RFP NO: SBI/CC/BRNWM/QMS/2023-24/001 DATED: 22.03.2024 PROCUREMENT OF QUEUE MANAGEMENT SOLUTION

PRE-BID QUERIES AND RESPONSES

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
1	2	1. Schedule of Events	5 Clarifications to queries raised at prebid meeting will be provided by the Bank. On 12.04.2024 6 Last date and time for Bid submission Upto 15:30 hrs. on 16.04.2024	Bank will release clarifications on 12.02.2024 and bid submission is on 16.02.2024 giving bidders only 4 days to study the Bank's responses and prepare bids. Considering the nature of the queries, this is a very short time and it is not possible to prepare a comprehensive bid in this time frame. Request the Bank to extend the bid submission deadline by atleast 4 weeks.	Please refer corrigendum to RFP dated 12.04.2024
2	10	4. SCOPE OF WORK: i	i. Service Provider shall ensure that the remote access to the Bank's VPN is performed through a laptop/desktop ("Device") specially allotted for that purpose by the Service Provider and not through any other private or public Device.	Please clarify how many laptop/desktop to be made available? And from where would the Service Provider be able to connect to bank environment (from SBI office in Mumbai / Navi Mumbai or SBI LHO or from Service Provider 's office?	Service Provider shall provide laptops for remote access to the Bank's VPN.
3	18	16. TECHNICAL EVALUATION:	i. Technical evaluation will include technical information submitted as per technical Bid format, **demonstration of proposed Software Solution/services, reference calls and site visits, wherever required.** The Bidder may highlight the noteworthy/superior features of their Software Solution/ services. The Bidder will demonstrate/substantiate all claims made in the technical Bid along with supporting documents to the Bank, the capability of the Software Solution/ services to support all the required functionalities at their cost **in their lab or those at other organizations where similar Software Solution/ services is in use.**	Please note that the requirments stated in the RFP are very unique and no organization globally has implemented anything similar at such a scale. Moreover the solution desired by the bank is highly customised and needs to be developed specifically for SBI. In such as case, how can the Bank expect bidders to demonstrate the proposed software in a lab or at any reference site; please clarify.	As discussed in Pre-bid meeting, Vendor can demonstrate similar QMS / crowd management solution deployed in any other BFSI / Industry level client.

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4	24	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	Service Provider should integrate the software with the existing systems as per requirement of the Bank and carry out thorough system integration testing.	Please clarify and provide the technical details of the existing systems that Bank requires integration with. It is necessary to have this information so that bidder can arrive at a reasonable effort estimation and cost thereof.	As discussed in Pre-bid meeting, Vendor has to clarify if their solution can be integrated with the existing application such as Yono / Yono Lite /WhatsApp
5	24	25. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	SBI staff / third Party Service Provider designated by the Bank will carry out the functional testing. This staff / third party Service Provider will need necessary on-site training for the purpose and should be provided by Service Provider.	Please clarify what training has to be provided to SBI staff / third party Service Provider , how many personnel to be trained, how long will this training last, where will be the training held, how many resources are required to be provided for this training by the bidder. It is necessary to have this information so that bidder can arrive at a reasonable effort estimation and cost thereof.	Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution.
6	24	26. SERVICES:	v. Bidder shall be willing to transfer skills to relevant personnel from the Bank, by means of training and documentation.	Please clarify the scope of this training, what skills have to transferred, how many personnel to be trained, how long will this training last, where will be the training be held, how many resources are required to be priovided by the bidder for this training? It is necessary to have this information so that bidder can arrive at a reasonable effort estimation and cost thereof.	Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution.
7	25	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 clarify on the following points: a. What hardware updates are required from bidder as the RFP does not state any hardware that needs to be provided by Service Provider . b. All software and Middleware upgrades are costed as required by the Bank, is the Bank expecting Service Provider to provide upgrades free of cost to Bank. Generally only patches or upgrades for any bugs or issues in the existing software are provided free of cost by Service Provider. c. All Operating System upgrades should be in the scope of the Bank since Service Provider is not providing any Operating System as per RFP.	a. Hardware procurement is not included in the RFP b. All patches or upgrades for any bugs or issues in the existing software are to be provided by the bidder free of cost. C. Yes
8	25	26. SERVICES:	vii. Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version.	Please clarify what older versions of the hardware/ software/ Operating System /Middleware etc are being referred to in this clause?	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.

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9	25	26. SERVICES:	viii. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.	Please clarify what maintenance support is expected from Service Provider for Hardware/ Operating System/ over the entire period of contract since these are not being provided by Service Provider ?	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.
10	25	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.	Please clarify as follows: a. Is the Bank expecting Service Provider to provide updates, upgrades and patches for new features / functionalities / requirements required by the Bank post deployment free of cost? b. If the software does not support the hardware after a certain duration, then will the bank change the hardware as required both at server end and at branch end?	a) Yes b) Software must support the latest hardware and operating systems.
11	26	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	Please note that systems can fail due to non responsivness 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.	Justification can be provided by the service provider in case of failure but the diagnostics, protection, recovery and back up as specified in RFP is to be ensured by the vendor.
12	27	30. INSPECTION AND TESTING:	i. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the product on a representative model at Service Provider's location.	The software required by the Bank cannot be demonstrated on a representative model at Service Provider's location. This can only be done in the Bank's UAT environment. Request the Bank to amend this clause accordingly.	NO change in the existing terms and conditions of the RFP

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13	27	30. INSPECTION AND TESTING:	(b) The inspection and acceptance test may also be conducted at the point of delivery and / or at the products' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank. **In case of failure by Service Provider to provide necessary facility / equipment at its premises, all the cost of such inspection like travel, boarding, lodging & other incidental expenses of the Bank's representatives to be borne by Service Provider.**	Please clarify on the highlighted portion of this clause. What facility / equipment is the Bank expecting the Service Provider to provide?	NO change in the existing terms and conditions of the RFP
14	30	37. SERVICE PROVIDER'S OBLIGATIONS:	viii. Service Provider shall abide by the provisions of the DPDP Act, 2023 - 11th August, 2023; CG-DL-E-12082023-248045 as and when the relevant rules and guidelines come into force.	a. Request the Bank to clarify what personal data of the customer is being expected to be processed / stored / transferred outside India by the Queue Management system provided by Service Provider? b. Will the Bank bear the costs for compliance (if any) to these Acts / rules / guidelines as and when they come into force?	a. Personal data available with the bank, required to identify a customer will be processed /stored by the QMS b.NO.

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15	32	39. INTELLEC TUAL PROPERT Y RIGHTS AND OWNERS HIP:	vi. Service Provider shall grant the Bank a fully paid-up, irrevocable, 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 supplied or 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. 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,	Please note that our Queue Management System is a proprietary solution and the IP is owned by us. There is a possibity that some of the existing modules of our product will be integrated by us in developing the solution required by the Bank. As such, it is not possible to provide the source code to the Bank as it will be an infringement of our rights as also prevent us for selling our Queue Managment product to any other customer. We can provide the source code of the application which is specifically customised for the Bank. Request the Bank to amend this clause suitably.	In case bidder is not able provide the IPR, they should provide the source code of application specially customised for the bank.

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16	33	40. LIQUIDAT ED 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 existing terms and conditions of the RFP

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17	49	8. Certification Requirements	A Self-certification should be provided by OEM/SI that the complete solution is fully secure and 3 tier Architecture compliant and fully automated and **all interfaces are Straight Through Processing (STP) compliant. For PII & SPDI data**, 3 Tier Architecture Solution (Web, APP and database) should be implemented for Internet as well for Intranet Environment of QMS modules. The QMS application will be placed on Public Environment and a complete 3 Tier Architecture Solution should be implemented. **All functionalities as envisaged in the RFP should be readily available with the bidder for setup.** Bank will scan Bidder's solution (source code) by deploying its own tools and Bidder have to close	Please clarify the highlighted points as follows: a. What Straight Through Processing (STP) compliance is required and for what interfaces? b. What PII and SPDI data is the Bank expecting to be processed / stored by the Queue Management system provided by Service Provider? c. Is the Bank expecting the Service Provider to have an out of the box Queue Management System readily availabale currently with all functionalities as envisaged in the RFP?	a. STP os required in integration with other channels of bank. b. Account Numbers, Phone numbers etc. c. Yes.

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18	52	Appendix-C Technical & Functional Specifications	General	We have reviewed the RFP and noted the list of points most desired by the bank. While the RFP focusses more on the technical aspect of the solution there are a lot of clarifications we require at the business level which ultimately would affect the technology considerations . As one of the foremost organisations in Queue Management Systems, we have a track record in implementing systems across several banks in India as well as other parts of the world. In fact the first version of the Queue Management System in SBI was delivered by us across 3600 plus installations. We truly understand that Queue Management Systems have to be customer centric and hence would like to have more clarity on how will the Bank's customer interact with the systems. While it is mentioned it can be QR code, Tablet or Whatsapp, we would need more details on the end touchpoint as follows: 1.Will the bank staff generate a ticket for the customers and give them a printed token or will the customer generate the token using a touchpoint equipped with a thermal printer or will the customer click on a QR code sticker to generate an E-token? Moreover the customers can also walk in through a pre booked Appointment or using a virtual ticket through the Bank's channels as mentioned in the RFP. If it is customer centric the interaction screen has to be a touch screen with rich multimedia content like Videos etc. 2.Once the ticket is generated the bank staff would call the customer using a set of business rules and the same would be notified to the customer on LED screens. Again a centralized Architecture would have contraints in terms of displaying multimedia content as the Bank would prefer high resolution content to be displayed along with the queing data on these sceens. Please nore there would also be additional constrains brought in by staff querying for realtime data on an adhoc basis as well as the overheads imposed by the dashboards etc. In our View and experience a centralized solution serving multiple touchpoints strategy may have severe bandwidth constraints and can also be a single point of failure across all branches. Current enterprise softwares such as CBS are not multimedia rich and hence would not be facing such constraints. This means if there is a bandwidth fluctuation the systems will just stop working creating a negative customer perception altogether defeating the basic objective Of having a queing system .From our past experience in SBI using a hybrid model too there were several instances of data not syncing due to variety of issues. **We strongly feel that an edge of the network solution with a real time sync to back end systems would be more practical.** Please consider.	1) Customer will generate tokens without any assistance. Token generation facility through all the modes - Token through device, QR code, Pre appointment to be made available for broad coverage for all types of customers. 2. Bank will take care of all network related bandwidth issue.
19	52	Appendix-C Technical & Functional Specifications	2. Technology Platform QMS Application should be scalable to support as per RFP sizing of QMS customers.	It totally depends on the strategy that is planned by the Bank. As explained earlier a centralised solution may not work considering it has multimedia content like voice calling, video and rich graphics (integrated digital signage). Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system simultaneously to arrive at a resonable assumption in terms of bandwidth and server sizing.	Approx 300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
20	52	Appendix-C Technical & Functional Specifications	3. Technology Platform Application must not have Dependency on Thick Client/EXE in setup	While we would definitely be using a web based protocol in a hybrid architecture the solution would need a background service to sync the data. Would that be considered as a thick client by the Bank?	Application expected to be hosted centrally in the server and end user should access the application via web browser.

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21	52	Appendix-C Technical & Functional Specifications	4. Technology Platform Encryption of PII/SPDI (Protection of personally identifiable information / Sensitive personal data and information) Data at rest, motion and in use	This is application centric. Unless the flow is defined by the bank we would not be able to assess the encryption points. Moreover this would require the use of 3rd party system integration within the bank for identifying personal information and this would need to be encrypted at the source. Please note all encryption and decryption would have an impact on the network performance. Also mention what type of encryption protocols are desired by the Bank?	Encryption should be done as per bank's IS policy.
22	52	Appendix-C Technical & Functional Specifications	5. Technology Platform Payload encryption should be available in Application	Please specify which encryption protocols are desired by the Bank?	Encryption should be done as per bank's IS policy.
23	52	Appendix-C Technical & Functional Specifications	6. Technology Platform DR active- active /High availability mode in application and database/clustering configuration in proposed setup	Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system concurrently to arrive at a resonable assumption in terms of bandwidth and server sizing.	300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
24	53	Appendix-C Technical & Functional Specifications	10. Technology Platform Application Source code review will be done by Bank and IT - partner should ready for it, otherwise CERT-IN empaneled party certificate needs to be provided. HP Fortify tool or similar tool may be used by the Bank to scan source code deployed for QMS at Bank location or bidder location and observation need to be closed to get Go-live permission on QMS from bank ISD.	Please clarify whether Service Provider has to bear the cost of Application Source code review by CERT-IN empaneled party or Bank will bear the charges for the same.	Yes
25	53	Appendix-C Technical & Functional Specifications	11. Technology Platform General Data Protection Regulation related compliance requirement met in QMS solution	GDPR is a EU regulatory complaince. Why is this compliance required ? Wo 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. Bidder to bear the cost.

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26	54	Appendix-C Technical & Functional Specifications	13. Technology Platform Capability of API integration of QMS with any of bank's application.	Please clarify whether Bank is expecting Service Provider to provide API's for the QMS to be integrated with other bank appplications? If so please specify what API's are required so that we can arrive at a resonable effort and cost thereof.	Yes. Vendor has to provide details of their proposed solution based on which APIs for integration has to be finalized at bank level.
27	54	Appendix-C Technical & Functional Specifications	15. Technology Platform Entire process of QMS should be automatic with no manual intervention.	Please clarify what automation is required as per this clause.	There should be no manual intervention or any back end updates at any level.
28	54	Appendix-C Technical & Functional Specifications	16. Technology Platform No limitation on the usage of QMS system on Users concurrency basis.	Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system concurrently to understand the load such as TPS etc.	300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
29	54	Appendix-C Technical & Functional Specifications	21. Data Management Data should be in sync across all delivery modules Yono Lite / INB / Whatsapp etc.	Requirement is not clear. Please specify what exactly is required as per this clause.	Queue and other information available in all channel to be uniform on realtime basis. Once the integration is done with other channels, QMS data should be in sync across all applications.
30	54	Appendix-C Technical & Functional Specifications	21. Data Management Risk & Regulatory reports as required by regulators or bank	Requirement is not clear. Please specify what Risk & Regulatory reports are required as per this clause as the clause is very generic.	Reports to be provided as and when required by any regulator on ad-hoc basis.
31	54	Appendix-C Technical & Functional Specifications	21. Data Management Storage: Ability for easy storage and retrieval of information, plans, data for each module mentioned in the scope	Requirement is not clear. Please specify what exactly is required as per this clause.	Solution should have the capabilty of easy storage and retrieval of information

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32	54	Appendix-C Technical & Functional Specifications	24. Common Features Solution customizable as per requirement of the bank	Requirement is not clear. Please specify in detail what customization is required. Does it refer to the Technical and Functional specifications mentioned in the RFP or is there any other customization that the Bank requires?	Customisation of user interface, service availability, report, MIS etc.
33	55	Appendix-C Technical & Functional Specifications	25. Common Features User interface in English, Hindi and in all scheduled languages as per requirement of the bank. Language should be configurable from a central location. 32. Common Features Solution capable of giving information on estimated wait time on the physical token number and the wait time on real time basis in digital token.	a. Please clarify on which device/s will the language options be displayed? B. Please clarify how customers will generate physical tokens. Please note that the RFP document does not mention any details about the end touch point such as PC, touch screen, printer, card reader etc. Hence please provide details and technical specifications of these touch points to assess the software compatability.	a) Language option in all interfaces i.e., Touch screen monitor and other channels that uses customer facing modules of QMS. b) Customer will generate physical token at branch using touch screen monitor with thermal printer. Technical specification to be provided by the bidder as per their proposed solution.
34	55	Appendix-C Technical & Functional Specifications	26. Common Features The Solution capable of generating token through digital / physical and QR (Quick Response) code. Tokens with bank's branding and promotional messages.	Please note that the RFP document does not mention any details about the end touch point such as PC, touch screen, printer, card reader etc. Hence please provide details and technical specifications of these touch points to assess the software compatability.	Technical specifications of hardware required for the QMS to be provided by the bidder .
35	55	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. 33. Common Features Solution to support display of tokens issued, served, waiting Critical & Mandatory Solution on a TV / display screen placed at branches with audio and video output for serving token numbers.	Please note that the RFP document does not mention any details about the LED screens with speakers in branches. Please clarify whether Bank will provide these screens along with the necessary infrastucture such as cabling, LAN points, power points on UPS in branches.	The present RFP is for QMS software procurement. Specification for the hardware required to be provided by the bidder.

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36	56	Appendix-C Technical & Functional Specifications	34. Common Features Option of token prioritization for HNIs / Valued customers/ Senior citizens etc.	Please specify the workflow for identification of these customer types.	Customer differentiating parameters / information will be used for identification of HNI / Senior Citizen etc.
37	56	Appendix-C Technical & Functional Specifications	35. Common Features Option for pre-booking / appointment by customers for select services to be availed.	Please specify if Service Provider has to only provide API interface which Bank will consume and Bank will integrate with the channels such as YONO / Website / Whatssapp or is the Service Provider expected to provide the entire appointment booking portal ?	Service provider to integrate the Token and appointment facility
38	56	Appendix-C Technical & Functional Specifications	36. Common Features Solution deployable in the bank's existing or proposed hardware (Computer / Tablet).	a. Please provide details and technical specifications of the Computer and Tablet to be provided by the Bank along with details of Operating Systems so that we can assess the software compatability. b. Will there be a physical printer attached to these devices ? c. How will these devices be connected to the Bank's network -WIFI or wired ethernet and how will these devices be connected to the LED screens?	a. I131 b. Yes c. Existing set up of Connectivity of the TV, PC, Printer etc., at branch level is to be continued.
39	56	Appendix-C Technical & Functional Specifications	39. Common Features Readily be able to integrate with banks's other application like Yono, Yono lite, INB, WhatsApp or any other module suggested by bank.	Please provide details of the functionality and work flow required by the Bank for these integrations.	Functionality and work flow to be provided by the bidder.
40	57	Appendix-C Technical & Functional Specifications	42. Technology Platform Better Support keeping clientside developer for deployment	Please clarify whether Service Provide is supposed to provide a developer in the Bank's premises? If so then what is the skill set required, what are the timings and number of days in a week when the developer has to be placed on premise? There is no provision to provide the cost for such as resource in the price bid, please clarify.	Bidder to provide ready to use QMS software which is customised as per requirement of the bank. Post implementation, 10 resources are required for support.

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41	57	Appendix-C Technical & Functional Specifications Appendix-E Scope of Work and Payment Schedule	43. Technology Platform Capability to incorporate changes in UI/UX (User interface / User experience) of solution as per Bank inputs and YONO, INB related suggestions	Please clarify whether these changes are a one time activity or recurring activity throughout the contract period ?	It could be a recurring activity as per bank's requirement. Any new CR's will be compensated as per the cost defined in RFP.
42	57 & 71	Appendix-C Technical & Functional Specifications Appendix-E Scope of Work and Payment Schedule	44. Data Management Customer feedback capturing functionality. Functionality to take feedback from customers should be available in QMS solution. QMS should have the feature to configure feedback questions and ratings as per business requirement 19. Feasibility to integrate with the bank's feedback system for obtaining feedback from customers after availing services.	a. Please clarify how does the Bank propose to capture the feedback from customers. b.Will there be any physical devices in branches or is the Bank expecting QMS to trigger an SMS / Email to customer, in which case how will the QMS identify the customer's Mobile number / Email address? c. Please provide technical details of the Bank's existing Customer Feedback Solution to estimate the integration effort.	a) Feedback link / SMS/ email will be triggred after completion of service. The customer will provide mobile number while taking token. b) same as above c) Bidder to provide the feedback solution
43	59	Appendix-C Technical & Functional Specifications	61. Common Features QMS solution should have easy accessibility on all Mobility devices	Please specify which QMS modules should be accessible on all Mobility devices as the Bank?	Mobility devices like Smartphone, Tablet etc.
44	60	Appendix-C Technical & Functional Specifications	65. Common Features Proposed Solution should have standard sizing benchmarking defined for Performance testing. Share sample result.	Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system concurrently to work out the sizing bencmarking for Performance testing.	300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch

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45	60	Appendix-C Technical & Functional Specifications	All above Critical and Mandatory functionality requirements should be readily available for SBI in proposed QMS.	Please clarify whether the Bank expecting the Service Provider to have an out of the box Queue Management System readily available currently with all Critical and Mandatory functionality requirements as mentioned in Annexure C?	Yes
46	61	Appendix-C Technical & Functional Specifications	Bidders to confirm that each of the above mentioned Critical and Mandatory requirements are readily available for deployment of proposed SBI QMS and need to be showcased or give Demo etc.	It is not possible for bidder to have a readily available system for deployment and provide a demo as the requirements stated by Bank are highly customisable. Request the Bank to delete all such clauses mentioning solution to be readily available.	NO change in the existing terms and conditions of the RFP
47	63	Appendix-C Technical & Functional Specifications	Details of Evaluation Parameters (Scoring Matrix): 2 Client Reference

Number of Three Client references where similar QMS solution modules implemented (Share copy of Purchase order and client feedback taken of current date. (Marks for three similar QMS implementation Client reference and client site visit feedback)

At least one Client reference shared should have preferably same QMS version implementation which is quoted in QMS RFP response.

Bidder has to arrange at least one site visit from above mentioned client references where similar to RFP scope QMS solution implementation done with latest version of | Please note that the centralised architecture required by the Bank is not common in India. We have a track record in implementing systems across several banks in India as well as other parts of the world. In fact the first version of the Queue Management System in SBI was delivered by us across 3600 plus installations. This was based on a hybrid model. We request the bank to accept this as part of this eligibility clause. Moreover since Covid 19, there have not been any major RFP's released by Bank's in India for Queue Management Systems specifically based on a centralised architecture; hence it is not possible to have three client references of a similar solution currently working in India.

We request the Bank to amend this clause to state One client reference instead of three and that back dated purchase order and client feedback should be acceptable. | As discussed in Pre-bid meeting, Vendor can demonstrate similar QMS / crowd management solution deployed in any other BFSI / Industry level client. |

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48	64	Appendix-C Technical & Functional Specifications	Details of Evaluation Parameters (Scoring Matrix): 3 Evaluation of response submitted in RFP o Proposed hardware specification for premisebased cloud setup o Proposed internal, Intranet and external network specification o Network connectivity & Bandwidths required	Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system concurrently to work out these details. In absence of this data, Bidder cannot work out the hardware specification and Bandwidth requirement etc.	300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
49	64	Appendix-C Technical & Functional Specifications	Details of Evaluation Parameters (Scoring Matrix): 3 Evaluation of response submitted in RFP How Cost of Licenses factored in proposed QMS (If any limitation on 3rd party tool used license limit highlight for report generation etc.)	Please specify if the Bank is referring to cost of Databases for each of PROD and DR (exact replica of PR), PRE-PROD and UAT environments at SBI? If not then please clarify which licenses is the Bank referring to in this clause.	Vendor has to clarify if the cost is dependant on the number of servers actually deployed in for the solution.
50	70	Appendix-E Scope of Work and Payment Schedule	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS: 2. Supply, installation, commissioning, and implementation of QMS including its maintenance, administration, support and upgradation with no additional cost during the entire contract period of 6 years.	It is not possible to estimate the effort required for upgradation which may be required by the Bank during the entire contract period. Please clarify what upgradation is required during this period so that Service Provider can estimate the costs applicable and apply the same in the price bid.	Any other new requirement proposed by the Bank after the purchase of customized software.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
51	70	Appendix-E Scope of Work and Payment Schedule	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS: 3. QMS to be implemented in phases in 10000 branches initially with an option of scalability up to 25% of targeted branches.	Please mention what are the number of branches to be rolled out per phase. We recommend that the Bank should run a test in approximately 300 branches as a first phase to judge whether the system perfoms as per the desired specifications and performance tests.	Phases will be decided as per the requirement of the bank.
52	72	Appendix-E Scope of Work and Payment Schedule	B. TECHNICAL REQUIREMENTS: 6. Bidder will be responsible for server, storage and network sizing for the proposed Solution for Bank. The sizing needs to be done based on Bank's requirements, business growth, optimized power usage and scalability. The bidder should provide the detail of Hardware required, peripherals, server types, configuration, storage space and any other information as may be required for the solution.	Please specify estimated number of customer walkins, number of personnel at branches, network, modules, LHO's and Corporate Office who will be accessing the system concurrently to work out these details. In absence of this data, Bidder cannot work out the sizing etc.	Approx 300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch

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53	73	Appendix-E Scope of Work and Payment Schedule	21. Bidder should either provide source code with necessary documentation or keep it under escrow arrangement. An escrow arrangement is a tripartite agreement between the Bank, Software vendor and the escrow agent. By this arrangement, the source code of application is kept with escrow agent, which can be made available to the Bank in the event the vendor goes out of business. The Successful Bidder is required to execute documents /agreements in this regard as prescribed by Bank from time to time.	Please note this clause is contradictory to clause vi of 39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP on page 32. Request the Bank to deleted clause vi of 39. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP on page 32 and retain only this clause. Also mention whether Bank and Service Provider will jointly bear the cost of escrow?	NO change in the existing terms and conditions of the RFP
54	74	Appendix-E Scope of Work and Payment Schedule	C. OTHER REQUIREMENTS: 2. Provide knowledge transfer in the form of KT (knowledge Transfer) sessions, Train the Trainer sessions, comprehensive documentation on the solution.	Please mention what type of training is required as part of KT?	Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution.
55	75	Appendix-E Scope of Work and Payment Schedule	Description of Deliverables 2. Installation, commissioning and maintenance of software solution at the targeted locations.	Please elaborate on this requirement. Does it refer to Service Provider having to install and commission the software on Bank furnished Computer / Tablet in branches?	Yes, Service provider to perform the Installation, commissioning and maintenance of software solution

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
56	76	Appendix-E Scope of Work and Payment Schedule	C. OTHER REQUIREMENTS: Future Change Request (CR) Post implementation any further development in the solution will be compensated at the rate of Rs. 8000 per man day.	Throughout the RFP document, it is stated that Service Provider has to provide patches / upgrades without any charges during the entire contract period whereas this clause states otherwise. Please clarify which is the correct requirement i.e. patches / upgrades / new features & functionalities to be provided free of charge or Service Provider will be compensated for Future Change Request (CR). Please note this is very important imformation since it has as direct bearing on the pricing.	Additonal functional / security related change requirements after the delivery of software will be compensated as per the clause.
57	77	Appendix-E Scope of Work and Payment Schedule	14 Security Requirements 2. The solution should have option to configure supported platforms (i.e. OSs) as per Bank's defined policy and requirement.	Please clarify this requirement. Which platforms and OSs are being reffered to here? Also are these platforms and Oss at the server end or at branch level?	Security requirements as per bank's IS policy to be adhered at both server and at branch level.
58	79	Appendix-E Scope of Work and Payment Schedule	14 Security Requirements 19. All IT assets of the proposed solution should have provision to integrate with Bank's own security solution such as PIMS (Privileged Identity Management), SOC (Security Operations Center), DAM (Database Activity Management), ITAM (IT Asset Management) and have latest SCDs (Secured Configuration Documents) to be configured.	All IT assets of the proposed solution expect the QMS software is being provided by the Bank. Therefore it is the Bank's onus to ensure compliance required for this clause. Please confirm.	Yes. The support resources to do the necessary work as advised by bank.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
59	79	Appendix-E Scope of Work and Payment Schedule	18 Training 1. One day training to the all the functionaries at circle level required before implementation of the solution 2. Knowledge transfer ("KT") sessions to the staff of the bank. These trainings/KTs would involve (but not limited to), Product usage, Installation and Configuration. The type of trainings, KTs, schedule, coverage, etc. would be finalized between Bank and the bidder during the contract phase of the project.	Please mention who will train the branch counter staff for using the QMS solutions, branch operations head and branch managers to access the branch level data. Whether this is in the scope of the Service Provider or will the Bank provide this training to the branch staff? If in scope of Service Provider, then please mention how many days of training are required per branch?	Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution.
60	80	Appendix-E Scope of Work and Payment Schedule	PAYMENT MILESTONES	For Milestones 4 & 5, please specify what is meant by QMS deployment and post Go Live. Does it mean deployment and Go Live in first branch or in 10000 branches ? We request the Bank to modify these payment milestones since Service Provider ia also providing PBG of 5% of the contract value.	Deployment in all 10,000 branches. NO change in the existing payment milestone terms and conditions of the RFP
61	81	Appendix-E Scope of Work and Payment Schedule	Support and other Resources cost: Per month 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.	Please clarify whether Bank will about payments for resources which may have to be deployed prior to Go Live? Go Live in this case means Go Live in first branch or all 10000 branches, please clarify?	No payment for resources deployed prior to GO Live. Go live in all 10,000 branches.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
62	81 & 82	Appendix-E Scope of Work and Payment Schedule	Project Major Tentative Milestones for Queue Management Solution Go -live 2 Business Requirement discussion on QMS and services as per RFP for Queue management Solution upto point number 37 Max 12 Weeks from Date of PO	It is not possible for Production go-live of the solution as per by the Bank's current stated requirements in 12 weeks. We request the Bank to change this to atleast 6 months. Also some of the requirements mentioned in this clause are pertaining to the Bank and not in scope of Service Provider such as: 12 Development Infrastructure setup in UAT and pre-prod Cloud setup. SIT setup need to bidder location preferably as product code development happen bidder location. 13 Middleware and Databases related configuration and setup 20. Implementation of necessary firewall rules for SIT/UAT/Pre-Prod Request the Bank to clearly define the activities which are in scope of Bank and those that are in scope of Service Provider.	NO change in the existing terms and conditions of the RFP
63	82	Appendix-E Scope of Work and Payment Schedule	Project Major Tentative Milestones for Queue Management Solution Go -live 38 Post production Review upto point number 42	It is not possible to complete all these activities in 1 week. Request the Bank to extend the time frame for these activities to atleast 3 to 4 weeks.	NO change in the existing terms and conditions of the RFP
64	83	Appendix-E Scope of Work and Payment Schedule	SERVICE DESK/HELP DESK/OPERATION SUPPORT TENTATIVE SHIFT PLAN: Technical Support Team at SP III department situated at Navi Mumbai whereby a total of 10 Service Desk/Help Desk (technical persons) in rotational shifts have to be deployed in the following manner subject to change at the discretion of Bank:	Clause 4. SCOPE OF WORK ON PAGE 10 mentions that Bank may provide remote VPN access for IT Services whereas as per Appendix-E Scope of Work and Payment Schedule it is mentioed that Service Providers resources will be situated at SP III department in Navi Mumbai. If the resources are placed in Bank's premises, then please mention whether Bank will provide the necessary Computers/Laptops for these resources or Service Provider has to provide the same?	Resources have to be physically present in SP - III department unless specifically given permission for remote work through VPN. Necessary computers for on - premises will be provided by bank. For VPN, laptops have to be procured by the service provider and is to be hardened as per bank's specifications.
65	84	Appendix-E Scope of Work and Payment Schedule	Broad Roles and Responsibility of bidder resources: A. Developer Roles at onsite deputed at SBI:	Please mention how many developers are required to be placed onsite in the Bank's premises as there may be a possibility that more than 1 developer will be required to develop scope changes. Also there is no provision in the RFP to quote for onsite developers. Request the Bank to amend the total onsite resources required along with the desired skill set to include onsite developers too so that Bidder can quote for them accordingly.	As discussed in Pre-bid meeting, customized software as per Bank's requirement is to be delivered. Developer will be required for any future CRs as per requirement. Please refer the cost details given in RFP for new CRs.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
66	88	Appendix-E Scope of Work and Payment Schedule	"PRIVATE CLOUD DEPLOYMENT" The proposed application shall be deployed on private cloud of SBI - Meghdoot. The vendor shall be responsible to give sizing for hardware procurement in Bill of Material (BoM).	Please mention what technology platform is SBI - Meghdoot working on (example AWS, VMWare etc). Will the Bank provide necessary infrastructure and licenses for SQL databases and Windows OS based servers be provided for the various environments?	Vmware
67	90	Appendix-E Scope of Work and Payment Schedule	ROLL OUT PLAN 2 Go-live at all identified branches / locations with all the features and functionalities as per RFP Within 24 Weeks from date of purchase order	Assuming that solution has to go-live in Production as per by the Bank's current stated requirements in 12 weeks, does it mean that the Bank is expecting to Go Live across 10000 branches in a span of 12 weeks for Production Go Live, please clarify.	Implementation to be compeleted in 24 weeks across 10000 branches
68	91	Appendix-F Indicative Price Bid	2 Installation/ Commissioning	Please clarify if this is cost of Installation/ Commissioning at server level or at branches?	Installation at all level
69	100	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 nees 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 responsble for such failures.	Non-availability due to bank's hardware failure will not be consided for penalty

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
70	100 & 77	Appendix-J Penalties Combined with similar clauses from Appendix-E Scope of Work and Payment Schedule	Operations are tentatively to run for all days in a month, 16 hours per day. 16x7x365 uptime of the solution is required The vendor must provide accurate and timely reports to verify the downtimes of various systems as mentioned in respective SLAs. The vendor is also expected to report the total system availability as explained above. The details of the same will be verified by the bank.	Typically Bank branches work for 9 to 10 hours for customers. Since this is a queue management system where customers will use the system only during branch working hours, please clarify why SLA is mapped for 16 hours a day, 7 days a week, 365 days a year. The Bank's branches do not operate on a 7x365 basis. Hence SLA & penalty should not be pegged at 16x7x365 which is way beyond working hours. If we assume that reports and data should be accessible beyond branch working hours then the SLA & penalty should be segregated between uptime of software at branches and uptime of centralised MIS. Moreoever, how will the Bank verify that the any issue is related to Bank furnished Hardware, Software, Integration interfaces, Network so as to exclude these from Service Provider's SLA & Penalty?	Branch business hours are not uniform across all circles and also holidays are also not uniform. Therefore needs 16x7x365 uptime. Justification can be provided by the service provider in case of failure but the diagnostics, protection, recovery and back up as specified in RFP is to be ensured by the vendor.
71	100	Appendix-J Penalties	Penalty for availability will be calculated as below: If the billing for a given month is Rs. 50,00,000, and the penalty is on the 99.89 to 99.75 slab then 1% of that month i.e. Rs. 50,000 will be deducted from that months payment	Does monthly billing in this clause refer to billing for the onsite resources?	Yes
72	102	Appendix-K Service Level Agreement	SOFTWARE/SERVICE LEVEL AGREEMENT	Please clarify that the Service Level Agreement will be modified suitably in accordance with the Bank's corrigendums released by the Bank upto the point of Bid submission?	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
73	156 185	ANNEXURE-H Data Processing Agreement Appendix-Q Data Processing Agreement	Applicable in case of activities for which selection of vendor/outsourcing of activities has been initiated involve access/sharing/transfer of Personal Data/PII of EU/UK NRI customers Controls to be implemented (Clauses 1 to 37 on Pages 165 to 169)	Please clarify what Personal Data/PII is the Service Provider expected to process/access/share/transfer of EU/UK NRI customers? As per our understanding, all QMS solution related software and data reside within the Bank's CUG and all processing will b done by Bank's systems; then what is the applicability of this Annexure? Hence clauses 1 to 37 on pages 165 to 169 related to Controls to be implemented for processor are also not applicable. Request the Bank to delete these clauses or mention why these are applicable to the Service Provider? Similarly Appendix-Q is also not aplicable, request the Bank to delete this Annexure or clarify why it is required to be signed by Service Provider?	NO change in the existing terms and conditions of the RFP
74	32	vi	Service Provider shall grant the Bank a fully paid-up, irrevocable, 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	We need more clarification on grant the Bank a fully paid-up, irrevocable, exclusive, unlimited (Total Branches 10000 +25% or unlimited), perpetual license throughout the territory of India or abroad to access, replicate.	NO change in the existing terms and conditions of the RFP
75	55	26	The Solution capable of generating token through digital / physical and QR (Quick Response) code. Tokens with bank's branding and promotional messages	Kindly confirm on Hardware (printer) requirement for printing Physical Token in this project.	Hardware specifications for the QMS to be provided by the bidder.
76	55	29	The token display at counters would clearly show the tokens that have been called to their respective counters.	Kindly confirm on Hardware (Display) requirement in this project. We will be requiring Android Smart TV so that it can be managed remotely.	Hardware specifications for the QMS to be provided by the bidder.
77	55	33	Features Solution to support display of tokens issued, served, waiting on a TV / display screen placed at branches with audio and video output for serving token numbers	Kindly confirm on Hardware (Display) will be provided by bank or vendor.	Hardware specifications for the QMS to be provided by the bidder.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
78	58	50	Ability to print centrally configurable promotional messages on the token.	Kindly confirm on Hardware (printer) requirement for printing Physical Token in this project.	RFP is only for procurement of QMS software. specifications for applicable hardware to be provided by the bidder
79	59	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	Is QMS going to be used as DSS as well	Display system will also be used for promotions
80	59	60	The promotional videos should be configurable from the central location for each branch / Circle /location etc.	Is QMS going to be used as DSS as well	Display system will also be used for promotions
81	64	3	Proposed hardware specification for premise based cloud setup	Pl. clarify whether the proposed hardware spec. for cloud setup to be provided the bank.	Either Linux / Windows based servers will be provided by bank as per the requirement of the proposed solution.
82	64	3	Proposed internal, Intranet and external network specification	Pl. clarify for external network specification.	The network connectivity requirements of the proposed solution is to be provided by vendor
83	70	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.	Bank need to provide the TV / Printer specification for smooth integration with our solution.	Existing set up of TV, PC, Printer etc., at branch level is to be continued.
84	84	A	Developer Roles at onsite deputed at SBI/On site developer will take care of Bank's new/additional requirement.	Pl. clarify 10 onsite resource does not include developer requirement.	10 onsite resource requirements are provided for support and maintenance only. Please refer caluse given for new CRs in RFP.
85	112	5.1	Warranty shall be for a period of (6)six years from the date of acceptance.	Pl. Clarify total 6 years mentioned includes Warranty - 3 years and AMC 3 years	Should cover warranty for 3 years initially and thereafter AMC for 3 years
86	71	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.	For validation of customer type is the bank planning for CBS / HRMS integration	No integration with CBS. Validation will be done based on certain customer specific information

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
87	71	12	Facility of token calling, switching between tokens, token forwarding to desired counter by the user at the branch.	Clarification required for process of token switching as per bank expectations.	Counter staff can direct customer to desired / correct counter if required through switching
88	71	19	Feasibility to integrate with the bank's feedback system for obtaining feedback from customers after availing services.	API to be provided by bank . Please clarify Feedback system to be interfaced with banks	Customer to get SMS/ email link for providing feedback after completion of service
89	71	20	Provision of Holiday Master for management and control of holidays at targeted regions / branches.	Holiday Master to be shared by bank	Holiday master will be shared by bank
90	53	12	Entire process of QMS should be automatic with no manual intervention.	Manual intervention for calling the next token can be avoided (in transaction based Services) provided we are able to link the token no with CBS services and on completion of transaction CBS will send request thru API to QMS for getting next token.\n\n**Please Clarify**	NO CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer.
91	54	21	Data should be in sync across all delivery modules viz., Yono / Yono Lite /INB / WhatsApp etc.,	Yes, our application compatible with all API integration. **Please clarify who will bear the WhatsApp integration cost.**	Development cost for integration has to be borne by the vendor as bank is expecting off the shelve software.
92	55	26	The Solution capable of generating token through digital / physical and QR (Quick Response) code. Tokens with bank's branding and promotional messages.	Pl. clarify about Physical token. Is this required for customer directly visiting the branch w/o taking pre-appointment?	Only customers visiting the branch can take physical token.
93	55	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	Auto calling the next token can be enabled (in transaction based Services) provided we are able to link the token no with CBS services and on completion of transaction CBS will send request thru API to QMS for getting next token.\n\nAlso having hold option Break, Call and Meeting with session time.\n\n**Please Clarify**	NO CBS integration will be there in QMS. Next token will be assigned to the respective counter automatically on serving previous customer.\nCounter staff module of QMS should have the options to hold / pause, start and stop tokens.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
94	57	44	Customer feedback capturing functionality. Functionality to take feedback from customers should be available in QMS solution. QMS should have the feature to configure feedback questions and ratings as per business requirement	Yes it is possible, bank to provide the detail process for integrating with bank's Feedback system. **Pl. Clarify, as per SOW clause** 19 page 71 we need to integrate with Bank's Feedback system.	Customer has to get link through SMS / email once token is served.
95	60	65	Proposed Solution should have standard sizing benchmarking defined for Performance testing. Share sample result	Please clarify the Sizing Benchmarking to be done.	300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch.
96	100		If the billing for a given month is Rs. 50,00,000, and the penalty is on the 99.89 to 99.75 slab then 1% of that month i.e. Rs. 50,000 will be deducted from that months payment	since the commercial is for one time billing kindly clarify what monthly billing the bank is presuming for penalty calculation	Penalty applicable on billed amount
97	100		However, if there is any reason which will be attributable to the bidder, penalty will be applicable in the above-mentioned issues	In which cases bidder reasons will be attributed . Pl. clarify	Any failure on the part of the bidder to make the solutiuon available
98	105	1.1.8	"Open Source or Copyleft license" shall mean a license of a computer program in which the source code is available to the general public for use and/or modification from its original design.	We are not using any Open Source Pl. clarify which source code bank is expecting to be made available to general public.	This is the definition of Open source. Query from vendor is not clear.
99	52	3	Required Functionality: Application must not have Dependency on Thick Client/EXE in setup	This point need clarification	Application expected to be hosted centrally in the server and end user should access the application via web browser.
100			Required Functionality: Encryption of PII and SPDI (Protection of Personally identifiable information / Sensitive personal data and information) Data at rest, motion and in use	Please clarify "in use"	The data which is in processing.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
101	72	7	Design, setup and manage environments for various types of testings including but not limited to SIT (Systems Integration testing), API Testing, Database Testing, UAT (User Acceptance Testing), Load/performance testing, etc.	We understand that required enviorment/support will be provided by the bank for timely completion	Yes
102	48	Appendix-B . 5	Bidder should have experience of minimum 5 years in providing the Software Solution/services.	We request bank to consider 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.	NO change in the existing terms and conditions of the RFP
103	63	Scoring . 2	Client Reference Provided by Bidder for similar QMS solution implementation projects deployment and feedback taken from client references will be considered for scoring. Client references of Bidder will be considered for technical evaluation and site visit. If bidder is participating as SI then SI should have experience of QMS implementation and SI Client references will be considered.	We request bank to clarify our understanding - the sorcing will be done one every client reference. Requesting bank to consider client reference of OEM if they participating through bidder. New Clause :- Client Reference Provided by Bidder or it's OEM partner for similar QMS solution implementation projects deployment and feedback taken from client references will be considered for scoring. Client references of Bidder will be considered for technical evaluation and site visit. If bidder is participating as SI then SI should have experience of QMS implementation and SI Client references will be considered.	NO change in the existing terms and conditions of the RFP. As discussed in Pre-bid meeting, Vendor can demonstrate similar QMS / crowd management solution deployed in any other BFSI / Industry level client.
104	15	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 agencyto 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 existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
105	16	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 envelopeand mark the envelope as "Technical Bid". The said envelope shall clearly bear the nameof the project and name and address of the Bidder. In addition, the last date for bidsubmission should be indicated on the right and corner of the envelope. The originaldocuments should be submitted within the bid submission date and time for the RFP at theaddress mentioned in Sl No 1 of Schedule of Events, failing which Bid will be treated asnon-responsive.	We request bank to clarify our understanding - Only EMD and Pre-Contract Integrity Pact hard copy to be summitted , rest all document should be submitted On-line.	Yes
106	25	26 .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.	We request bank to consider any update as on date of installation shall be carried out by successful bidder, implementation of any future guidelines shall be mutually discussed between parties. Recurring penalty shall have capping as bidder cannot assume unlimited liability.	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
107	25	27. ii.	During the warranty and AMC period (if desired), the Bidder will have to undertake comprehensive support of the Software Solution supplied by the Bidder and all new versions, releases, and updates for all standard software to be supplied to the Bank at no additional cost . During the support period, the Bidder shall maintain the Software Solution to comply with parameters defined for acceptance criteria and the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of the Software Solution, which, under normal and proper use and maintenance thereof, proves	We request bank to consider , The Compliances as on date of installation shall be carried out by successful bidder, implementation of any future guidelines shall be mutually discussed between parties. Recurring penalty shall have capping as bidder cannot assume unlimited liability.	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
108	33	IIDATED DA	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.	We request bank to delete the clause as bank has already covered the penalty clause in Appendix-J. This is duplication of penalty.	NO change in the existing terms and conditions of the RFP
109	72	Appendix-E	The QMS solution capable of being functional in the bank's existing or proposed hardware (Computer / Tablet).	We request bank to clarify / provide information on hardware for verification.	Present RFP is for prourement of QMS software only and hardware specification to be provided by the bidder
110	73	Appendix-E	Bidder will be responsible for server, storage and network sizing for the proposed Solution for Bank. The sizing needs to be done based on Bank's requirements, business growth, optimized power usage and scalability. The bidder should provide the detail of Hardware required, peripherals, server types, configuration, storage space and any other information as may be required for the solution.	We request bank to consider the sizing of server , network as on date of submission of RFP will be bidder responsibility. Any requirement for increase in sizing will be based on mutual agreed cost.	The hardware requirements (sizing details) to be provided by the vendor as and when the requirement changes.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
111	73	Appendix-E 6	If the "End of Support" of supplied software version is declared within the contract period of 6 years, new version with all the existing customizations should be implemented by the Bidder with no extra cost to the Bank.	We request bank to consider , The Compliances of software version as on date of submission of RFP.The bidder canno't prediate future version. If any customization / update is required that will be done on mutual agreed cost.	NO change in the existing terms and conditions of the RFP
112	79	dix-E 18 - T	One day training to the all the functionaries at circle level required before implementation of the solution	We request bank to clarify training mode (On-line / Off-Line)	Offline / Online mode as required by the bank. Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution.
113	65	2	Brief overview of 3 to 5 instances/projects of similar QMS implementations across BFSI domain in the Globe by bidder	We request bank to consider the experience of OEM if OEM participate with any bidder.	NO change in the existing terms and conditions of the RFP
114	65	3. b	Proposed Software and Hardware Stack required in SBI Cloud setup with no of software licenses etc. and sizing of Virtual machine etc.	We request bank to clarify , What will be the estimated volume considering 1000 branches and per branch?	300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
115	70	A 5	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.	We request bank to clarify , What will be the methodology of sharing the token with the customer digitally, via SMS, email, or both The bank needs to share the SMS, and Email Gateway API details.	Digitally generated token is to be displayed in the respective channel. The token can also be shared to customer through SMS / email.
116	71	A 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.	We request bank bank to clarify , How will the Queue Management System prioritize based on customer type?, what will be the process	Customer differentiating parameters / information will be used for identification of HNI / Senior Citizen etc.
117	71	B 1	Feasibility to integrate with Bank's customer facing platforms such as YONO / YONO Lite, INB and WhatsApp .	We request bank to clarify , What is the purpose of integrating with YONO / YONO Lite and WhatsApp?, is it that customers can generate the request for a particular date to a branch from the apps / WhatsApp and generate the token?	Integration with YONO / YONO Lite and WhatsApp so that customer can generate tokens/ prior appointments digitally.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
118	72	B 3	The QMS solution capable of being functional in the bank's existing or proposed hardware (Computer / Tablet).	We request bank to clarify , Does existing hardware mean self-service terminals like kiosks, how many such hardware currently is with the bank?	Bank will use existing hardware / proposed hardware. Only QMS software will be covered under this RFP
119	77	14.7	Proposed solution integration with Bank's existing platform such as YONO, YONO Lite, WhatsApp, INB etc. should be in line with respective platform IS security controls.	We request bank to clarify , What all other integrations are required apart from YONO / YONO Lite, WhatsApp, INB?	Intergration with Yono /Yono Lite, WhatsApp and INB etc., for generation of token
120	11	4.iv	iv.Service Provider and/or its employee/representative shall be required to furnish an undertaking and/or information security declaration on the Bank's prescribed format before such remote access is provided by the Bank.	We request Bank to provide the undertaking format	VPN undetaking format will be provided if such access is permitted by BU to the vendors.
121	14	9.viii.d	viii.The EMD may be forfeited (d)if the successful Bidder fails to accept Purchase Order and/or sign the Contract with the Bank or furnish Bank Guarantee, within the specified time period in the RFP.	We request bank to consider the request that in the event, the contract/PO is not executed due to the sole actions of the Bank, then such EMD shall be refunded.	NO change in the existing terms and conditions of the RFP
122	17	13. iv	Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.	The price shall vary if such price fluctuates due to change of law or any under any statute or order.	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
123	17	14	Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.	The bidder shall have the ownership of such documents and the same shall be treated as confidential information between the bidder and the Bank.	NO change in the existing terms and conditions of the RFP
124	22	20	POWERS TO VARY OR OMIT WORK:	We request bank to consider the request Bank and the bidder shall vary or amend any terms of the Agreement with mutual consent.	NO change in the existing terms and conditions of the RFP
125	27	30	INSPECTION AND TESTING:	We request bank to consider the request Bank shall notify the bidder on prior basis of the inspection and testing. Additionally, if the Bank is using the premises of the bidder, the bank shall adhere to the bidder premises policy and its code of conduct.	NO change in the existing terms and conditions of the RFP
126	28	31 iv.	iv.Service provider shall grants unrestricted and effective access to a) data related to the outsourced activities; b) the relevant business premises of the service provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.	We request bank to consider the request Bidder shall restirct the access provided to the Bank and such access shall be limited to only the Services provided to the Bank under this RFP.)	NO change in the existing terms and conditions of the RFP
127	28	33	The Agreement/ SLA will be valid for the period of Six (6) years. The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.	We request bank to consider the request bidder shall also have a right to terminate the agreement by conveinence or for a material breach by the Bank.	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
128	31	39	i.For any technology / Software / solution developed/used/supplied by Service Provider for performing Services or licensing and implementing Software and solution for the Bank as part of this RFP, Service Provider shall have right to use as well right to license for the outsourced services or third party product. The Bank shall not be liable for any license or IPR violation on the part of Service provider.	We request bank to consder the request Bidder shall only provide the right to license the software in the event such software belongs to the bidder. If there is a third-party license involved, the Bank shall have the right to use basis the agreement with the bidder.	NO change in the existing terms and conditions of the RFP
129	32	39 iv	vi.Service Provider shall grant the Bank a fully paid-up, irrevocable, 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.	We request bank to consider the request Bidder shall only provide the right to license the software in the event such software belongs to the bidder. If there is a third-party license involved, the Bank shall have the right to use basis the agreement with the bidder.	NO change in the existing terms and conditions of the RFP
130	37	43	Termination of default	We request bank to consider the request Bidder shall have the right to terminate the agreement in the event the Bank delays the payment inspite of providng the cure period.	NO change in the existing terms and conditions of the RFP
131	39	46	Termination for convenience	We request bank to consider the request This clause should be made mutual in nature.	NO change in the existing terms and conditions of the RFP
132	108	Appendix K - SLA	1.3.2This Agreement shall be in force for a period of year(s) from Effective Date, unless terminated by the Bank by notice in writing in accordance with the termination clauses of this Agreement.	We request bank to consider the request Bidder shall have a right to terminate this SLA as well.	NO change in the existing terms and conditions of the RFP
133	109	Appendix K - SLA	Set-off payment/Payment witholding	We request bank to consider the request Bidder proposes to delete the right to withold clause since it will cause revenue loss to the bidder.	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
134	114	Appendix K - SLA	6. General Indemnity	We request bank to consider the request Bank shall indemnify the bidder for any damages arising due to any act or omission of the Bank or its personnel.	NO change in the existing terms and conditions of the RFP
135	115	Appendix K - SLA	9. Liquidated damages	We request bank to consider the request to delet the clause as it is duplication of penalty	NO change in the existing terms and conditions of the RFP
136	156	Annexure H	Data Processing Agreement	This is not applicable to the specific vendor	NO change in the existing terms and conditions of the RFP
137	182	Appendix O	7. Independent Monitors	The Independent Monitor shall adhere to the condifentiality obligations.	NO change in the existing terms and conditions of the RFP
138	186	Appendix Q	Data Processing Agreement	This is already covered under Annexure H	NO change in the existing terms and conditions of the RFP as this is standard format.
139	2	Schedule Event - 1 . 5	Clarifications to queries raised at prebidmeeting will be provided by theBank.	We request bank to provide at-least 15 working days for the submission of Bid from the date Pre-Query response published by bank.	Please refer corrigendum to RFP dated 12.04.2024
140	48	Appendix-B	The Bidder must have an average turnover of minimum Rs. 15.00 crore during last 03 (three) financial year(s) i.e. FY 2022-23, FY 2021-22and FY 2020-21.	**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 **Please wave minimum turnover requirement to enable us to compete for your valued order**	NO change in the existing terms and conditions of the RFP
141	55	26 of Apper	The Solution capable of generating token through digital / physical and QR (Quick Response) code	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	Yes. The vendor has to provide details of their proposed solution based and respective hardware / software specifications.
142	55	29 of Apper	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?	No separate LED screen at counters.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
143	56	35 of Apper	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 (apopintment 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.	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.
144	80		If there is any delay in performing the services or delivering the same within the stipulated time, 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.	Our Legal team propose to get this deleted. also cause a delay penalty, which is not feasible.	NO change in the existing terms and conditions of the RFP
145	146		During, the transition period it is necessary to transfer the knowledge and other details of the project to the new service provider within the stipulated time, in case of breach of this obligation, we shall be liable for paying a penalty to the Bank, which may be settled from the payment of invoices or bank guarantee for the contracted period.	Our Legal team propose to get this deleted. We shall work with SBI in good faith, and any such instances can be amicably resolved at the time of actual occurrence. Additionally, any minor delay which can be rectified shall	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
146	33		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.	Would request to kindly delete the highlighted part, as such instances can be dealt amicably at the time of actual occurrence.	NO change in the existing terms and conditions of the RFP
147	38		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.	Would request to kindly delete the highlighted part, as such instances can be dealt amicably at the time of actual occurrence.	NO change in the existing terms and conditions of the RFP
148	NA		To be inserted: Service Provider shall have the right to terminate the Contract by providing 90 days' notice period to the Bank.	Our legal team proposes to add this	NO change in the existing terms and conditions of the RFP
149	70		QMS to be implemented in phases in 10000 branches initially with an option of scalability up to 25% of targeted branches	What is the size of the bank (number of branches, average footfall per branch)?	300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
150	70		Bank proposes to procure Queue Management Software (QMS) for managing crowd at branches.	What type of queue management system is currently in place (if any)?	NO centralised QMS available at present

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
151	70		Bank proposes to procure Queue Management Software (QMS) for managing crowd at branches.	What are the main challenges with the current system?	There is no centrallised QMS at present
152	70		User interface design to be customised and token display as per the requirement of the bank. Feasibility/option of display of services in all scheduled languages as per requirement of the bank.	Are there any specific customer complaints related to queuing that you wish to address? Like customer experience which needs to be addressed	No specific complaint. Bank needs to have queue management solution to enhance customer experience
153	70		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	Does the bank have an existing CRM or ERP system that the QMS needs to integrate with?	Bidder to provide feedback facility as part of QMS.
154	71		. Solution to support display of tokens issued, served, waiting and publicity material on a TV / display screen placed at branches and audio and video output for serving token numbers.	What type of hardware (kiosks, displays, ticket printers) does the bank prefer for the QMS?	RFP is for procurement of QMS software solution. The vendor has to provide details of their proposed solution and respective hardware / software specifications.
155	70		The QMS solution capable of being functional in the bank's existing or proposed hardware	Are there any space or infrastructure constraints for installing new hardware?	Vendor has to provide the hardware requirement first to the bank for the proposed solution.
156	70		. 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.	What features are essential for the QMS software (virtual queuing, appointment scheduling, SMS notifications)?	Virtual queuing , appointment, SMS notifications all features are required

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
157	70		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.	Is there a need for a mobile application for customers to interact with the QMS?	NO, existing Yono / Yono Lite, WhatsApp will be integrated for QMS
158	74		Provide knowledge transfer in the form of KT (knowledge Transfer) sessions, Train the Trainer sessions, comprehensive documentation on the solution.	What is the level of technical proficiency among the staff who will be using the QMS?	No technical proficiency required for using QMS
159	74		Provide knowledge transfer in the form of KT (knowledge Transfer) sessions, Train the Trainer sessions, comprehensive documentation on the solution.	How much training time can be allocated for staff to learn the new system?	Training (Online / Offline) to be provided to the end user for effective utilisation of the Queue Management Solution.
160	75		Bidder would ensure that all audit finding reports submitted by teams/agencies as appointed by the bank, would be acted upon promptly.	What type of data analytics and reporting capabilities are expected from the QMS?	Please refer the page 76 of RFP document on MIS requirement
161	71		Feasibility to integrate with Bank's customer facing platforms such as YONO / YONO Lite, INB and WhatsApp .	How will the data be used to make operational decisions?	For internal consumption. The data will be used as per the requirement of bank.
162	70		QMS to be implemented in phases in 10000 branches initially with an option of scalability up to 25% of targeted branches.	Are there any financial constraints or ROI expectations that need to be considered?	Please refer page 48 of RFP document on minimum turnover requirement
163	70		QMS to be implemented in phases in 10000 branches initially with an option of scalability up to 25% of targeted branches.	What is the desired timeline for implementing the QMS?	24 weeks from the date of purchase order

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
164	70		QMS to be implemented in phases in 10000 branches initially with an option of scalability up to 25% of targeted branches.	Are there any specific deadlines or events that the implementation needs to align with?	Please refer the page no. 90 of RFP for timeline
165	71		Bidder shall provide Bank with requisite MIS and Reports as per the formats prescribed by the 3rd party auditors, security audit of application, Regulatory bodies, Govt. etc.	Are there any regulatory requirements that the QMS must comply with?	Please refer the RFP document for the same. Reports to be provided as and when required by any regulator on ad-hoc basis.
166	72		Vendor to ensure strict adherence to data privacy as per applicable laws and regulations. Bank may require confirmation from vendor of the same from time to time and should be allowed to perform an audit for the same	How does the bank handle data privacy and security in relation to customer information?	To be complied as per bank's data privacy policy.
167	72		Bidder will be responsible for server, storage and network sizing for the proposed Solution for Bank. The sizing needs to be done based on Bank's requirements, business growth, optimized power usage and scalability. The bidder should provide the detail of Hardware required, peripherals, server types, configuration, storage space and any other information as may be required for the solution	What level of support does the bank expect from the QMS vendor (installation, maintenance, updates)?	Installation, maintenance and all activities related to maintenance like, patch, upgrades etc.
168	80		<table><tr><td>S.No</td><td>Particulars</td><td>Milestone</td><td>Payment</td></tr><tr><td>1</td><td>Post Delivery of Software License and installation of software entire QMS, and confirming licenses client as per RFP in UAT and deputed required resource</td><td>M-1</td><td>10% of Solution Cost</td></tr><tr><td>2</td><td>Successful Implementation of QMS in UAT/pre-prod Clearance</td><td>M-2</td><td>20% of Solution Cost</td></tr><tr><td>3</td><td>Successful Implementation of QMS in production and DR active -active setup with all interfaces and all business requirement of complete RFP scope of deliverable is covered as per Bank IT and Business requirement.</td><td>M-3</td><td>30% of Solution Cost</td></tr></table>	Need clarity regarding M-1, M-2 & M-3	M-1, M-2, M-3 are milestones. On completion of these milestones, payment will be released as per the RFP document

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
169	80			Would it be possible to consider a remote contact center given that we meet all the SLA requirements?	NO change in the existing terms and conditions of the RFP
170	16	h	The Bidder may also be asked to give presentation for the purpose of clarification of the Bid	There is a format for the presentation mentioned on page 65. When is the presentation to be given to the Bank? Details of Technical Evaluation Scoring Matrix mentions that scores will be alloted to the presentation as well.	Schedule will be shared with the bidders
171	48	5	Bidder should have experience of minimum 5 years in providing the Software Solution/services.	Will the experience of OEM be considered for this criteria?	NO change in the existing terms and conditions of the RFP
172	48	5	Bidder should have experience of minimum 5 years in providing the Software Solution/services.	Please specify the software solution / services that will be considered for experience criteria.	Queue Management Solution software
173	63	2	If bidder is participating as SI then SI should have experience of QMS implementation and SI Client references will be considered.	Can the experience of OEM be submitted?	NO change in the existing terms and conditions of the RFP
174	8	iii	Consortium bidding is not permitted under this RFP.	If a bidder is partnering with an OEM, what kind of partnership will be accepted by the Bank?	NO change in the existing terms and conditions of the RFP
175	28	32	As per scope of this RFP, sub-contracting is not permitted.	If a bidder is partnering with an OEM, what kind of partnership will be accepted by the Bank?	NO change in the existing terms and conditions of the RFP

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
176	16	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 Sl No 1 of Schedule of Events, failing which Bid will be treated as non-responsive.	To confirm, a physical submission of the technical bid is also required?	Except integrity pact and proof of EMD, all other documents to be submitted online. Even scan copy of proof of EMD and integrity pact is to be uploaded online.
177	24	25	Service Provider should integrate the software with the existing systems as per requirement of the Bank and carry out thorough system integration testing.	Please share details of existing systems already implemented by the Bank.	Existing system implies the integration with other channels of bank's like Yono / Yono Lite / INB / WhatsApp
178	8	25	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by Service Provider to the Bank. The UAT includes functional tests, resilience tests, benchmark comparisons, operational tests, load tests etc.	Is the Service Provider to provide the test environment? On SBI servers or third party servers?	Yes. SIT & UAT has to be done in the bank's servers.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
179	9	25	SBI staff / third Party vendor designated by the Bank will carry out the functional testing. This staff / third party vendor will need necessary on-site training for the purpose and should be provided by Service Provider.	Please confirm whether the Service Provider is only expected to provide training for functional testing?	Yes
180	10	26 ii	The Bidder should also submit as part of technical Bid an overview of Project Management approach of the proposed product.	Is the Bank requesting a Gantt chart? Till go-live or for the entire duration of the project (6 years)?	Till go live at all targeted branches
181	11	26 viii	Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.	Please provide details of hardware that the bidder is expected to provide maintenance support for, this will help prepare TCO adequately.	Vendor has to provide the hardware requirement first to the bank for the proposed solution.
182	26	27 viii	The Bidder shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.	Page 26 calls for on-call/on-site support during peak weeks and at the time of switching from PR to DR. Page 76, calls for 10 resources to provide 16x7x365 online / offline support across 2 shifts, with a shift plan mentioned on page 83. Are these requirements different?	Both the requirements are same. Resources to be available for support of solution and PR / DR switching
183	30	37 vii	The Service Provider shall execute Data Processing Agreement on the format attached as Appendix-Q to this RFP	Is this required at the time of submission of proposal?	Successful bidder to execute the agreement
184	49	9	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)	If there is no litigation, is a declaration on company letterhead still required to be submitted or concurrence in Appendix-A will suffice?	NO change in the existing terms and conditions of the RFP
185	52		Description of functionality and Page number with section/ subsection of technical bid response covered (Mandatory for each point where compliance is yes)	Confirm whether a detailed solution of the Queue Management software is required to be submitted with the proposal.	Yes

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
186	56	36	Solution deployable in the bank's existing or proposed hardware (Computer / Tablet).	Will the bidder be required to acquire hardware for the Queue Management solution - computer / tablet / TV / display screen / Voice announcement system / printers / token machine; where not available in identified branch. This will help prepare TCO adequately.	Present RFP is for prourement of QMS software only and hardware specification to be provided by the bidder
187	72	6	Bidder will be responsible for server, storage and network sizing for the proposed Solution for Bank. The sizing needs to be done based on Bank's requirements, business growth, optimized power usage and scalability. The bidder should provide the detail of Hardware required, peripherals, server types, configuration, storage space and any other information as may be required for the solution.	Will the Bank acquire hardware required for QMS subsequently? Please share approximate timeline of hardware implementation. This will help us prepare the project plan, including system integration testing with hardware.	Present RFP is for prourement of QMS software only and hardware specification to be provided by the bidder
188	74	4	Bidder to provide 16x7x365 (366) support for implementation, Integration, Maintenance, Administration, Onsite Support and Licences for QMS for the entire contract period of 6 years.	Requesting clarity on requirement of support outside of banking hours.	Branch working hours are not uniform across the circles.
189	83		Project Manager-BE/B.Tech/MCA/MBA	Request you to allow project manager with any graduate degree+relevant experience and PMP or any other industry accepted project management certification	NO change in the existing terms and conditions of the RFP
190	71	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS:	Solution to support display of tokens issued, served, waiting and publicity material on a TV / display screen placed at branches and audio and video output for serving token numbers.	We need more Specs for display units,Max or Min Size.	should support standard TV display system sizes in india
191	71	SCOPE OF WORK A. FUNCTIONAL REQUIREMENTS:	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.	Whats the expected size of thermal Print out ?	Minimum 8x12 cm.
192	75		Installation, commissioning and maintenance of software solution at the targeted locations.	We understand we only to provide sotware for QMS and all necessary cloud infra,Display unints,printers, network are all provided and maitained by Bank ? if the TV are Smart TV we would like to know the version of OS Used in the TV for System design	TV OS specifictions to be provided by the successful bidder

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
193	76	Help Desk Requirements	E-mail and SMS should be sent for non-functioning of system or as decided by the Bank. A troubleshooting ticket mechanism should be introduced with all details / updates till closures of the incident.	How many users are expected to use this Incident reporting tool ?	Approx 300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
194	77	Scalability Requirements	Users / Employees from all targeted branches, its controllers and other operating units to use the solution	Total number of users who will access this application and any role based access is required ?	Approx 300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
195	77	Security Requirements	Remote monitoring, resolution and helpdesk support where solution access is required to be from Bank's own premise location only.	We understand that 10 help desk resources along with necessary support peronsal to be deployed in On Prem of bank ?If yes we would like to know if all 10 to be deployed in same office or different locations?	Bank's own premises locations as per the requirement.
196	77	Security Requirements	Proposed solution integration with Bank's existing platform such as YONO, YONO Lite, WhatsApp, INB etc. should be in line with respective platform IS security controls.	We will need volumetrics and cocurrent usage to these applications for Sizing	Approx 300-400 average walkins at each branch. 10-15 personnel accessing at the same time from each branch
197	78	Security Requirements	Digital / Printed tokens should include customer specific identifier, validity details etc. to ensure authenticity and integrity of the token presented to the branches.	We would like to know if there is existing multi factor authentication in place to ensure un known persons try to get the accout information using this QMS .. As QMS Solution is expected to display customer account information ? What customer related information are to be collected and displayed?	Customer account information will not be displayed to third party. Only users with registered phone number with the bank can access QMS through digital mode
198	52	Technical & Functional Specifications	Application must not have Dependency on Thick Client/EXE in setup	Does SI need to provide .exe version of QMS application also ?Is the application expected to be deployed in Thin client's also ?	Application expeted to be hosted centrally in the server andd end user should access the application via web browser.

SL	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
199	59		System should be able to provide configuration like adding /deleting services, change the token machine display properties (colour, width, fonts, etc.), language, change display unit properties (fonts, logo, token no & counter no. layout, etc.),Desirable change elements in token (logo, waiting customer count, promotional message, etc.). Ability to deactivate / activate services centrally.	Please confirm if these change options to be provided for branch wise contorl?	Centrally controlled and monitored
200	71	SCOPE OF WORK A. FUNCTIO NAL REQUIRE MENTS:	8. Solution capable of giving information on estimated wait time on the physical token number and the wait time on real time basis in digital mode	a) How is estimated wait time calculated ? B) Will it be same for all client ?	a) Total tokens issued divided by expected time for a service fixed by the bank b) Tokens should be prioritized for Senior citizens, HNI customers etc.
201	71	SCOPE OF WORK A. FUNCTIO NAL REQUIRE MENTS:	16. MIS on waiting tokens, expected time, service time, service wise footfall at the branch and other information related to tokens etc. on real time.	How will the expected time of service calculated ?	Time taken between calling of 2 tokens for a particular service.
202	72	SCOPE OF WORK A. FUNCTIO NAL REQUIRE MENTS:	3. The QMS solution capable of being functional in the bank's existing or proposed hardware (Computer / Tablet).	What is the configuration of the existing hardware at functioal level ?	Present RFP is for prourement of QMS software only and hardware specification to be provided by the bidder