the functional scope of the RFP.

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40	59	Point. 15 Technology Platform	Entire process of QMS should be automatic with no manual intervention. (Note: No CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer. There should be no manual intervention or any back-end updates at any level.)	<p>The requirement states that the entire process of the Queue Management System (QMS) should be automatic, with no manual intervention, and explicitly mentions that there will be no Core Banking System (CBS) integration in the QMS. However, we seek clarification on this point for the following reasons:</p> <p>1.Single Interface for Staff Users: Without CBS integration, the staff users would need to toggle between two separate interfaces—one for CBS and another for QMS. This could potentially lead to inefficiencies and delays in customer service, as staff members would have to manage two browser sessions simultaneously. Integrating the QMS with CBS would allow for a seamless user experience where staff can manage both systems within a single interface, improving overall efficiency and reducing the likelihood of errors.</p> <p>2.Customer Prioritization Based on Category: One of the requirements mentions that the QMS should prioritize customers based on their category. However, for the QMS to accurately identify and prioritize customers, it would need real-time access to customer data that is typically stored in CBS or the bank's CRM system. Without integration via an API, the QMS would lack the necessary data to differentiate and prioritize customers based on their category, which could lead to discrepancies in service levels and customer satisfaction.</p> <p>Given these points, could you please confirm whether CBS or CRM integration should be reconsidered to meet these functional requirements? If not, could you provide guidance on how the QMS is expected to handle these scenarios without such integration?</p>	<p>As of now no integration in CBS is proposed. No change in terms of RFP..</p> <p>Customer differentiating parameters / information will be provided by the Bank and same to be used for identification of HNI / Senior Citizen etc.</p>
41	60	Appendix-C Technical & Functional Specifications	22. Data Management Risk & Regulatory reports as required by regulators or bank	Request the Bank to share required list of Risk and regulatory reports.	Reports to be provided as and when required by any regulator on ad-hoc basis.
42	60	26	The Solution capable of generating token through digital / physical and QR (Quick Response) code. Tokens with bank's branding and promotional messages. (Note: Only customers visiting the branch can take physical token. The vendor has to provide details of their proposed solution based respective hardware / software specifications.)	we Presume, but please confirm that Thermal Receipt Printer & KIOSK will be provided by the bank.	As per RFP terms, Bidder will only provide the specifications of Hardware, required for running its software.
43	60	Appendix - C Point no. 2	Risk & Regulatory reports as required by regulators or bank	Please share indicative report formats for Risk and Regulatory?	Report formats, as and when required by the regulatory or statutory body, will be shared with the successful vendor.
44	61	Appendix-C Technical & Functional Specifications	30. Common Features Voice announcement of tokens in language selected by the customer at the time of taking the token.	Request the Bank to share the list of regional languages for which voice announcement to be made available as NLP has not progressed for every language. Please confirm that the language packs will be allowed to be stored within the branch to ensure network optimizations.	<p>Hindi, English and regional languages, as presently available in the software, will be provided to the customer with an option for him to choose. The software should have an option to add further language, as and when required without any additional cost to the Bank.</p> <p>The language pack will be made available to the branches, as per the requirements.</p>
45	61	31	Solution should support Auto Calling of tokens. Once a token is served, next token to be called automatically. Counter staff can stop or pause operations after entering pre-defined reasons configurable centrally. (Note: No CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer. Counter staff module of QMS should have the options to hold / pause, start and stop tokens)	<p>Need more clarity on Auto Calling process.</p> <p>How our QMS application will know that the Customer is served and next customer to be called automatically?</p>	Please be guided by the functional scope of the RFP.

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46	61	Point. 31 Common Features	Solution should support Auto Calling of tokens. Once a token is served, next token to be called automatically. Counter staff can stop or pause operations after entering pre-defined reasons configurable centrally. (Note: No CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer. Counter staff module of QMS should have the options to hold/pause, start and stop tokens)	The requirement mentions that the counter staff module of the QMS should include options to hold/pause, start, and stop tokens, with no CBS integration. Could you please clarify if the counter staff module will be an independent screen separate from the CBS screen, or will there be any form of integration or overlay between the two systems? This should help clarify whether the staff will need to manage separate interfaces or if there's any integration planned between the QMS and CBS screens.	The counter staff module will be an independent screen, separate from the CBS screen. No CBS integration will be there in QMS.
47	60 of 205	26 of Appendix - C	The Solution capable of generating token through digital / physical and QR (Quick Response) code Tokens with bank's branding and promotional messages.	Are all three - physical, digital and QR based – token generation required? What OS (to be used in token generation hardware) is compatible with the security software that you may want to deploy on this hardware.	All three - physical, digital and QR based – token generation are required. The vendor has to provide details of their proposed solution based and respective hardware / software specifications.
48	61 of 205	29 of Appendix - C	The token display at counters would clearly show the tokens that have been called to their respective counters	Should it be LED based or screen based? How many such token displays per branch are to be considered while quoting?	As per RFP terms, Bidder will provide the specifications of Hardware, required for running its software.
49	62 of 205	35 of Appendix - C	Option for pre-booking / appointment by customers for select services to be availed.	Where would this option to pre-book be visible to the customer? By default, a QMS system is only accessible within the bank network. If the customer is to book an appointment before visiting the branch, part of QMS system (apointment module) would need to be accessible over the internet. This impacts architecture, data storage, security. Also additional integrations would be required to make this option accessible to the customer – website / app / whatsapp etc. Also if a customer is allowed to book an appointment, they would need options to reschedule and cancel appointments etc. Hence requesting for more details so one can understand the scope of this feature.	Option for pre booking to be visible to the customer on Yono / Yono Lite / INB / WhatsApp on integration with QMS. It will provide pre-appointment facility to customers. Bidder is expected to come up with solution with options to schedule, reschedule and cancel the appointment.
50	62	Appendix-C Technical & Functional Specifications	36. Common Features Solution deployable in the bank's existing or proposed hardware (Computer / Tablet). (Note: Bidder will provide the specifications of Hardware to be procured)	Please confirm if the existing tablet OS is Windows or Andriod.	As per RFP terms, Bidder will provide the specifications of Hardware, required for running its software.
51	63	Point 38 Common Features	User interface for token issuance to display list of branches with the availability of services at these branches with an option to choose the branch, product/service, giving expected wait time.	The requirement specifies that the user interface for token issuance should display a list of branches with the availability of services at these branches, along with an option to choose the branch, product/service, and expected wait time. Could you please clarify if this user interface is intended for customers who are physically present at the branch? If so, could you explain the rationale behind displaying a list of branches to a customer who is already at a specific branch?	Customer should have an option to book an appointment in any branch, irrespective of the branch in which he is physically present.

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52	56	Appendix C	CRITICAL & MANDATORY SPECIFICATIONS :	Kindly explain how "feasible" is the same as providing as third party, or customization or as a part of the solution.	At the time of bid submission all critical and mandatory specifications should be present with the bidder. "Feasibility" of any particular parameter may be marked "Yes / No" depending on bidder to bidder.
53	64	Appendix C	DESIRABLE SPECIFICATIONS	Same as above	
54	66	Appendix-C Technical & Functional Specifications	57. Promotional Features The display system should show the promotional videos / images and the called token in clear distinct panels. Dynamic scrolling display to handle larger branches. (Note : Display system will also be used for promotions.)	Please confirm that the promotional videos / images will be allowed to be stored within the branch to ensure network optimizations.	All the promotional videos will be stored in central server. The contents will keep on changing as per the decisions taken by Bank Management, time to time.
55	66	57	Promotional Features	Suggest to mention this is a part of Digital Signage solution	The promotional features will be displayed digitally on TV placed at the branches, displaying the token number.
56	66	57	The display system should show the promotional videos / images and the called token in clear distinct panels. Dynamic scrolling display to handle larger branches. (Note : Display system will also be used for promotions.)	Considering this requirement TV size recommended is 48 / 55 inch for accommodating all the desired content shall this be required to be supplied by the bidder?	Please be guided by the functional scope of the RFP.
57	67	58	The display should support interface for adding Foreign Exchange rates, Term Deposit Rates etc.,	We presume that the same is available in branches. Please Confirm.	
58	67	59	The display system should support a user interface to add new promotions for a selection of dates/ times. users can create playlist for digital content for selected branch (s) (Note : Display system will also be used for promotions.)		
59	68	Line item no 66	Proposed Solution should have option to the customer to modify his/her existing appointment as per choice.	Need to discuss with SBI	Pre-Bid meeting held on 09.09.2024, as per RFP terms. All the queries had been answered.
60	68	Line item no 50	Ability to print centrally configurable promotional message on the token.	Page consumption will increase if promotional msgs will be added	No change in terms of RFP.
61	73	Point. 5 - Presentation Template for RFP of QMS	Time frame to realize business benefits. Value creation along with quantifiable benefits. L2 Service desk team at Bank should be able to address technical issues and complete activity without direct backend database access. All issues resolution should be through front end menu driven.	The requirement mentions that the L2 Service Desk team at the Bank should be able to address technical issues and complete activities without direct backend database access, with all issue resolutions being through a front-end menu-driven interface. However, throughout the RFP, particularly in the section "Service Desk/Help Desk shift plan" on page 95, the term used is L1. Could you please clarify if there is a difference between L1 and L2 in this context, and if so, could you provide more details on the roles and responsibilities of each level?	Broad Roles and Responsibility of bidder resources has been mentioned in Page 95-99 of the RFP.
62	77	Scope of Work and Payment Schedule	Bank proposes to procure centrally monitored digital Queue Management Software solution / services (QMS) for managing crowd at branches, with following features: i. Omni-channel availability for Token generation,	The requirement mentions "Omni-channel availability for Token generation." Since "Omni-channel" is a broad term, could you please specify the exact channels that the Bank expects to be included for token generation? This clarification will ensure uniformity and consistency across all bidders.	No change in RFP clause (Please refer Point 21, 35, 39 , 44 of Appendix-C).
63	77	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS:	Queue Management Software (QMS), including but not limited to providing of the required Software, Databases, Third Party Utilities, if any, and installation, testing, commissioning, warranty, annual maintenance required/guaranteed uptime, etc.	The requirement mentions that the Queue Management Software (QMS) should include the provision of required software, databases, and third-party utilities, among other components. Could you please clarify if the Bank has an existing enterprise database system that you would prefer us to use for this project? If so, we can install our database tables within the Bank's existing database infrastructure. This will help ensure compatibility and potentially streamline the integration process.	Bank will provide the necessary server infrastructure including server OS (RHEL), RDMS (Oracle) for all environments viz. UAT, Pre-Prod, Prod & DR. Bidder has to provide sizing and versions for proposed solution.
64	78	Scoper of work FUNCTIONAL REQUIREMENTS	4. Customisation of the solution as per requirement of the bank including necessary configuration with the network and other hardware vendors of the bank to be ensured by the successful vendor without any additional cost to the bank. (Note: Existing set up of TV, PC, Printer etc., at branch level is to be utilised for the Project.)	Does it mean that the vendor will visit each & every branch to check the compatibility of TV, PC & Printer? Please Confirm. Bank may please clarify and also confirm if TV, PC, Printers etc. are of same model everywhere.	Vendor will ensure the installation of software in the designated branches. As per RFP terms, Bidder will provide the specifications of Hardware, required for running its software.
65	78	Scoper of work FUNCTIONAL REQUIREMENTS	8. The QMS solution capable of generating token through digital / physical and QR (Quick Response) code and token to contain branch name, code, service(s) selected etc. (Note: the expected size of thermal Print out will be minimum 8cm x 12 cm.)	We presume that the Thermal Printer compatible with the QMS solution will be provided by the Bank with proper SDK. Please confirm	As per RFP terms, Bidder will provide the specifications of Hardware, required for running its software.

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66	78	Appendix-E	(Note: Existing set up of TV, PC, Printer etc., at branch level is to be utilised for the Project.)	Are you expecting the supplier to integrate the software with the existing set up of hardware. Please Clarify	If the existing set of hardware, is as per the specification provided by the vendor, same will be utilised for the project.
67	78	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS: Point 4	Customisation of the solution as per requirement of the bank including necessary configuration with the network and other hardware vendors of the bank to be ensured by the successful vendor without any additional cost to the bank. (Note: Existing setup of TV, PC, Printer etc., at branch level is to be utilised for the Project.)	The requirement specifies that the existing setup of TV, PC, printer, etc., at the branch level should be utilized for the project. Could you please clarify the course of action if the existing hardware, such as TVs or printers, is found to be incompatible with our QMS software? How should such scenarios be handled, and would there be any provisions for hardware upgrades or replacements?	If the existing set of hardware, is as per the specification provided by the vendor, same will be utilised for the project.
68	79	Scoper of work FUNCTIONAL REQUIREMENTS	11. Option of token prioritisation for HNIs / Valued customers/ Senior citizens etc. or as decided by the bank. HNIs and Senior citizens to get priority over general customers in token callings. (Note: Customer differentiating parameters / information will be used for identification of HNI / Senior Citizen etc. No integration with CBS. Validation will be done based on certain customer specific information)	For this functionality we presume that Bank will provide database integration. Please confirm We as QMS solution provider do not maintain any such data of bank customers.	As explained, Customer differentiating parameters / information will be used for identification of HNI / Senior Citizen etc. Validation will be done based on certain customer specific information provided by the Bank.
69	79	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS: Point 11	Option of token prioritisation for HNIs/Valued customers/Senior citizens etc. or as decided by the bank. HNIs and Senior citizens to get priority over general customers in token callings. (Note: Customer differentiating parameters/information will be used for identification of HNI/Senior Citizen etc. No integration with CBS. Validation will be done based on certain customer specific information)	The requirement mentions that HNIs and Senior citizens should be prioritized in token callings based on certain customer-specific information, without integration with CBS. However, in an earlier section, it is stated that customers will provide their phone numbers at the time of token creation. Could you please clarify how the QMS is expected to identify if a customer is an HNI or a Senior Citizen based solely on a phone number? It seems that there would need to be some system input or data provided by the bank to enable the QMS to accurately prioritize these customers. Could you provide more details on how this process should work?	As explained, Customer differentiating parameters / information will be used for identification of HNI / Senior Citizen etc. Validation will be done based on certain customer specific information provided by the Bank.
70	80	Scoper of work FUNCTIONAL REQUIREMENTS	3. The QMS solution capable of being functional in the bank's existing or proposed hardware (Computer / Tablet).	We presume that Bank will provide the Hardware specification of Computer / Tablet to check the compatibility and it will be common across the branches. Please confirm. (Need clarification if the given hardware is not compatible then what will be the course of action.)	As per RFP terms, Bidder will provide the specifications of Hardware, required for running its software.
71	80	Scoper of work FUNCTIONAL REQUIREMENTS	4. Support maintenance <u>activities like day end, month end, quarter ends, and year ends</u> , uploads, downloads, trouble shooting, problem resolution, servicing and maintenance.	Bank is requested to define the action / Task to be performed during Day end / Month end, Quarter end and Year end by the vendors	As per the terms and conditions of the RFP.
72	80	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS: Point 19	Feasibility to integrate with the bank's feedback system for obtaining feedback from customers after availing services. (Note: Customer to get SMS/email link for providing feedback after completion of service)	The requirement mentions the feasibility to integrate with the bank's feedback system for obtaining feedback from customers after availing services. However, in an earlier section, it was mentioned that the QMS should include a customer feedback module. Could you please clarify whether the QMS should integrate with the bank's existing customer feedback system, or if it is expected to have its own built-in feedback module? Understanding this will help ensure we meet the bank's expectations accurately.	As per the terms and conditions of the RFP, QMS should be feasible to integrate with the bank's feedback system for obtaining feedback from customers after availing services.
73	81	TECHNICAL REQUIREMENTS: Point no. 7	Design, setup, and manage environments for various types of testing including but not limited to SIT (Systems Integration Testing), API Testing, Database Testing, UAT (User Acceptance Testing), Load/Performance Testing, etc.	It is important to clearly define the responsibilities for the items listed here, as the bidder will not be able to manage all of this independently. Support from the SBI team will be required to complete these steps. Could you please confirm if this aligns with your expectations?	No change in the terms and conditions of the RFP.
74	83	TECHNICAL REQUIREMENTS: Point no. 18	"Technical Requirements The bidder will be responsible for Backup of Application and Database as per the requirement of the Bank."	Who will be responsible for, have access to, and be in charge of preparing the database? We would assume that we would only be "responsible" for backups if the database were fully under our control. Otherwise, we would provide instructions or guidance to the Database Administrator (DBA) on how to perform or ensure backups.	No change in the terms and conditions of the RFP.
75	84	other requirements	Provide one day functional and technical training to the Core teams (including but not limited to Operations and IT teams) as identified by Bank from time to time.	Please provide the details of training "time to Time"	It is to be clarified that training the Bank's trainers to be made by the bidder, as and when required, during the tenure of the project.

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76	85	5	Three (3) years comprehensive warranty for the QMS solution and post warranty Three (3) years AMC without any additional cost to the bank	In Appendix F- Page no-102, Price is sought for 3 years warranty and 3 years AMC Accordingly the words "without any additional cost to the Bank" need to be removed from this clause.	Cost of 3 years Warranty and 3 years AMC is to be included in the TCO. No further additional cost will be charged by the vendor, for warranty / AMC, till the tenure of the project.
77	85	Warranty Term	Three (3) years comprehensive warranty for the QMS solution	We presume that the warranty period will commence from the date of UAT/ first branch going live. Please Confirm	Warranty period will start from "Go Live".
78	91	5	Post successful Customization and Implementation of SBI specific requirement as per RFP Scope Support. Payment will be done after 1 Year post Go Live in all 10000 branches.	kindly clarify specific time for release of balance 10% payment as mentioned statement is open ended. Also if dependency is on bank end to share 10000 branches, would like to understand the payment terms more clearly.	List of 10000 branches are ready with the Bank.
79	91	(Item 5) – Milestone 5	Milestone 5 Post successful Customization and Implementation of SBI specific requirement as per RFP Scope Support. Payment – 10% of COST.	The payment term doesn't go well with the efforts. It will be upto the Bank to expand the services to 10000 branches and time will be decided by the Bank. Therefore, payment should not be withheld for an unduly long period. We suggest that the Bank can keep a target of 1000 branches for release of this portion of payment.	No change in terms of RFP. The list of branches is ready, for the implementation of QMS solution, and will be shared with the successful vendor.
80	91	PAYMENT MILESTONES	PAYMENT MILESTONES	For the sake of clarity, we would like to have a confirmation from the Bank that the 10%, 20%, 30%, 30% 10% payment denotes the percentage of sum total of all the three items, i.e. cost of software solution, installation / commissioning and comprehensive warranty, i.e. sum total of items 1, 2, 3 of the amount quoted / finalized as per Appendix F. Request for confirmation.	Yes, as per the terms and conditions of the RFP.

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81	92	Support and other Resources cost:	Per quarter cost paid for all Project resources deployed in project as per TCO price breakup will be paid after Go live of QMS Project and as per actual requirement of resources. (No payment for resources deployed prior to GO Live in all 10,000 branches.)	<p>The requirement specifies that the per quarter cost for all project resources will be paid after the QMS project goes live, and only for resources deployed as per the actual requirement. It also states that no payment will be made for resources deployed prior to the Go Live across all 10,000 branches.</p> <p>Given the scale of this project and the absence of defined deployment phases, we seek clarification on the following points:</p> <ol style="list-style-type: none"> Are the 9 project resources expected to be provisioned only after the QMS goes live in all 10,000 branches? Considering the extensive efforts required during UAT and other stages prior to Go Live, does this mean that the bidder will need to rely solely on remote staff for all required stages leading up to the Go Live? <p>Furthermore, in Tentative Tasks list of onsite resources for Operational Support: the requirement also states that the onsite operation staff is expected to guide the application teams to deploy their application and related infrastructure configuration across various environments (development, SIT, UAT, staging, pre-production, production, DR) using the Bank's ticketing tool. How can this task be effectively achieved if the staff is not deployed onsite at the client's location during these critical stages?</p> <p>Clarification on these points is crucial to ensure proper resource planning and to meet the bank's expectations effectively.</p>	As per the terms of RFP.
82	92		Per quarter cost paid for all Project resources deployed in project as per TCO price breakup will be paid after Go live of QMS Project and as per actual requirement of resources. (No payment for resources deployed prior to GO Live in all 10,000 branches.)	Kindly clarify vendors position on resources salary claim if there is delay in branch identification happens from banks end. Further, we presume that payment of resources will be made for the entire period from the Go Live DATE i.e., when the QMS goes live in one of the branches and UAT is Signed. Please confirm	No change in terms of RFP. The list of branches is ready, for the implementation of QMS solution, and will be shared with the successful vendor.
83	92	Support and other Resources cost:	Per quarter cost paid for all Project resources deployed in project as per TCO price breakup will be paid after Go live of QMS Project and as per actual requirement of resources. (No payment for resources deployed prior to GO Live in all 10,000 branches.)	Does this mean that the vendor will deploy the resources post all branches go live ?	As per the terms and conditions of the RFP. It will be vendor's responsibility to make necessary arrangements in making the 'Go Live" of 10000 branches, as per the project. The NINE resources, which have been asked in the project, are for working as service desk / help desk who will support the operation after the branches Go Live.
84	92	Support and other Resources cost:	same as above	What does actual requirement of resource mean ? Will be 9 or less than or more than 9. please clarify	Actual required number of resources for making the branches Go Live.

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85	95	Broad Roles and Responsibility of bidder resources	Developer Roles at onsite deputed at SBI: Developer should have knowledge and certification on language in which QMS software is developed. After Go-live of QMS in production as per RFP scope changes requests raised by QMS Business/IT, should be done by on site Developer quickly with approval of QMS product team and as per their product change control committee approval. On site developer, will test customizations and new changes across SBI QMS setup landscape developed by him and it should be ensured that such changes do not have any impact on other functionalities of QMS. QMS L3 team project manager from vendor office to review and confirm all changes and development work done by onsite Developer. It will be the sole responsibility of the vendor; in case any adverse impact or issue occur in the system after implementation of such change request or its malfunctioning. New business reports etc. need to be developed by on site developer. After Go live of QMS (as per RFP Scope) pending requirement if any will be handled by vendor product staff. On site developer, will take care of Bank's new/additional requirement. (Note: Customized software as per Bank's requirement is to be delivered. Developer will be required for any future CRs as per requirement)	<p>There is no provision of developer to be posted at GITC by the vendor as per RFP.</p> <p>The developer will be sitting in bidder's office and will be providing the solution as per the TAT. The remaining process for Patch updation as defined will be followed by our support team. Please clarify</p> <p>Request to have the compensation value for the CR requirement fixed at the rate of Rs. 10000 per man day.</p>	As incorporated in RFP, the Customized software, as per Bank's requirement, is to be delivered.
86	95	Service Desk / Operation Support tentative shift plan	Technical Support Team will be deployed at SP III department, situated at Navi Mumbai in rotational shifts, in the following manner, subject to change at the discretion of Bank.	Please clarify as to what does "subject to change at the discretion of Bank" mean here.	No change in terms and conditions of the RFP.
87	95	Clause No.H, Page No. 97	SERVICE DESK/HELP DESK/OPERATION SUPPORT TENTATIVE SHIFT PLAN	Since the technical support team will be deployed at SP III Department at Navi Mumbai, we would like to know whos responsibility to configure the QMS with the existing set up of TV, PC, Printer etc.,at branch level. Please mention the travel requirements of support team.	No change in terms and conditions of the RFP.
88	95 to 105			Need this changes - Bidder/OEM	No change in terms of RFP.
89	101	Appendix-E Scope of Work and Payment Schedule	"PRIVATE CLOUD DEPLOYMENT" 21. PaaS (Database-as-a-Service): MSSQL	Please confirm that Bank will provide the necessary server infrastructure including server OS, SQL database for all environments viz. UAT, Pre-Prod, Prod & DR. Bidder has to only provide the sizing and version.	Bidders to provide hardware sizing for cloud deployment. Please refer to our presentation on Meghdoot (as annexed).

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90	102	Appendix - F - Indicative Price Bid, point 4	Comprehensive annual maintenance/ATS/S&S for Software Solution mentioned above for 3 years, including annual renewal cost, if any, after the end of comprehensive warranty. (This cost should be maximum up-to 15% of license cost of software)	<p>The requirement specifies that the comprehensive annual maintenance (AMC)/ATS/S&S for the Software Solution should be capped at a maximum of 15% of the software license cost. However, we would like to bring to the Bank's attention that, based on industry standards within the Indian software sector, the typical range for AMC costs is between 20% to 30% of the software license cost.</p> <p>Given the complexity and scale of this project, which involves deploying the Queue Management System (QMS) across 10,000 branches, the ongoing maintenance, support, and updates required to keep the system running smoothly will be significant. A project of this magnitude demands a robust maintenance plan to ensure high availability, performance, and security over its operational life.</p> <p>This percentage is standard practice because it ensures that sufficient resources are allocated to maintain, update, and support the software effectively over its lifecycle. The comprehensive maintenance services often include regular updates, patches, technical support, and other essential services that are critical for the smooth functioning and security of the software solution.</p> <p>Capping the AMC at 15% could potentially limit the ability to provide the level of service and support required to maintain the software at the expected standard. We respectfully request that the Bank consider revising this cap to at least 25%, which would more accurately reflect the costs associated with providing comprehensive maintenance and support. This adjustment would better align with industry norms and ensure that the complexities and scale of this project are adequately managed, thereby guaranteeing the long-term success and reliability of the deployed solution.</p>	No change in the terms and conditions of the RFP.
91	102	Appendix-F Indicative Price Bid	2 Installation/ Commissioning	Please clarify if this is cost of Installation/ Commissioning at server level or at branches?	No change in RFP clause. The installation to be done at all levels.
92	102	Appendix-F Indicative Price Bid	3. Comprehensive warranty for Software Solution mentioned in items above for 3 years from the go live date.	Please confirm that price to be quoted in column titled Total Amount In Rupees is for 3 years as a single lot and not per annum.	Total amount for 3 years to be mentioned.
93	102	Appendix-F Indicative Price Bid	4. Comprehensive annual maintenance/ATS/S&S for Software Solution mentioned above for 3 years, including annual renewal cost, if any, after the end of comprehensive warranty. (This cost should be maximum up-to 15% of license cost of software as quoted in S. No. 1 above).	<p>a. Please confirm that price to be quoted in column titled Total Amount In Rupees is for 3 years as a single lot and not per annum.</p> <p>B. Please clarify on what is meant by including annual renewal cost in this clause.</p>	<p>a. The price to be quoted in column, is for 3 years as a single lot.</p> <p>b. Total cost of 3 years, including the annual renewal cost (if any), to be provided.</p>
94	103	Break-up of Resource-wise Cost, as under:	per month cost	please clarify if the per month cost is for per unit or for the total number of the unit mentioned against each resource.	"per month cost" is the Cost of that particular "Skillset" in a month, regardless of number of unit.
95	103	Indicative Price Bid (Item 4)		<p>(a) We suggest that the AMC percentage should be kept in the range of 15-25% as was the case in earlier RFP and generally in such RFPs.</p> <p>(b) The AMC, if desired to be kept at 15%, should be on both the amounts of cost of software solution and warranty cost.</p> <p>c) Item 4 – We presume that we have to quote (up to 15% for one year). The same rate will be applicable for 5th and 6th years. The portal earlier had a challenge. Now it can accept the AMC for all the three years together. Please clarify the position so that there is no confusion at the time of filling up the commercial bid format and all the bidders are on the same page to have a proper comparison.</p>	<p>(a) No change in terms of RFP.</p> <p>(b) No change in terms of RFP.</p> <p>(c) Cost of 3 years AMC/ATS/S&S to be provided.</p>

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96	111	Appendix-J Penalties	End - to - End System Availability Performance slab (%) Penalty (of billed amount) 99.89 to 99.75 - 1% 99.74 to 99.50 - 2% 99.49 to 99.25 - 4% 99.24 & below - 6%	Please clarify as this is a centralised system, how will the Bank determine whether it is an issue at Bank's end such as network failure at server end or network failure at Branch end, Bank's backend system failure, Bank furnished hardware issue at branches or at the server end among others? Without a proper identification, how can Bank levy penalty? Moreover, the quantum of penalty is severe and needs to be relooked at by the Bank as the onus of providing uptime and throughput for a centralised QMS solutions is at Bank's end. Service Provider cannot be responsible for such failures.	As incorporated in the RFP, " Justification on System failure (whether it is due to network failure at server end or network failure at Branch end, Bank's backend system failure, Bank furnished hardware issue) can be provided by the service provider". No change in RFP terms. Refer to clause 3.5.7 of SLA wherein it has already been clarified that "No penalty shall be levied in case of delay(s) in deliverables or performance of the contract for the reasons solely and directly attributable to the Bank. On reaching the maximum of penalties specified the Bank reserves the right to terminate the Agreement."
97	111	Appendix-J Penalties	For example, if the system is to be available 25 days a month, 12 hours a day (as defined by bank working requirements) then denominator of above equation becomes 25 x 12 = 300 hrs In case the system is down for 1 hr, then system availability = (300 - 1)/300 = 99.67%	We request the Bank that uptime should be calculated cumulatively across all branches instead of branch wise.	No change in the terms of RFP.
98	111	Appendix-J	Performance Slab	Kindly consider to amend the penalty calculation to Specific Branch level instead of overall quarterly billed value	No change in the terms of RFP.
99	112	Penalty for delays	Maximum Penalty Clause - Maximum, over the time, penalty not to go beyond 20% of Total Project Cost	Request to have the maximum penalty as 10% of the Total Project cost	No change in the terms of RFP.
100	112	Penalty for delays	If the Service Provider fails to deliver product within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the weekly milestone payments, liquidated damages a sum equivalent to 2% for delay of each week.	the damages should be deducted against the payments for that particular branch for which there is delay. Bank to reconsider the rate of 2% to 1%.	No change in the terms of RFP.
101	127	8	TRANSITION REQUIREMENT: If the existing vendor is breach of this obligation, they shall be liable for paying a penalty of Rs._____ on demand to the Bank,	The penalty has been left blank and open. We propose a figure not more than the 5% of the contract value.	Refer RFP clause 43 (vi) page 41 of the RFP wherein the same has already been defined.
102	140	19. DISPUTE REDRESSAL MACHANISM & GOVERNING LAW	19.3 Service Provider shall continue work under the Contract during the dispute resolution proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the competent court is obtained.	Similarly it should be specifically mentioned that the bank shall continue to pay for the services being rendered by the service provider during the dispute resolution proceedings.	No change in the terms of RFP.
103	142	22. LIMITATION OF LIABILITY	22.1 The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause 21.3, in respect of any claims, losses, costs or damages arising out of or in connection with this Agreement shall not exceed the total Project Cost.	The limitation of liability shall be reconsidered to 1% of the total project cost. Note: Clause Numbering needs to be corrected	No change in the terms of RFP. SLA will be executed with the successful bidder as per RFP terms.

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104	135	Appendix-K Service Level Agreement	<p>16. OWNERSHIP</p> <p>16.1 Service Provider will provide Source Code for every version of the Software supplied or customized/developed specifically for the Bank, without any cost to the Bank, and it will be treated as the property of the Bank.</p> <p>16.2 The Source Code /Object Code /executable code and compilation procedures of the Software solution made under this Agreement are the proprietary property of the Bank and as such Service provider shall make them available to the Bank after successful User Acceptance Testing.</p> <p>16.3 Service Provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all Intellectual Property Rights, copyrights. Any work made under this Agreement shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws.</p> <p>16.8 All Software programs supplied/developed, program documentation, system documentation and testing methodologies along with all other information and documents (other than tools being proprietary to Service Provider) and used for customized Software development shall be the exclusive property of the Bank.</p> <p>16.9 The Intellectual Property Rights on the Software Code, copyright and source code for various applications/ interfaces developed under this Agreement, and any other component/ framework/ middleware used/ developed as pre-built software assets to deliver the solution, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property. However, Service Provider shall hold All Intellectual Property rights in any pre-built software per se, except for those which have been assigned under this Agreement.</p>	<p>Please note that our Queue Management System is a proprietary product & solution and the IP is owned by us. Existing modules of our existing product will be delayed as part of the solution required by the Bank.</p> <p>As such, it is not possible to provide the source code supplied to the Bank as it will be an infringement of our rights as also prevent us for selling our Queue Management product to any other customer globally.</p> <p>Similarly Ownership of the software cannot be transferred to the Bank either prior to expiry or post expiry of the agreement since it is our proprietary product with some customization to be done for the Bank.</p> <p>Source code of the application which is specifically customised for the Bank can be provided.</p> <p>Hence request the Bank to amend these clauses suitably.</p>	No change in the terms of RFP. The vendor should provide the Source Code for every version of the Software supplied or customized/ developed specifically for the Bank, without any cost to the Bank, and it will be treated as the property of the Bank.
	164	Appendix-K Service Level Agreement	<p>9. Transfer of Software</p> <p>9.1 Wherein State Bank of India is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to:</p> <p>(a) Source Code (with source tree) and associated documentation;</p>		
105		Not mentioned in given T&C	SLA	Service Level Agreement - need SBI inputs on the same	SLA will be executed with the successful bidder as per RFP terms.
106	63	Line item no 39	Readily be able to integrate with bank's other apps like Yono, Yono lite, INB, WhatsApp or any other module suggested by bank.	We shall provide API of our product, integration job will be done by App owners.	No change in terms of RFP.

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	BANK'S REPLY / CLARIFICATIONS
107	62	line item no 35	Option for pre-booking/appointment by customers for select services to be availed. (Note: Option for pre booking to be visible to the customers on Yono/Yono Lite/INB/WhatsApp on integration with QMS will provide pre-appointment facility to customers. Bidder is expected to come up with solution with options to schedule, reschedule and cancel.)	Although we can provide this provision in our app but as per our experience with EPFO and Nagar Nigam Dept. later they themselves discontinued because mess happened at their branch offices. We shall share API for the same.	No change in terms of RFP.
108		Services :		Support team sitting is our question, will SBI provide space to support team members in their premises else OEM will provide support on Remote from Delhi office.	As explained in RFP Page No. 95.
109		Line item no 30		Voice announcement of tokens in language selected by the customer at the time of taking the token	No change in terms of RFP.
110	60	Line item no 21	Data should be in sync across all delivery modules viz., Yono/Yono Lite/INB / WhatsApp etc. (Queue and other information, available in all channel, to be uniform on real-time basis. Once the integration is done with other channels, QMS data should be in sync across all applications.)	Pls clarify from this point.	As per RFP terms
111	57	Line item no 9		Licenses will be perpetual but support will be chargeable after completion of support agreement.	No change in terms of RFP.
112		Line item no 30		Voice announcement of tokens in language selected by the customer at the time of taking the token	No change in terms of RFP.
113				KIOSK existing hardware report required from SBI team - How much new KIOSK machines will be required, this information is missing	As per RFP terms, Bidder will only provide the specifications of Hardware, required for running its software.
114		Addition suggestion from G token to give more facilities SBI		<ol style="list-style-type: none"> 1. QMS Solution must have Multiple display functionality. 2. QMS Solution must have CMS(content management solution) multiples v ideas and banners facilities. 3. -- 4. QMS solution must have capabilities to feed counter staff, 5. Solution must have REMARK/RECALL/PUT ON HOLD Facility option for the Counter staff. 	<ol style="list-style-type: none"> 1. No change in terms of RFP. 2. No change in terms of RFP. 3. NA 4. No change in terms of RFP. 5. No change in terms of RFP.