

**RPF for EMPANELMENT OF SERVICE PROVIDERS AND RATE DISCOVERY FOR E-TENDERING , FORWARD AUCTION AND REVERSE AUCTION SERVICES**

Ref: SBI/GITC/IT-Partner Relationship/2024/2025/1284

Dated 21.02.2025

IT- Partner Relationship Department

**RESPONSE TO PRE-BID QUERIES**

Sl. No.	RFP Page No.	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
1	15	11-III-e	It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).	As the bid submission is on manual mode, are these clauses required?	1.The bidders can submit their Bid either physically signed or digitally signed.
2	15	11-III-j	The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.		2.The bidders can submit their Bid either physically signed or digitally signed.
3	15	11-III-m	Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened, due to virus or otherwise, during Bid opening, the Bid is liable to be rejected		3.In case any document submitted through e-mail, should be free from virus.
4	137	ANNEXURE-E Point no. 4	Quarterly certificate from CERT-In empaneled ISSP, periodically, i.e. at Quarterly interval by 15th day of completion of respective quarter or as requested by the Bank for the control points mentioned in Appendix B 1."	<p>We would like to request a relaxation of the penalty clause related to obtaining the certificate from the CERT-In certified third-party auditor. As per the current requirement, we are committed to submitting the necessary documents after each quarter for the certification process. However, since the audit and certification are dependent on external factors beyond our control, there may be unforeseen delays from the auditor's end.</p> <p>To ensure compliance without undue penalties in such circumstances, we kindly request that the penalty clause be revised to accommodate potential delays caused by the auditor. We propose that any delay attributable to the auditor should not be considered a breach on our part, and appropriate flexibility be incorporated into the penalty terms.</p> <p>We would like to bring to your kind notice that, STQC itself will do the surveillance test on our product once in a year &amp; provide us the report. Hence, we request to consider the period of certification for 1 year instead of every quarter as the cost of certification requires huge amount (Approx. Rs. 50,000/= per certification)</p>	No change in RFP terms
5				We have MSME UDYAM registration certificate with type enterprise as "SMALL" & Category "SERVICES". The copy of the same is herewith attached for your kind reference. Can we use this certificate to get the exemption from paying Tender Fee & EMD? Kindly clarify.	Please refer to the RFP which is self explicit.
6	66	3.2	The system should cover full life cycle of purchase (from RFP/Indent to Purchase Order)	Please provide detail process flow and features related requirement of Indent and Purchase order module.	Please refer to the RFP and Appendix-C in particular.

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7	66	3.3	2) Preparation of Tender document online	We understand that SBI requires a functionality of uploading tender document online. Please correct our understanding.	Detailed requirement has been provided in Appendix-C.(No change in RFP terms)
8	67	4.2	2) Rate Contracts	We understand that rate contract tenders process will be similar to normal tender only. Is there any specific process flow needs to be followed for Rate contract tenders? If yes, please share details.	Detailed requirement has been provided in Appendix-C.(No change in RFP terms)
9	69	4.4	15 Application Service Platform should support Evaluation of Technical and Commercial parameters based on a formula.	Provide more details for understanding Evaluation of Technical and Commercial parameters based on a formula.	Please refer to the RFP which is self explicit.
10	73	4.17	11. Sufficient security features to be provided in the Application Service Platform for authentication procedure of the system administrator like ID, password, digital signature, biometric etc	Two factor authentication via user id, password and digital certificate is a general authentication process used in online procurement system. We request bank to consider this and provide relaxation for biometric or any other authentication techniques.	No change in RFP terms
11	81	1	The Service provider will take all measures to keep data pertaining to the Bank secure at Data Center (DC) as well as at Disaster Recovery (DR) site in India only during the Contract period. A copy of this data should be kept in fireproof vault at DC and DR. At the end of Contract period, the Service provider will hand over this data to the Bank, in readable soft format.	Data will be at DC and DR both. Apart from this data will be stored in fireproof vault in our HO office.. Will this suffice the requirement?	The requirement under this clause is Self-explicit. (no change in RFP terms)
12	96	2.2	The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following: 2.2.1. 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.	Need to understand that why bank will give VPN access. Why we have to connect to bank infra via VPN ?	If required,the service provider to connect to bank infra , VPN access may be provided.
13	96	2.23	2.2.3 Service Provider shall be required to get the Device hardened/configured as per the Bank's prevailing standards and policy.	The product is not STQC certified presently, however, the same will be STQC certified by the time deployment phase starts, post award of contract. The said clause may kindly be relaxed.	This will be shared with the successful bidder/bidders.
14	80	2	The Application Service Platform should be capable of generating reports regarding down time. Service provider shall provide mechanism for logging and recording of server or system down time, which should be acceptable to the Bank.	We don't recording of server feature but we have tool for server downtime, will this suffice the requirement.	The tool should be capable of generating server downtime reports (No change in RFP terms)

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15	70	4.11	8 Application Service Platform should have the flexibility to make desired combination of members to form a committee at any point of time before bid opening events.	We understand that decrypt or will be mapped during tender publishing. Additional members can be added at any point of time. Please confirm.	The requirement under this clause is Self-explicit. (no change in RFP terms)
16	71	4.13	1. Access to the Application Service Platform by BANK as well as proposed Vendors should be by way of User ID /Passwordfor some Tenders (say of small values) and also through digital signatures for some Tenders. Both ways of Access should be available. BANK should be able to decide which Tenders will be accessed through User ID/Password and which will be through digital signatures. As per STQC compliance and to ensure secrecy all the tenders should be accessed using digital signatures. Moreover, multi-factor authentication may be used, if required.	Login has to be defined either through Login ID & Password or Login ID/ Password & DC. Once bidder logs in, he have access of all open tenders and limited tenders in which he is mapped. Restriction on tender to tender cannot be imposed on Login. It can be implemented on bid submission. Please confirm.	No change in the RFP terms
17	72	4.13	4 The Tender document should not get uploaded unless it is approved by the Tender Owner.	We understand as an offline process. Kindly clarify.	The requirement under this clause is Self-explicit. (no change in RFP terms)
18	74	6..4	Electronic Performance Bank Guarantee (PBG) feature should be incorporated/made available whenever the same would be available with majority of banks.	Would it be charged extra at the time of implementation or should be included in initial quote?	No seprate cost will be payable for Electronic Performance Bank Guarantee. (No change in RFP terms)
19	-	-	General Query	Will you provide domain and ssl certificate for the application ?	No change in RFP terms.

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20	47	Point NO 8	The proposed Application Service Platform under which the required services are to be provided along with the functionality thereof, must be STQC certified as prescribed by CVC and various Government of India	<p>Sir/Madam as per our understanding, any e-Procurement system (e-Tendering, Reverse e-Auction, Forward e-Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines"</p> <p>The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi.</p> <p>Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information Technology (DeiTy), Ministry of Communications &amp; Information Technology of the Government of India [DeiTy Guidelines] which Includes</p> <ol style="list-style-type: none"> <li>1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeiTy – Guidelines</li> <li>2. GFR 2017 as covered by Annexure III of DeiTy – Guidelines</li> <li>3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeiTy – Guidelines.</li> </ol> <p>We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empaneled test laboratories which is not valid.</p> <p>We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empanelled or third party agencies like EQDC, Suma soft etc.</p>	The requirement for STQC certificate will be as per RFP terms. (No change in RFP terms.)
21	63	17	STQC Certification as per statutory requirement and also as per the requirements of e- tender processing (compliance to IT Act 2000 and its subsequent amendment 2008) should be completed before putting it to public use. The validity of the STQC certificate is 3 years. Therefore the Vendor has to get it renewed well before its expiry date.	STQC Certification included of IT Act, CVC and GFR.	Confirmation for renewal of STQC certificate before its expiry by service provider is required. (No change in RFP terms)

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22	66	4	The Service provider should also comply with the STQC Quality requirements for eprocurement Systems or e-auction systems as on date and also ensure future compliance applicable from time to time.	<p>Sir/Madam as per our understanding, any e-Procurement system (e-Tendering, Reverse e-Auction, Forward e-Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines"</p> <p>The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi.</p> <p>Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information Technology (DeiTy), Ministry of Communications &amp; Information Technology of the Government of India [DeiTy Guidelines] which Includes</p> <ol style="list-style-type: none"> <li>1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeiTy – Guidelines</li> <li>2. GFR 2017 as covered by Annexure III of DeiTy – Guidelines</li> <li>3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeiTy – Guidelines.</li> </ol> <p>We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empaneled test laboratories which is not valid.</p> <p>We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empanelled or third party agencies like EQDC, Suma soft etc.</p>	The requirement for STQC certificate will be as per RFP terms. (No change in RFP terms.)
23	67	v)	Guidelines for compliance to Quality requirement of e-Procurement Systems' dated 31st August, 2011 of Department of Information Technology (DIT)/ Standardization Testing and Quality Certification (STQC), Ministry of Communication & Information Technology of the Government of India (DIT-Guidelines) which includes: - CVC Guidelines for e-Procurement application software as covered by the relevant provisions of Annexure-II of DIT-Guidelines. - GFR-2005 as covered by Annexure-III of DIT-Guidelines	Instead of GFR 2005 it is GFR 2017 as covered by Annexure III of DeiTy – Guidelines	Reference of GFR 2005 should be read including its amendment. (No change in RFP terms)
24	78	ii.	The Information Security Audit of the system should have been conducted from CERT-IN empanelled Auditor annually and submit the auditor's report, failing which any payment due to Service provider shall be withheld till such time report is made available to SBI. The said report should also include successful implementations of vulnerabilities and recommendations by auditors.	<p>As we understand it, an Information Security audit refers to an ISO 27001 audit, which can be conducted annually by any ISO-accredited third-party company. It does not specifically require a CERT-IN empanelled auditor.</p> <p>Therefore, we request you to amend this clause accordingly.</p>	The requirement for STQC certificate will be as per RFP terms. (No change in RFP terms.)

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25	63	39	The bidder agrees to conduct SAST (Static Application Security Testing) & DAST (Dynamic Application Security Testing) and provide detailed reports of the same or the Bank may conduct the SAST. The bidder should close all the vulnerabilities which should be revalidated by conducting SAST & DAST again.	<p>As we are conducting STQC-based auditing, the STQC audit report includes SAST and DAST in a single report, and the auditing company (Auditor) will not provide SAST and DAST reports separately.</p> <p>For your information, if any vulnerabilities are identified, SAST and DAST inputs will be included within the STQC report and will not be issued separately. If no vulnerabilities are found, the auditor will not mention them in the report.</p> <p>Therefore, providing separate SAST and DAST reports is not necessary, as they are already covered with-in the STQC audit report.</p> <p>We kindly request you to consider this accordingly.</p>	No change in RFP terms
26	18	17. TECHNICAL EVALUATION: iii. The evaluation will also take into account	g. Bidder support facilities: Support requirement like online support/ email support/ offline support, time period. Bidder will support the Bank as required in peak days of business (month-end and start).	<p>Ref. to this point, as per normal practice we provide telephonic &amp; e-mail support during event / scheduling event to officers &amp; bidders.</p> <p>Support to the bidder and officers on hand phone in case of holidays and non-working hours as and when required, we hope this will suffice the purpose. Please confirm.</p> <p>Do we (Service provider) need to keep / deployed a support resources for SBI Users &amp; bidders Support at client's premises or it will be Online (remote access) from India ??, If it's need to keep / deployed a support resources at client's premises then kindly confirm the number of manpower for support with location wise and timing.</p>	The bidder is not required to deploy support resources at SBI premises. (No change in RFP terms)
27	66, 67 & 70	Appendix-C - Technical Criteria	3.2 The system should cover full life cycle of purchase (from RFP/Indent to Purchase Order), 3.3 The System should have the following Modules, 4.2 TYPES OF TENDERS (Should support various types of Bids e.g.), 4.3 TENDER NOTICE CREATION, 4.12 E-AUCTION	<p>Ref. to this point, we assume that SBI user will do all activity with respect to RATE DISCOVERY FOR E-TENDERING, FORWARD AUCTION &amp; REVERSE AUCTION by using the tool And, service provider will help to the SBI users for process activity on the portal.</p> <p>If the Service Provider needs to do the all activity e.g. Creation, editing, published etc.. of E-TENDERING, FORWARD AUCTION &amp; REVERSE AUCTION then we assume that user of SBI will provide sufficient timeline to service provider in working days &amp; hours for process further because It will be completely depending on the requirement &amp; complexity etc. of e-tender/e-auction preparation going through whole RFP/document provided by SBI. Hence at least, Service provider should have 1 or 2 working day time for understanding / discussion with SBI User for requirement &amp; prepare a e-tender/e-auction online or it should be mutually decided, please confirm.</p> <p>Also, If the Service Provider needs to do the all activity (Create, editing etc..) of E-TENDERING, FORWARD AUCTION &amp; REVERSE AUCTION by using tool then we assume that user of SBI user will review / verify before approved / published the same as needed on the portal., Kindly confirm.</p>	For conducting activities as mentioned in this RFP, service provider will be provided reasonable time as mutually agreed. Please refer Appendix-I. Service Provider shall obtain approval from SBI user before conducting/publishing an event. (No change in RFP terms)

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28	116	15.2	The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this Agreement, and any other component/framework/middleware used/developed as pre-built software assets to deliver the solution, shall belong to the Bank and the Bank shall have complete and unrestricted rights on such property. However, Service Provider shall hold All Intellectual Property rights in any pre-built software per se, except for those which have been assigned under this Agreement.	<p>As per our understanding, if the bank conducts any customizations or modifications under this agreement with the successful service provider, the source code of these customizations or modifications will belong to the bank.</p> <p>However, the service provider will retain the rights to the source code of the pre-built software, meaning the original version before any customizations or modifications.</p>	Understanding is correct.(no change in RFP terms)
29	54	8. Certification Requirements). The proposed Application Service Platform under which the required services are to be provided along with the functionality thereof, must be STQC certified as prescribed by CVC and various Government of India Department	Copy of the Valid STQC Certificate(s) to be provided	The product is not STQC certified presently, however, the same will be STQC certified by the time deployment phase starts, post award of contract. The said clause may kindly be relaxed.	No change in RFP terms.
30	55	14 The Bidder should have executed minimum 5 Contracts for e-Procurement services with Central or State Government departments / Public Sector Undertakings (PSU)/ Public Sector Enterprises (PSE)/ Banks in India during the last 3 financial years.	Copy of the purchase orders to be attached	<p>We request a relaxation of the qualification requirement outlined in the tender document, specifically the clause that mandates bidders to have executed a minimum of 5 contracts for e-Procurement services with Central or State Government departments, Public Sector Undertakings (PSUs), Public Sector Enterprises (PSEs), or Banks in India during the last 3 financial years.</p> <p>Our organization has successfully implemented a comprehensive e-Procurement solution for the Government e-Marketplace (GeM). This implementation encompasses a wide range of functionalities, including supplier registration and management, e-tendering, procurement, auction (both forward and reverse), and order and delivery management.</p> <p>In our GeM product implementation, we have facilitated integrations with 18 banks, including 9 Public Sector Banks (PSBs), and have completed close to 28 ERP integrations with PSUs for order management, accounts payables, and payment processing. We believe that our proven track record with the GeM project, along with our extensive integration experience, demonstrates our capability to deliver high-quality e-Procurement services, even though we have a single large-scale implementation in the government and PSU sector in India.</p> <p>Therefore, we kindly request that you consider relaxing the requirement from 5 projects to 1 project, where we have implemented all core capabilities mentioned in the RFP. This adjustment would allow us to participate in the bidding process and showcase our expertise in delivering effective e-Procurement solutions.</p>	No change in RFP terms.

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31				i) SBI is already procuring from GeM, Please outline the new procurement solution requirement? ii) We want to know will there be any data migration requirement from any existing portal?	Comment not against any particular statement. Please be guided by RFP.(No change in RFP terms)
32	75	6.3	The Application Service Platform should be bank neutral as far as the e-payment gateway integrations are concerned.	It deems that the services to be provided on PAN India basis. Hence, please let us know whether the e-payment gateway integration would be with single account or it would be done with multiple accounts.	No change in RFP terms
33	75	6.4	Electronic Performance Bank Guarantee (PBG) feature should be incorporated/made available whenever the same would be available with majority of banks.	Please provide the scope of EPBG requirement and fitment of the same within the tender cycle as Performance Bank Guarantee is not applicable in tendering phase.	Please refer to RFP which is self explicit. No change in RFP terms
34	75	8.1	Sizing and capability of the Application Service Platform and Hardware deployed would be such that the Application Service Platform is able to deliver the web page or screen output at the user end within 5 seconds of query or request submission under ideal condition. The Application Service Platform should support minimum 300 concurrent users.	Please provide the tentative volumes of Events that would be conducted in a year across PAN India.	Its is on future requirement. As of now tentative business volume cannot be ascertained.
35	88	APPENDIX-I	PENALTIES	Delivery Schedule has been referred for activities related to various events for deriving Penalties. But no such delivery schedule has been found in terms of deployment of the e-tendering portal.	No change in RFP terms.
36	88	APPENDIX-I	No charge will be paid for an event that is cancelled due to any technical fault/ failure on the part of the Service Provider concerned (including connectivity to the Service Provider's portal/data center /servers etc.). Additionally, a flat penalty of 20% of the 'per Event cost' will be levied for each of the cancelled events	Ideally it should be capped to 10 % of service Charges	No change in RFP terms
37	General	General	No of Events / Quantum of Business is not mentioned in the RFP	Tentative Business volume has to be shared with the Bidders	Its is on future requirements. As of now tentative business volume cannot be ascertained.
38			iv. Based on the price quoted in Price Bid against each Event/item, Event-wise lowest Bidder (L1) and price will be decided by the Bank. An offer will be made to all other technically qualified Bidder(s), who have also quoted for the respective Event(s) to match the price of L1 Bidder for that Event.	More details are needed on the evaluation criteria on what basis the evaluation will be done and if the department is asking to match the L1 value then why is there a need to conduct RA in this case or is there no need for RA	The requirement under this clause is Self-explicit. (no change in RFP terms)



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	20	EVALUATION OF PRICE BIDS AND FINALIZATION	v. Event-wise L1 Bidder is required to provide price confirmation and price breakup strictly on the lines of Appendix-F within 48 hours of notification by the Bank, failing which Bank may take appropriate action. Bidder(s) to whom an offer is made in accordance with award criteria clause shall also be required to provide confirmation to match price discovered for L1 Bidder for respective Event within 48 hours of such offer.		
39	General	General	Time Frame of deployment	requested to please share the time frame for deployment of solution	Please refer to the RFP terms.
40	General	General	Vendor Registration / Training	Request yourself please confirm whether, we may charge vendor registration fee from vendors on respective portal for registration and one time training	No such charges may be imposed. No change in RFP terms.
41	20	Clause-20	AWARD CRITERIA AND AWARD OF CONTRACT : ) If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.	<p>"Class-I local supplier" means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed for 'Class-I local supplier' hereunder.</p> <p>• What exact mean of "Class-I local supplier" as there is an advantage to "Class-I local supplier"</p>	The clause is Self-explicit. (no change in RFP terms)
42	General	General	• Appendix- G	• Appendix- G is missing from this RFP	Please refer to page no.84 for Appendix-G in the RFP .